

# ECOWORLD

INTERNATIONAL

CREATING TOMORROW & BEYOND



SUSTAINABILITY REPORT **2019**



## VISION

**The brand is about the pursuit of better, greater ways to complete people's living experience. We want to be thought leaders and innovators - a non-traditional business with positive economic, social and environmental impact. We push boundaries in our vision of Creating Tomorrow & Beyond.**

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## MISSION

- Create world-class eco-living by providing products and services that continue to exceed expectations
- Generate and initiate ideas that disrupt the status quo and inspire people
- Continuously raise the bar of excellence, through borderless teamwork across EcoWorld
- Unleash, support and grow everyone's potential in Team EcoWorld
- Commit 2x2x5x5 = 100% energy, focus & passion in everything we do

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## OUR SUSTAINABILITY JOURNEY



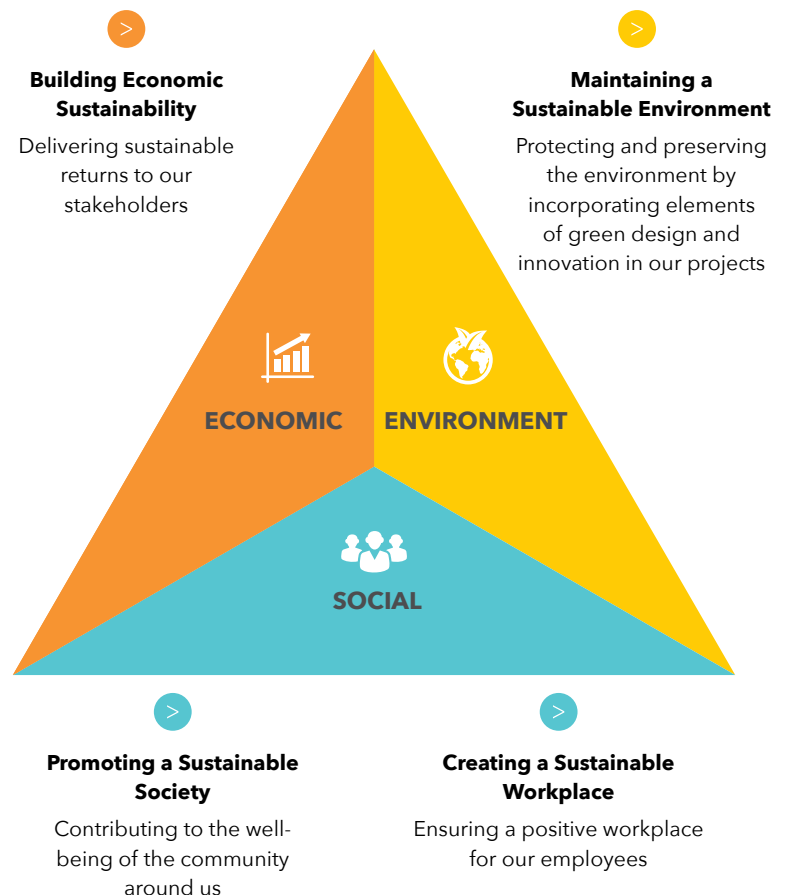
Parramatta is home to EcoWorld International's first Australian Project - West Village

We synergise our strengths to capture opportunities arising from the global demand for sustainable urbanisation. Our strong culture and enduring values drive our people to strive for excellence and operational efficiency, whilst safeguarding the environment and creating a sustainable value chain.

Eco World International Berhad ("**EcoWorld International**" or "**the Group**") reaffirms its commitment towards sustainability with the publication of this Sustainability Report 2019 ("**the Report**"). Through this Sustainability Report, EcoWorld International shares detailed information on the management of economic, environmental and social ("**EES**") risks and associated performances, challenges and opportunities.

Our sustainability commitment has been further strengthened as our sustainability reporting matures. This year, we have introduced Key Performance Indicators ("**KPIs**") focusing on the EES fronts to track our progress towards delivering sustainable development. The Report highlights key challenges in achieving our sustainability targets and our plans to address the EES impact arising from our business operations.

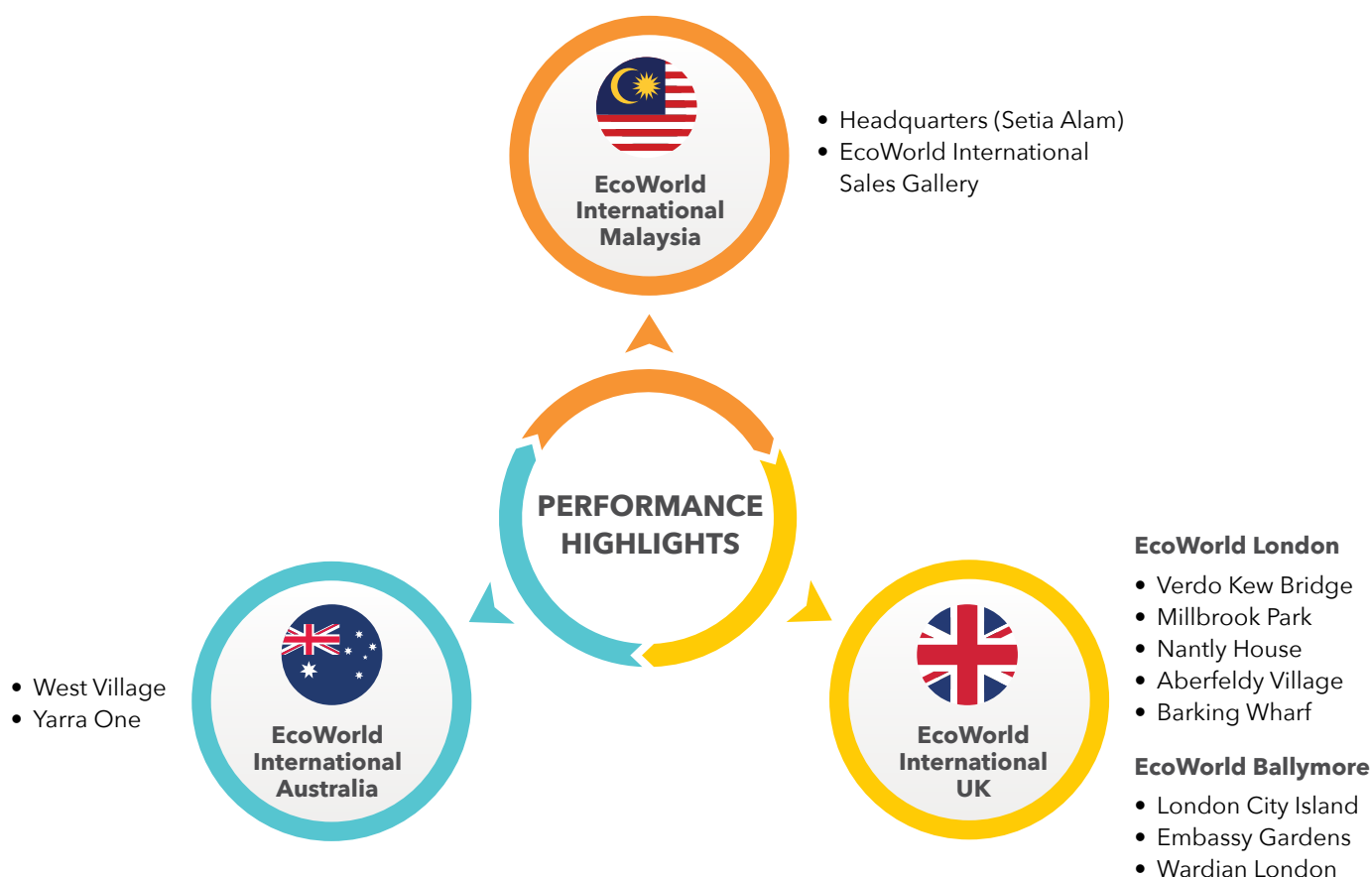
It is intended that with this Report, our various key stakeholders, including employees, customers, investors, contractors, regulatory agencies and statutory bodies are well informed of our sustainability commitments and approaches.



## REPORTING SCOPE AND BOUNDARY

The Sustainability Report 2019 provides an overview of sustainability performances of EcoWorld International's portfolio in the United Kingdom ("UK"), Australia and our headquarters based in Malaysia from 1 November 2018

to 31 October 2019, in line with the Group's fiscal year, unless otherwise stated. The list of projects under our scope are as follows:



## REPORTING STANDARD

This Report has been prepared in compliance with the Bursa Malaysia Securities Berhad ("**Bursa Malaysia**") Main Market Listing Requirement on sustainability reporting and Bursa Malaysia Sustainability Reporting Guide 2<sup>nd</sup> Edition, and the Global Reporting Initiative ("**GRI**") Standards 2018: Core option. The GRI Content Index on pages 64 - 65 provides the list of disclosures that are used throughout this Report.

## FEEDBACK

To minimise the impact on the environment, digital copies of this Report and other previous reports can be accessed and downloaded online at EcoWorld International's corporate website: [www.ecoworldinternational.com](http://www.ecoworldinternational.com)

We value your feedback to help us improve on our future reporting. Please send your feedback and opinions to [ewi@ecoworldinternational.com](mailto:ewi@ecoworldinternational.com)



## ABOUT ECOWORLD INTERNATIONAL



Warden London, United Kingdom

At EcoWorld International, we aspire to bring exciting opportunities to property investors and residents or customers alike with our high quality residential-led and mixed-use developments in mature markets with growth potential and favourable macroeconomic conditions.

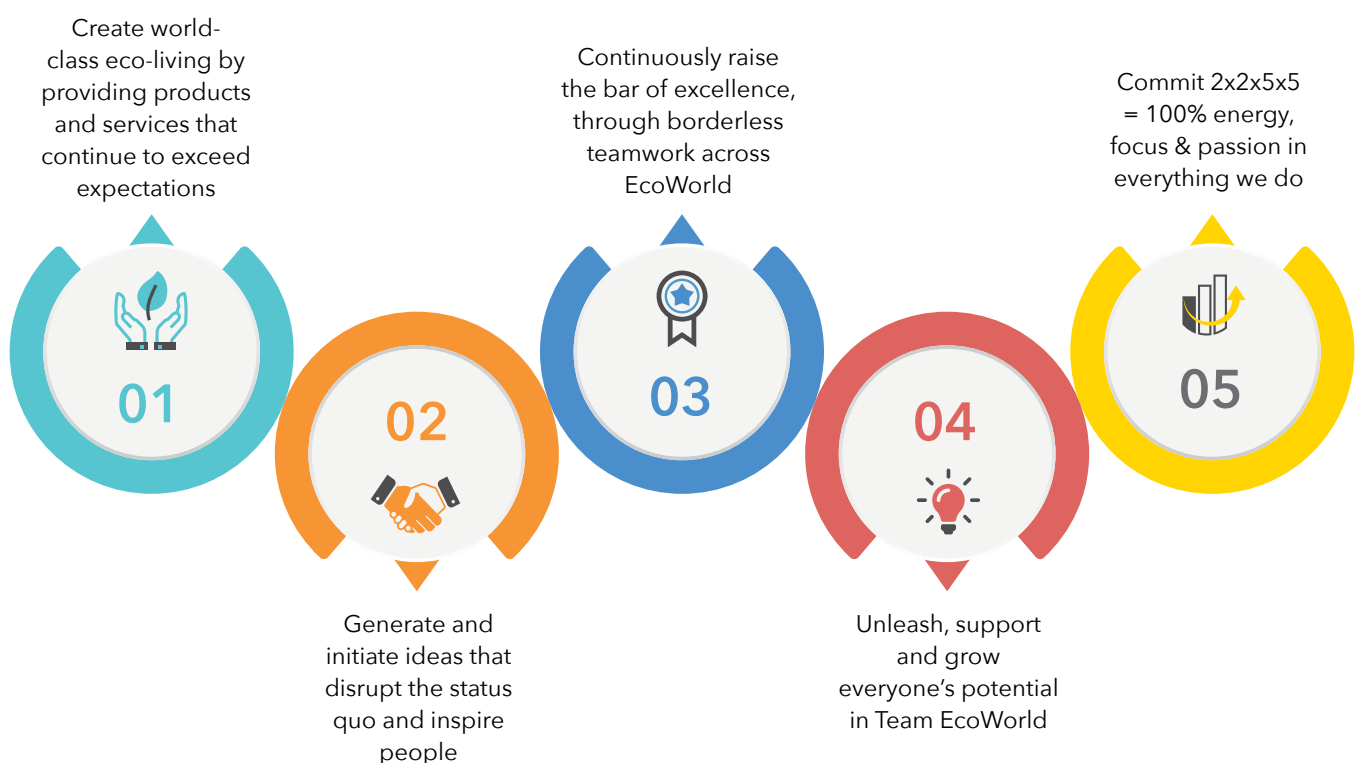
EcoWorld International aspires to establish a strong presence in its respective target markets where it operates by striving for excellence in all aspects of its operations. This includes consistently delivering unmatched service and product quality to customers and taking proactive approaches in managing environment, health and safety practices.

### SUSTAINABILITY VALUES ARE DEEP-ROOTED IN OUR VISION AND MISSION

Our affiliation with sustainability comes in the most holistic sense – holding the spirit of sustainability close to our hearts as we endeavour to achieve our vision of **‘Creating Tomorrow and Beyond’**. We desire to learn and work in close collaboration with nature, striving to

create spaces which incorporate green elements and unifies the natural environment.

We achieve our vision through a culture of excellence and teamwork through the following pillars:



## MESSAGE FROM THE PRESIDENT AND CEO



### DATO' TEOW LEONG SENG

Chairman of the Sustainability Committee  
President and CEO, EcoWorld International

#### Dear Shareholders,

Welcome to our annual Sustainability Report of 2019. We look forward to taking you through the past year, highlighting our progress towards becoming a more sustainable property developer. Ensuring that sustainable practices become commonplace will determine the longevity of the company. We understand that to do so, we need to be actively engaging with our stakeholders and strengthening these relationships which are imperative to our long-term business success. Our vision of *Creating Tomorrow & Beyond* depends on our approach to sustainability and ensuring that it is incorporated throughout our business strategy. This will outline how we treat our employees with respect, understand our customers' expectations and conduct all business with fairness.

EcoWorld International had on December 2017 signed a sale and purchase agreement for the acquisition of a 70% stake in Willmott Dixon Holdings Limited's ("Willmott Dixon") residential development business in the UK. This was a landmark deal for EcoWorld International Group as it enabled us to make our presence felt in the highly-resilient UK mid-mainstream market with a full multi-disciplinary team in place and the potential to acquire up to 12 development sites spread across Greater London and the South East of England.

We completed the first stage of acquisition in March 2018 with access gained to six of the 12 sites with the joint-venture leading to two additional sites being acquired in May and August 2018 respectively.

EcoWorld International is pleased to report that we have been recognised with the New Company Excellence Award at the ASEAN Corporate Governance Award 2018 ceremony hosted by the Minority Shareholders Watch Group.



We have established **14 KPIs** that allow tracking of the progress of

our sustainability initiatives to ensure that we are continuously embedding sustainability in all that we do.



## MESSAGE FROM THE PRESIDENT AND CEO

Last year we adopted six of the United Nations Sustainable Development Goals ("**UNSDGs**") and aligned our EES targets accordingly as we commit to our greater responsibility of contributing to the global effort. The UNSDGs continue to help guide our focus on sustainability efforts when approaching current and new projects.

As part of this year's sustainability initiatives, we established 14 KPIs that allow monitoring and tracking of the progress of our sustainability initiatives to ensure that we are continuously embedding sustainability in all that we do. Another milestone is the introduction of EcoWorld London's Procurement Policy with elements of sustainability that will enable us to ensure our supply chain is sustainable.

EcoWorld International is pleased to report that we have been recognised with the New Company Excellence Award at the ASEAN Corporate Governance Awards 2018 ceremony held on 31 July 2019 and hosted by the Minority Shareholders Watch Group. This award celebrates companies that have demonstrated high levels of corporate governance practices and therefore better serve their stakeholders and investors. We are committed to ensuring that EcoWorld International upholds the highest standards of ethical conduct besides ensuring we manage our risks accordingly. Providing a work environment that is conducive to productivity and fosters trust among all staff is a priority at EcoWorld International.

We are building on our efforts from last year's Let's Green Possible campaign where the aim was to increase environmental awareness within the Group. The green initiatives carried out as part of the campaign, among others, include recycling programmes and electricity and water savings competitions. Last year, we developed a Green Office Guide which guided us in implementing a series of sustainable practices in the office to mitigate adverse environmental impacts. Its main focus has been energy management, water consumption, air quality, and the 3Rs - Reduce, Reuse, and Recycle. It is our hope that we will be able to inculcate a mindset among our stakeholders that prioritises sustainability.

In recognising our responsibility to be a conscientious organisation, we have embarked on several programmes that aim to enhance community engagement. This year, EcoWorld London collaborated with Green Dragon primary school in implementing multiple programmes and one of them was a student visit to the Verdo-Kew Bridge development to attend a master class in gardening. This engaged the community and allowed them to be directly involved with the project in which pupils helped plant the first flower beds outside the development's site office. This gave us an opportunity to connect with the community and allow it to see and understand what EcoWorld International does. Through these types of programmes, we are able to demonstrate that EcoWorld International is committed to providing quality space that is accessible to all.

As part of the wide-ranging community engagement conducted throughout the year, our potential leaders also took part in organising corporate social responsibility ("**CSR**") activities under the EcoWorld Leadership Development Programme ("**EWLDP**"). This programme is aimed at identifying potential successors within the company. The participants of this programme are required to plan and execute CSR activities that will impact the local community, encourage greater commitment to volunteerism and caring for the less fortunate.

As we continue on our sustainability journey, we will attempt to implement best practices across our operations. We are dedicated to being a responsible corporate entity and contributing to the well-being of the economy and society, whilst safeguarding the environment. We are in keeping with the best interests of all our stakeholders as they are the drivers of our success and determine our long-term value creation.

EcoWorld International is grateful for our stakeholders' support and interest in our developments and hopes to continue to deliver projects that meet the aspirations of the community and promote sustainability.

Thank you.

**Dato' Teow Leong Seng**



## SUSTAINABILITY HIGHLIGHTS

### SUSTAINABILITY ROADMAP

Since our listing in 2017, our third sustainability report discloses our continued approach to sustainability and initiatives undertaken to embed sustainability practices

in our business operations. We improve our sustainability commitments year-on-year as we believe that sustainability is a key driver in shaping a successful business.



2017	2018	2019	2020
Sustainability Statement	Standalone Sustainability Report and Sustainability Statement	Standalone Sustainability Report and Sustainability Statement	Standalone Sustainability Report and Sustainability Statement
Sustainability Governance Structure excluding EcoWorld London	Sustainability Governance Structure excluding EcoWorld London	Revising Sustainability Governance Structure to include EcoWorld London	Maintaining Sustainability Governance Structure
Scope: EcoWorld International Malaysia, EcoWorld International UK (excluding EcoWorld London), and EcoWorld International Australia	Scope: EcoWorld International Malaysia, EcoWorld International UK (excluding EcoWorld London), and EcoWorld International Australia	Scope: EcoWorld International Malaysia, EcoWorld International UK, and EcoWorld International Australia	Scope: EcoWorld International Malaysia, EcoWorld International UK, and EcoWorld International Australia
Conducting materiality assessment which identified 12 material sustainability matters	Conducting materiality assessment using stakeholder weightage approach which identified 16 material sustainability matters	Conducting materiality assessment due to inclusion of EcoWorld London (acquired in 2018) using the same 16 material sustainability matters	Maintaining material sustainability matters
Mapping material sustainability matters to 6 UNSDGs	Mapping material sustainability matters to 6 UNSDGs	Strengthening the sustainability performance of the Group and commitment to the 6 UNSDGs	Strengthening the sustainability performance of the Group and commitment to the 6 UNSDGs and extending to other UNSDGs
Developing policies and procedures	Establishing Sustainability Policy and Guidelines	Introducing sustainability key performance indicators	Monitoring of key performance indicator achievements
Reporting in line with G4 Sustainability Reporting Guidelines	Reporting in line with GRI Standards - Core Option and Sector Specific Disclosures	Reporting in line with GRI Standards - Core Option and Sector Specific Disclosures	Reporting in line with GRI Standards - Core Option and Sector Specific Disclosures

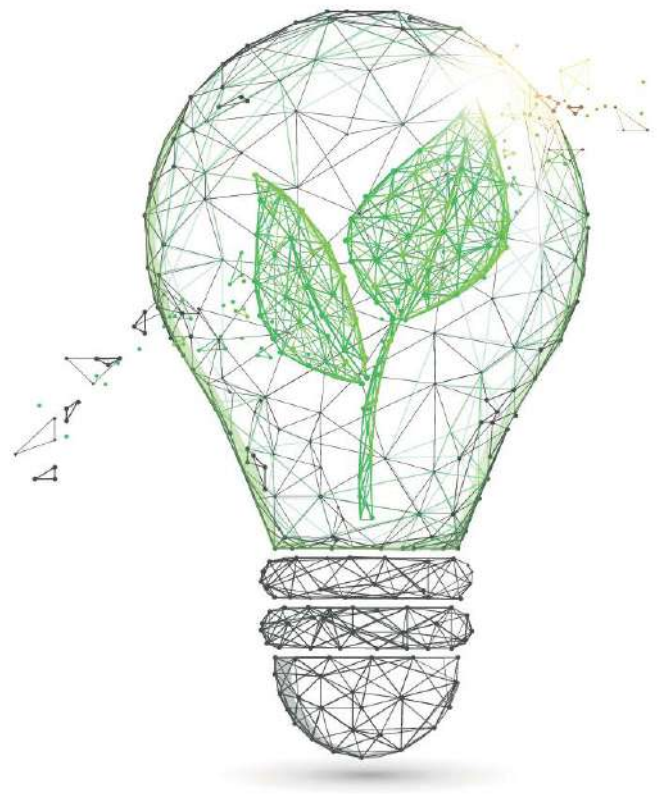




## SUSTAINABILITY HIGHLIGHTS

### SUSTAINABILITY KEY PERFORMANCE INDICATORS






As we progress towards creating a sustainable outlook for our business operations, we are also aware of our responsibility to serve the surrounding community and protect the environment while creating a sustainable value chain. We look to continuously deliver products and service excellence, building properties that not only encapsulate high quality and landmark designs but also ones that bridge communities and promote sustainability to our stakeholders now and in the future.

The Group's focus in addressing economic, environmental and social impacts come hand in hand with the measurement of our EES performance. Our performance is monitored and tracked via the 14 established KPIs representing the EES pillars of sustainability across the Group.






Material Sustainability Matters	Key Performance Indicators	Target	Achievement
 <b>ECOWORLD INTERNATIONAL MALAYSIA</b>			
 <b>SOCIAL</b>			
Community Development	Corporate Social Responsibility ("CSR")	At least 6 hours of CSR activities per employee	Achieved <b>8</b> hours of CSR activities per employee ✓
Training and Development	Staff attending training	75% of staff attending training	<b>100%</b> of staff attended training ✓
Talent Retention	Staff attrition	Staff attrition rate at 12%	Staff attrition rate at <b>15.6%</b> <div> <div></div> In Progress </div>
Ethics and Integrity	People's Heartbeat Survey* Overall Engagement Score	People's Heartbeat Survey Overall Engagement Score at 85%	People's Heartbeat Survey On-the-Go and Online Survey: <b>83%</b> <div> <div></div> In Progress </div>

\* People's Heartbeat Survey is an internal survey conducted to assess employee morale, satisfaction and engagement.

Material Sustainability Matters	Key Performance Indicators	Target	Achievement
 <b>ECOWORLD INTERNATIONAL UK</b>			
 <b>OPERATIONS</b>			
Contractor Management	Considerate Constructors Scheme ("CCS")	Target all schemes to achieve a CCS score of 35 and above	CCS Score of <b>35</b> and above (out of a possible 50) on every scheme is met ✓
Waste Management	Contaminated Land: Applications in Real Environments ("CL:AIRE")	<p>All EWL self-delivery schemes to be registered under CL:AIRE prior to start on site where applicable</p> <p>CL:AIRE is the current management organisation for the Definition of Waste: Development Industry Code of Practice (DoWCoP)</p>	<p>No new applicable scheme started during the financial year</p> <div>  In Progress         </div>
 <b>ECONOMIC</b>			
Energy Saving Initiatives	Reduction in printing costs	20% reduction of printing costs across UK offices	Over <b>24%</b> reduction of printing costs since the initiative was introduced ✓
Vendor and Supplier Development	Supply chain procurement contracts	85% of all supply chain procurement contracts signed in FY2019 by value to be with UK domestic companies	<b>94%</b> of procurement contracts signed by value are local companies ✓
 <b>SOCIAL</b>			
Training and Development	Staff attending training	75% of all employees (employed by 1 <sup>st</sup> October 2019) to complete at least 16 hours of job related training	<b>84.3%</b> of employees completed an average of 21 hours of job related training per employee ✓
Community Development	Employee community based activities	75% of all employees (employed by 1 <sup>st</sup> October 2019) to undertake at least 8 hours of business supported (time) community/social based activities	<b>82.3%</b> of employees completed minimum of 8 hours of community/social based activities ✓



## SUSTAINABILITY HIGHLIGHTS

Material Sustainability Matters	Key Performance Indicators	Target	Achievement
 <b>ECOWORLD INTERNATIONAL AUSTRALIA</b>			
 <b>ECONOMIC</b>			
Energy Saving Initiatives	Reduction in printing costs	10% reduction in printing costs for Australia offices	Achieved <b>21%</b> reduction in printing costs ✓
Energy Saving Initiatives	Reduction in travelling costs	20% overall reduction in travelling costs	Achieved <b>37.3%</b> reduction in overall travelling costs ✓
 <b>SOCIAL</b>			
Training and Development	Staff attending training	All employees to complete 16 hours of training per annum	<b>100%</b> of employees completed 16 hours of training per annum ✓
Community Development	Employee community based activities	Minimum 50 hours of community/social based activities	Achieved <b>97.5</b> hours of CSR activities ✓

At the end of the financial year, we are proud to report that EcoWorld International Australia has achieved all 4 KPIs with EcoWorld International UK achieving 5 out of 6, and EcoWorld International Malaysia 2 out of 4. We plan to enhance efforts to ensure better achievement of all KPIs.



*Celebrating the topping out of West Village in Australia*



## AWARDS AND ACCOLADES

EcoWorld International continues efforts to elevate the level of corporate governance by ensuring transparent disclosures and practices. In FY2019, the Group was awarded the New Company Excellence Award at the MSWG-Asean Corporate Governance Awards 2018 hosted by the Minority Shareholders Watch Group. The award recognises EcoWorld International's excellence in its corporate governance structure, processes and disclosures. The award assesses corporate governance disclosures and practices against the ASEAN Corporate Governance Scorecard which adopts the Organisation for Economic Co-operation and Development (OECD) Principles of Corporate Governance.

In addition, EcoWorld London's Senior Community Liaison Manager, Ms. Nivene Powell won the Public Sector/Academia/Not For Profit Category prize at the Forward Ladies London and South regional awards, recognising her contribution to social value and CSR. The Forward Ladies Award promotes gender diversity and equality and recognises female contribution to businesses, and their positive impact on the economy.



**MSWG-Asean Corporate Governance Awards 2018**  
**New Company Excellence Award**



**Forward Ladies Awards**  
**Public Sector/Academia/Not For Profit Category**





## OUR SUSTAINABILITY COMMITMENT

### UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

The Government of Malaysia has aligned its national development policies against the 17 sustainable development goals ("SDGs") introduced by the United

Nations in 2015 as part of achieving Agenda 2030 for sustainable development. As part of our contribution, we have selected six UNSDGs.

	<b>Ensuring healthy lives and promoting well-being for all, at all ages</b>	<p>We provide a conducive working environment and encourage work-life balance for our employees.</p>
	<b>Encouraging gender equality and empowerment</b>	<p>We encourage women in the workforce and our corporate culture discourages any discrimination on the basis of gender. In fact, 50% of our key management positions are filled by women who are well qualified for the job.</p>
	<b>Ensuring full and productive employment for all, regardless of age, gender, or disability, with parity of pay for all</b>	<p>We provide fair treatment to our employees regardless of age, gender, disability, ethnicity or religion.</p>
	<b>Ensuring that infrastructure is reliable, resilient and fit for purpose to achieve economic growth and overcome environmental challenges</b>	<p>We invest in innovative projects that address the needs of the community to improve the convenience of living.</p>
	<b>Making cities and human settlements inclusive, safe, resilient and sustainable</b>	<p>We embed green designs and green features into our projects to reduce the impact of the built environment on the natural environment.</p>
	<b>Promoting peaceful and inclusive societies for sustainable development, providing access to justice for all and building effective, accountable and inclusive institutions at all levels</b>	<p>We promote ethical business conduct in our business dealings, provide access to job opportunities and other community programmes for the local community.</p>

## STRONG LEADERSHIP COMMITMENT TO SUSTAINABILITY

Integrating sustainability into our operations requires a robust governance structure. EcoWorld International has established its sustainability governance structure headed by the Board of Directors ("**Board**") which is responsible for providing direction for the Group's overarching sustainability strategy, endorsing the identified material sustainability matters, and approving the annual sustainability report as well as the proposed sustainability initiatives.

The Board is supported by the Sustainability Committee which is led by the President & Chief Executive Officer ("**CEO**") and comprises Senior Management members

from EcoWorld International Malaysia, EcoWorld International UK and EcoWorld International Australia. The Sustainability Committee oversees the Operations Council, Economic Council and Social Council in implementing the sustainability strategies endorsed by the Board and reports to the Board on the Group's sustainability-related progress.

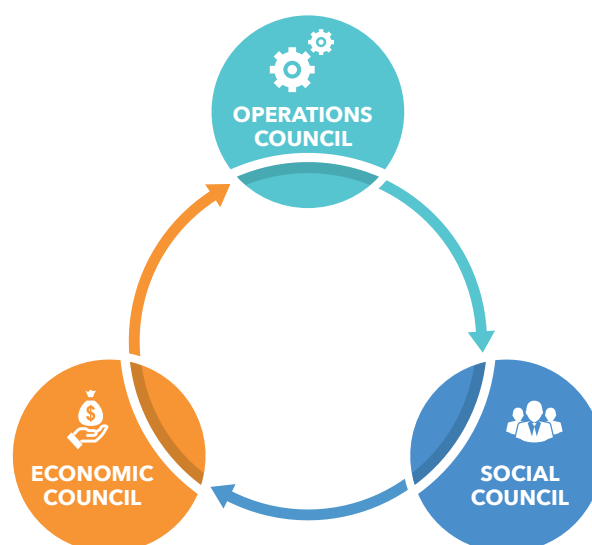
Representatives from Malaysia, UK and Australia sit on the Operations, Economic and Social Councils and are responsible for developing and implementing the approved sustainability initiatives.

### Roles and Responsibilities

- Provides direction on the Group's sustainability strategy
- Endorses the Group's efforts to inculcate sustainability initiatives
- Provides final approval on the report

- Oversees the implementation of the sustainability strategy endorsed by the Board
- Reports to the Board on sustainability-related progress

- Collates information to report and monitor actions related to sustainability indicators
- Implements sustainability strategy or initiatives endorsed by the Board across the Group
- Identifies material sustainability matters related to the Group's business operations





## OUR SUSTAINABILITY COMMITMENT



### SUSTAINABILITY POLICY

EcoWorld International has put in place a Sustainability Policy that provides an overarching representation of the areas we aim to address to steer EcoWorld International towards sustainable business growth while remaining conscious of the environment and the communities in which we operate. The Group commits to undertake the following responsibilities with respect to sustainable development:

- To make a clear statement of the Group's commitment towards sustainable development;
- To foster a culture of sustainability throughout the Group;
- To incorporate principles of sustainability into business activities, development projects and community engagement;
- To incorporate sustainability performance alongside other key performance indicators of the Group;
- To define clear measures and/or strategies to promote sustainable initiatives throughout the Group;
- To protect the environment, contribute to society, promote a safe and healthy working culture with respect to the Group's business operations and our stakeholders; and
- To review and revise the policy, as and when necessary, to reflect the Group's commitment to continuous improvement.



*Participants of EcoWorld Women's Summit 2019 with the #BalanceforBetter pose. The annual event is held in conjunction with International Women's Day*

## STAKEHOLDER ENGAGEMENT

EcoWorld International defines our stakeholders as individuals or groups that have business impact as well as those with vested interest in our operations. We proactively conduct frequent engagement sessions with

our stakeholders in ensuring stakeholders' concerns are addressed and relevant business information is well communicated to the stakeholders.





## OUR SUSTAINABILITY COMMITMENT




[illegible]



Stakeholder Group	Key Areas of Interest	Material Sustainability Matters	Methods of Engagement	Frequency of Engagement
 <b>Investors</b>	<ul style="list-style-type: none"> <li>• Growth trajectory</li> <li>• Acquisitions and expansion</li> <li>• Market diversification</li> <li>• Risk management</li> <li>• Corporate governance</li> <li>• EES indicators</li> <li>• Climate change and carbon pricing strategies</li> <li>• Sustainability performance and tracking</li> <li>• Reporting standards</li> </ul>	<ul style="list-style-type: none"> <li>• Ethics &amp; Integrity</li> <li>• Corporate Governance &amp; Transparency</li> <li>• Green Design &amp; Construction</li> <li>• Building Innovation</li> <li>• Regulatory Compliance</li> <li>• Energy Saving Initiatives</li> <li>• Infrastructure Investment &amp; Development</li> <li>• Occupational Health &amp; Safety</li> <li>• Contractor Management</li> </ul>	<ul style="list-style-type: none"> <li>• Group meetings with shareholders</li> <li>• Annual General Meeting</li> <li>• Site visits</li> <li>• Analyst, bankers &amp; fund managers briefing</li> <li>• Annual report</li> <li>• Announcements to Bursa Malaysia</li> </ul>	<ul style="list-style-type: none"> <li>• Throughout the year</li> <li>• Annually</li> <li>• Throughout the year (as and when necessary)</li> <li>• Half-yearly</li> <li>• Annually</li> <li>• Throughout the year</li> </ul>
 <b>Regulatory Agencies and Statutory Bodies</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>• Regulatory Compliance</li> <li>• Corporate Governance &amp; Transparency</li> <li>• Occupational Health &amp; Safety</li> <li>• Waste Management</li> </ul>	<ul style="list-style-type: none"> <li>• Inspections by local authority</li> <li>• Press releases</li> <li>• Workshops</li> </ul>	<ul style="list-style-type: none"> <li>• Throughout the year</li> <li>• Throughout the year</li> <li>• Throughout the year</li> </ul>
 <b>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>• Vendor &amp; Supplier Development</li> <li>• Corporate Governance &amp; Transparency</li> <li>• Green Design &amp; Construction</li> </ul>	<ul style="list-style-type: none"> <li>• Contract negotiation</li> <li>• Supplier audit and evaluation</li> <li>• Relationship meetings, Vendor registration and framework agreement</li> </ul>	<ul style="list-style-type: none"> <li>• Throughout the year</li> <li>• Throughout the year</li> <li>• Throughout the year (as and when necessary)</li> </ul>
 <b>Media</b>	<ul style="list-style-type: none"> <li>• Reputation of company</li> <li>• Advocating green consumerism and lifestyles</li> </ul>	<ul style="list-style-type: none"> <li>• Community Development</li> <li>• Building Innovation</li> <li>• Energy Saving Initiatives</li> <li>• Green Design &amp; Construction</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing engagement sessions</li> <li>• Press releases</li> <li>• Donations &amp; Financial Aid</li> <li>• Contributions to environment and social enhancement</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> </ul>



## OUR SUSTAINABILITY COMMITMENT

Stakeholder Group	Key Areas of Interest	Material Sustainability Matters	Methods of Engagement	Frequency of Engagement
 <b>Non-Governmental Organisations</b>	<ul style="list-style-type: none"> <li>Environment and Social issues in relation to business operations</li> </ul>	<ul style="list-style-type: none"> <li>Community Development</li> <li>Employee Well-being</li> <li>Infrastructure Investment &amp; Development</li> <li>Green Design &amp; Construction</li> <li>Energy Saving Initiatives</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing engagement sessions</li> <li>Press releases</li> <li>Donations &amp; Financial Aid</li> <li>Contributions to environment and social enhancement</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> </ul>
 <b>Contractors</b>	<ul style="list-style-type: none"> <li>Payment schedule</li> <li>Pricing of services</li> <li>Resource planning</li> </ul>	<ul style="list-style-type: none"> <li>Green Design &amp; Construction</li> <li>Contractor Management</li> <li>Infrastructure Investment &amp; Development</li> <li>Waste Management</li> </ul>	<ul style="list-style-type: none"> <li>Contract negotiation</li> <li>Contractors audit and evaluation</li> <li>Relationship meetings, contractors' registration and framework agreement</li> </ul>	<ul style="list-style-type: none"> <li>Throughout the year</li> <li>Throughout the year</li> <li>Throughout the year (as and when necessary)</li> </ul>
 <b>JV Partners</b>	<ul style="list-style-type: none"> <li>Growth trajectory</li> <li>Acquisitions and expansion</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>Ethics &amp; Integrity</li> <li>Corporate Governance &amp; Transparency</li> <li>Green Design &amp; Construction</li> <li>Building Innovation</li> <li>Regulatory Compliance</li> <li>Energy Saving Initiatives</li> <li>Infrastructure Investment &amp; Development</li> <li>Occupational Health &amp; Safety</li> <li>Contractor Management</li> </ul>	<ul style="list-style-type: none"> <li>Annual General Meeting</li> <li>Analyst, bankers &amp; fund managers briefing</li> <li>Annual report</li> <li>JV Board Meeting, EXCO and at project level</li> <li>Announcements to Bursa Malaysia</li> </ul>	<ul style="list-style-type: none"> <li>Annually</li> <li>Half-yearly</li> <li>Annually</li> <li>Monthly</li> <li>Throughout the year</li> </ul>

## STRATEGIC MANAGEMENT OF MATERIAL SUSTAINABILITY MATTERS

This year, we have reassessed our material sustainability matters due to the inclusion of EcoWorld London which was acquired in March 2018 to generate a materiality matrix representative of the enlarged Group.



### REVIEW OF MATERIAL SUSTAINABILITY MATTERS

Material sustainability matters from FY2018 were reviewed and retained as they are still applicable to the Group.

### PRIORITISATION OF MATERIAL SUSTAINABILITY MATTERS

With the inclusion of EcoWorld London, the material sustainability matters were reassessed by re-ranking them in order of priority to the Group's business operations and the stakeholders' needs.

### APPROVAL OF MATERIALITY MATRIX

The findings of the materiality assessment were used to generate a new materiality matrix for the Group.





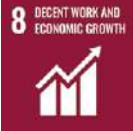
## ECOWORLD INTERNATIONAL MATERIALITY MATRIX 2019





## OUR SUSTAINABILITY COMMITMENT

Critical material issues	Explanation	GRI Indicators	Contributing to UNSDGs
Regulatory Compliance	It is pertinent for us to avoid adverse economic implications as well as negative impact to our brand reputation through non-compliance with relevant laws and regulations. Non-compliance will result in fines, inability to gain investors' trust, and the loss of the license to operate.	307: Environmental Compliance 419: Socioeconomic Compliance	
Customer Satisfaction and Brand Reputation	Our overall fiscal performance is highly dependent on our brand reputation and customer satisfaction.	102: General Disclosure	
Ethics and Integrity	We need to strengthen investors' and other key stakeholders' trust as well as be able to retain the best talent by providing fair treatment for all.	102: General Disclosure	
Occupational Health and Safety	Health and safety of our stakeholders who have interaction with us and our developments such as employees, supply chain and the public, must be given priority to protect their well-being and to maintain operational efficiency and performance.	403: Occupational Health & Safety	
Corporate Governance and Transparency	Corporate governance and transparency is highly valued by all our key stakeholders.	102: General Disclosure	
Highly material issues	Explanation	GRI Indicators	Contributing to UNSDGs
Employee Well-being	Our employees represent the backbone of our organisation and their well-being needs to be protected.	401: Employment 405: Diversity and Equal Opportunity	
Talent Retention	We remain competitive in the market and offer a conducive and thriving workplace.	401: Employment	
Contractor Management	Contractors will determine the quality and timely delivery of our products which will consequently deliver on our promises to customers and increase our financial value.	204: Procurement Practices	

Highly material issues	Explanation	GRI Indicators	Contributing to UNSDGs
Infrastructure Investment and Development	We strive to add value to the community especially in areas where we operate.	201: Economic Performance  203: Indirect Economic Impacts	  
Training and Development	Our work performance and productivity will increase greatly when our employees have the required skillsets and competencies.	404: Training and Education	 
Energy Saving Initiatives	Reducing our energy consumption not only adds value to our finances but also contributes greatly towards reducing carbon footprint.	302: Energy	
Building Innovation	We are committed to building properties with innovative design that will not only give us competitive advantage in the property market but are also sustainable.	203: Indirect Economic Impacts	 
Green Design and Construction	As we develop our properties using an environmentally-friendly approach we will reduce our environmental footprint.	203: Indirect Economic Impacts  301: Materials	 
Community Development	Giving back to the community in which we operate is one of the fundamental values of the Group.	413: Local Communities	 
Waste Management	In combating various waste issues such as illegal dumping and increasing amount of waste generated, we ensure responsible use of materials, waste prevention and disposal of waste by licensed parties.	306: Effluents and Waste	
Vendor and Supplier Development	We are committed to building and maintaining business relationships with our vendors and suppliers whilst providing economic opportunities to local businesses.	102: General Disclosure  204: Procurement Practices	 





## TRANSPARENT BUSINESS PRACTICES



### Material Issues Mitigated:

- Ethics and Integrity
- Corporate Governance and Transparency

## Key Highlights



Established Code of Conduct and various policies to demonstrate our commitment to ethical business dealings

## ETHICAL BUSINESS PRINCIPLES

EcoWorld International aims to grow business in a sustainable manner that creates long-term value for all our stakeholders. We continuously work towards improving our product and service quality, minimising environmental harm, and ensuring health and safety are secured at all times.

EcoWorld International prides itself in conducting its business in an ethical manner. To maintain this standard, all employees operate under the Code of Conduct & Business Ethics which outlines expected behaviour in our daily business operations, including when liaising

with clients and other stakeholders. In addition, we have implemented policies such as the Anti-Bribery and Anti-Corruption Policy, Whistleblowing Policy, Modern Slavery and Human Trafficking Statement and Policy, Political Engagement Policy and Corporate Criminal Offence Policy that demonstrate our commitment towards ensuring fair business conduct. The practice of ethical business conduct is of utmost importance at EcoWorld International in which every employee observes professionalism through respect, responsibility, fairness, and accountability of actions to protect the integrity of the Group.



### CODE OF CONDUCT

Outlines expected behaviour in dealing with:

- Confidential and sensitive information
- Assets and facilities
- Social media
- Internal and external customers
- Suppliers, vendors, and contractors
- Community and Society
- Environment



### WHISTLEBLOWING POLICY

This policy provides a platform for its employees and members of the public who have concerns about suspected misconduct including fraud, bribery, theft, abuse of power and violation of laws and regulations, to come forward and express their concerns without fear of punishment or unfair treatment. The policy allows any employee or third party to confidentially raise a concern. The whistle-blower reporting form is available on the Company's corporate website.



### MODERN SLAVERY AND HUMAN TRAFFICKING STATEMENT

EcoWorld International UK has established statements and policies on modern slavery and human trafficking. The statements outline the key areas of our operations that could be affected by slavery and human trafficking which include employees, agency workers working on our behalf, contractors, subcontractors' operatives working at our sites and the workforce of our supply chain who supply materials to our business.



### ANTI-BRIBERY AND CORRUPTION POLICY

EcoWorld London and EcoWorld Ballymore have established their own policy on Corruption, Bribery and Fraud. The policies also set out EcoWorld International UK employees' responsibilities in the fight against bribery, corruption and fraud besides providing information and guidance on these issues. For EcoWorld International Malaysia, we are in the midst of finalising the Anti-Bribery and Corruption Policy. In Australia, we are governed by the Criminal Code Act 1995.



## TRANSPARENT BUSINESS PRACTICES



### POLITICAL ENGAGEMENT POLICY

This policy emphasises Ecoworld London's stand to remain a politically neutral company. EcoWorld London is not aligned or affiliated with any political party, does not make political donations nor authorises political donations by EcoWorld London's employees and does not seek inappropriate influence of any holder of public office.



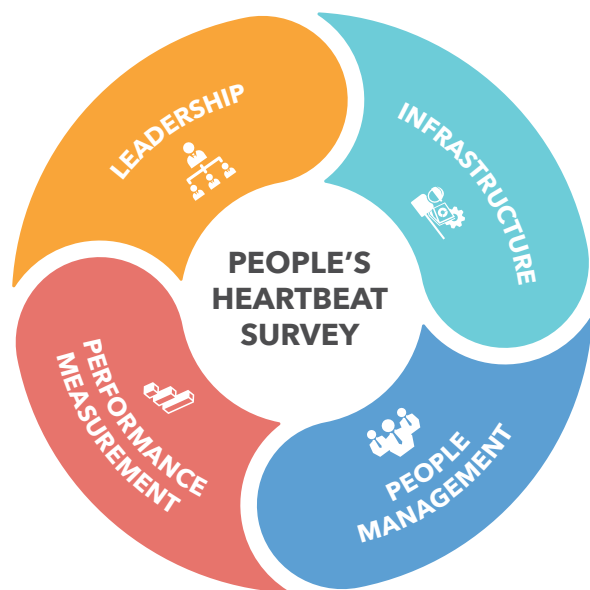
### CORPORATE CRIMINAL OFFENCE POLICY

This policy highlights EcoWorld London's zero tolerance stand on any activity carried out by anyone in our business that results in the evasion of tax or involves the facilitation of the evasion of tax by any person. It also outlines our approach against tax evasion and corporate criminal offences, reporting guideline, and our expectations and guidance for our employees and associated parties.

## GRIEVANCE MECHANISM

The well-being of our employees remains one of the Group's top priorities. Our Grievance Policy, as well as the standard operating procedure to lodge a grievance complaint, is clearly outlined and made accessible to all employees via the intranet portal. Any misconduct or dissatisfaction can be reported through our grievance reporting channel.

The Group provides other avenues for our employees to communicate their grievances such as the People's Heartbeat Survey. Managed independently by an organisation called SurveyWeb Consultants, the survey is a company-wide exercise that is accessible online to all employees in order for the Group to get a better understanding of employee morale, satisfaction and engagement of Team EcoWorld. Covering four key organisational aspects (Leadership, Infrastructure, People Management and Performance Measurement), it ensures that employee opinions are taken into consideration to enable management to identify and resolve common problems that would otherwise result in grievances if left unresolved.



## CORPORATE GOVERNANCE AND TRANSPARENCY

We place significant emphasis on governance as it is essential in retaining the trust of our stakeholders. The Malaysian Code on Corporate Governance 2017 (“MCCG”) provides guidelines on our approaches to promote greater internalisation of corporate governance

practices. Furthermore, we are committed to ensuring that the principles in the Main Market Listing Requirements and the Companies Act 2016, among others, are practised at all levels and at all times.

### BOARD CHARTER

The Board is at the apex of the Group’s corporate governance system and is ultimately accountable and responsible for the performance and affairs of the Group. All Board members are responsible in ensuring the Group practices good corporate governance.

The Board Charter constitutes and forms an integral part of each Director’s duties and responsibilities. It promotes high standards of corporate governance and is designed to provide guidance and clarity for Directors and Management with regards to the role of the Board and its Committees, the requirements of Directors in carrying out their stewardship role and in discharging their duties towards the Company as well as the Board’s operating practices.

### ROLES AND RESPONSIBILITIES OF THE BOARD

The Directors, collectively and individually, are aware of their responsibilities to shareholders and stakeholders for the manner in which the affairs of the Group are managed. The Board sets the Group’s values and standards to ensure that its obligations to its shareholders and stakeholders are understood and met.

### TRANSPARENT COMMUNICATION

The Board ensures there is effective, transparent and regular communication with its stakeholders. The Group recognises the importance of high standards of transparency, accountability and timely information in building a long-term relationship with shareholders and stakeholders. The Group seeks to achieve this through proper communication with investors, financial analysts, media and the public. The Group has in place a Disclosure and Communication Policy to guide the disclosure of comprehensive and material information to shareholders and stakeholders.

Our corporate website serves as another platform to communicate with shareholders, investors and the general public. The Investor Relations section includes information such

as announcements made to Bursa Malaysia, annual reports, press releases, corporate presentations and annual general meeting notices. Other documents available include the Board Charter, Whistleblowing Policy, Code of Conduct & Business Ethics, Constitution as well as the remuneration policies for Directors and Key Senior Management personnel.

The Group issues press releases regularly to communicate corporate and business developments to stakeholders. Press releases are circulated to print, digital and broadcast media for wider publicity and effective media coverage. Our Investor Relations Department provides updates on the Group’s development by conducting regular dialogue and discussions with fund managers, financial analysts and shareholders.



Engaging the community at London City Island, United Kingdom





## SUSTAINABLE ECONOMIC DEVELOPMENT



Aberfeldy Village,  
United Kingdom



### Material Issues Mitigated:

- Regulatory Compliance
- Customer Satisfaction and Brand Reputation
- Infrastructure Investment and Development
- Contractor Management
- Vendor and Supplier Development

## Key Highlights



Partnership with Brentford Football Club to enhance brand reputation



EcoWorld London's joint-venture with Poplar Harca to provide affordable housing for the community



EcoWorld London established its Sustainable Procurement Policy in 2019



## MAINTAINING REGULATORY COMPLIANCE

The Group upholds practices that ensure compliance with regulatory laws and legislations as we strive to conduct responsible business operations. Our compliance with all the relevant laws and regulations reflects our policy of sustainable practices. We established multiple internal guidelines and procedures to assist us in achieving zero non-compliance in our business operations.

On 25 May 2018, the EU General Data Protection Regulation ("GDPR") came into force, changing the EU Data Privacy Law and transforming the manner in which companies manage and secure personal data and information. GDPR training was conducted for members of the Senior Management group to promote governance and accountability.



### EcoWorld International Malaysia

### EcoWorld International UK

### EcoWorld International Australia

#### LAWS AND REGULATIONS

- Companies Act 2016
- Town and Country Planning Act 1976
- Malaysian Code on Corporate Governance 2017
- Environmental Quality Act 1974
- Fire Services Act 1988
- Employment Act 1955
- Minimum Wages Order 2018
- Occupational Safety and Health Act 1994
- Personal Data Protection Act 2010
- Capital Markets and Services Act 2007
- Main Market Listing Requirements
- Foreign Exchange Administration Rules & Notices
- Malaysian Code on Take-Overs and Mergers 2016
- Copyright Act 1987
- Trade Marks Act 1976
- Anti-Corruption Compliance Act 2009
- Anti-Money Laundering, Anti-Terrorism Financing and Proceeds of Unlawful Activities Act 2001

- Companies Act 2006
- UK Corporate Governance Code
- Corporation Tax Act 2010
- Bribery Act 2010
- The Building Regulations 2010
- Fire Services Act 1947
- Employment Rights Act 1996
- The Working Time Regulations 1998
- National Minimum Wage Act 1998
- General Data Protection Regulation
- Code of Considerate Practice
- Construction (Designs and Management) Regulations 2015
- Building Act 1984
- Housing Grants, Construction and Regeneration Act 1996
- Town and Country Planning Act 1990
- Environmental Impact Assessment Regulations 2011
- Environmental Protection Act 1990
- Energy Performance of Buildings (England and Wales) Regulations 2012
- Land Registration Act 2002
- Law of Property (Miscellaneous Provisions) Act 1989
- Sanctions and Anti-Money Laundering Act 2018
- Modern Slavery Act 2015

- Corporations Act 2001
- Building Act 1993
- Criminal Code Act 1995
- Environment Protection and Biodiversity Conservation Act 1999
- Environmental Planning and Assessment Act 1979
- Fair Work Act 2009
- National Minimum Wage Order 2019
- Home Building Act 1989
- Work Health and Safety Act 2011
- Occupational Health and Safety Act 2004
- Model Code of Practice: Construction Work
- Domestic Building Contracts Act 1995
- Planning and Environment Act 1987
- Real Property Act 1900
- Property Law Act 1958
- Conveyancing Act 1919
- Sale of Land Act 1962
- Strata Schemes (Development) Act 2015
- Subdivision Act 1988



## SUSTAINABLE ECONOMIC DEVELOPMENT



*The senior management team of EcoWorld*

For FY2019, we have not incurred any significant fines and non-monetary sanctions for non-compliance except for EcoWorld London where we were notified for noise

abatement at our project in Millbrook, but no fines were issued.

## CUSTOMER SATISFACTION AND BRAND REPUTATION

Customer satisfaction and brand reputation are at the heart of the Group's business activities. We are committed to delivering products that meet or exceed the expectations of our customers and to provide the best customer experience at the pre-let, pre-sale and post-sale stages. This reporting year, we launched EcoWorld Class London on 4<sup>th</sup> March 2019 which looks into CSR and Product and Service Quality and aims to enhance brand reputation and customer satisfaction. EcoWorld London initiated a CSR strategy and distributed EcoWorld London brand guidelines to all employees. EcoWorld London has developed the relevant processes, standard operating procedures ("**SOPs**") and DNA plan

to guide our employees on how to best interact with our customers.

We introduced the 'Welcome pack' which is given to owners when we hand over house keys during vacant possession. This pack provides an occupation guide that lists the details of the house features and handy emergency contact details. In order to ensure our sales and marketing team showcases 'EcoWorld Class', we conduct mystery shopping at EcoWorld sites. This initiative requires our sales and marketing personnel to observe and assess their experience from the customer's perspective.

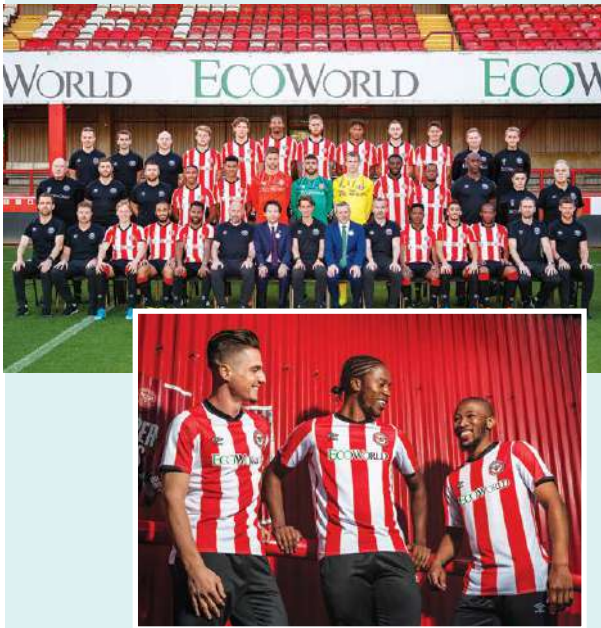
## ENHANCING BRAND REPUTATION

EcoWorld London conducted various engagement programmes with current and potential customers to

enhance the Group's brand reputation among the local community.



### ECOWORLD LONDON AS PRINCIPAL PARTNER FOR BRENTFORD FC



EcoWorld London is Brentford FC's development partner on the new 17,250-seater Brentford Community Stadium. EcoWorld London is the Club's main sponsor. EcoWorld London's branding is displayed around Griffin Park and features on the front of the Championship side's shirts for the 2019 season.



### REDEVELOPING ROOF SPACE



EcoWorld London redesigned the roof terrace at the Gatefold Building which was unused for the past few years and transformed it into various segments, each with its own theme and purpose: Socialise, Chat and Party; Games and Play; Relax and Meet; Exercise and Train; Gardening and Growing; Peace and Quiet.



### ECOWORLD LONDON ORGANISED 'MEET YOUR NEIGHBOURS' EVENTS



EcoWorld London's Residents Experience team organised this event at Aberfeldy Village and Millbrook Park to welcome new residents and to create opportunities to socialise and meet both our onsite team and their new neighbours.





## SUSTAINABLE ECONOMIC DEVELOPMENT



### ECOWORLD LONDON LAUNCHED JASMINE HOUSE WITH A COMMUNITY PARTY



The event was attended by the community, local influencers and interested buyers from the area.



### PARTNERSHIP WITH BRENTFORD FC COMMUNITY SPORTS TRUST



EcoWorld London sponsors the activities of the Brentford FC Community Trust from June 2019 to May 2020. The purposes of this collaboration are to support new sports such as cycling, to promote active lifestyles and volunteering activities, to support people with special needs or with physical limitations and to support the boys and girls in Football Development Programmes. Under this Trust, EcoWorld London also supports the Boating Arch programme through which we support in building links for kayaking, paddleboarding and rowing activities at Brentford FC CST Boating Arch at Kew Bridge. This programme also carries out teambuilding activities focusing on environmental awareness and sustainability such as Plastic and Little River Walk and supports major local river-based events. The partnership also encourages volunteering in fundraising activities and engagement opportunities among our employees. In July 2019, the annual Chiswick Super Saturday of Sport was organised with the aim to encourage the younger generation to participate in sporting activities. Sports activities such as football, tennis, netball, skateboarding and martial arts were held for all ages to inspire communities to find their sporting passion.



EcoWorld Ballymore commissioned a short research project on the benefits of Green Urban Living. The project was aimed at increasing awareness on green living in the city.

City workers from Canary Wharf were invited during their lunch break or after work to spend some time away from the city in the "greenhouse" at Warden London.

Findings discovered that 74% of visitors reported a positive effect on them while 83% of visitors reported feeling more productive by the end of their visit.

EcoWorld Ballymore hosted an event in collaboration with Brummel Magazine on 27<sup>th</sup> March to publicise the event with the report appearing in the Sunday Times supplement on 31<sup>st</sup> March 2019.

## CUSTOMER SATISFACTION

To gauge levels of customer satisfaction, we conducted a post-occupation customer satisfaction survey which ultimately guides our team in addressing customer's expectations. The survey evaluates multiple areas such as update of information, demonstration on how to operate

the customer's new home, condition of their new home, ability of our team to make our customer feel valued and special, dealing with defects, and recommendations to potential new customers.



The scores show that London City Island ("LCI") topped the field compared to the other projects followed by Embassy Gardens ("EG") and Aberfeldy Village. The survey results show that our projects are well above the industry benchmark of 50%, with LCI exceeding the 75% mark. Millbrook Park fell slightly short of the industry average in terms of "Dealing with Defects" but we are actively

following up where deemed appropriate. The survey results are closely monitored by a customer relations team whose efforts have started to bear fruit. In addition, we have developed a more robust communications strategy, strengthened communications with our production team and managing agents and implemented robust quality control processes.

## INVESTING IN INFRASTRUCTURE

As developers, we understand our responsibilities in terms of the impact our projects have on the immediate community and the need to do our best to create positive change. Currently, the Group makes significant infrastructure investments in affordable and social housing, publicly accessible open spaces, community education and health facilities, besides other upgrades to infrastructure such as highways for the community. It is our hope that by providing an environment that is accessible and functional, our developments are beneficial to multiple stakeholders and have a long-term effect on the local community.

In EcoWorld London, we currently have significant infrastructure investments in affordable and social housing through EcoWorld London's joint ventures with London Borough of Hounslow ("LBH") and Poplar Harca, a Housing and Regeneration Community Association. Details of our initiatives are as shown in the following graphics.

Within the LBH framework arrangement, there are three live schemes on site in which at least 40% of units in each scheme must be allocated for affordable housing. In total, 80% of the units will be used for affordable housing. For the third scheme, an intended 50% will be provided for affordable housing.



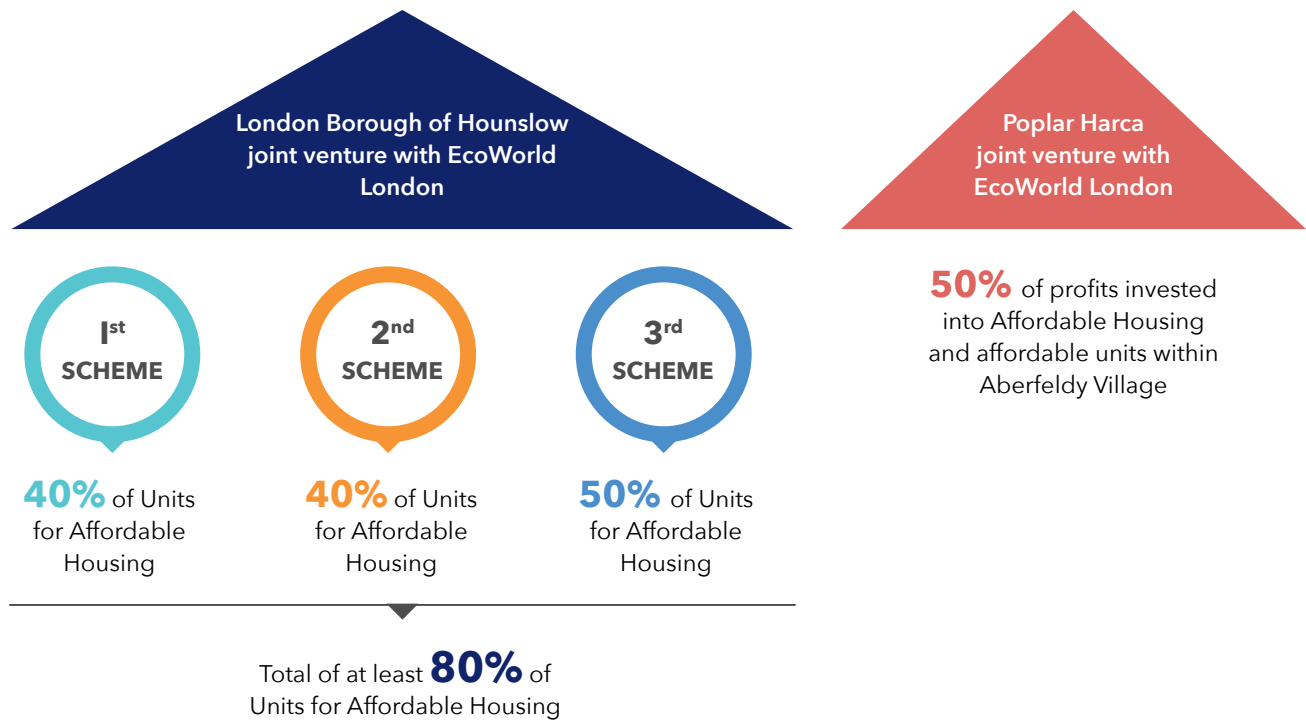


## SUSTAINABLE ECONOMIC DEVELOPMENT

As for our joint venture with Poplar Harca, we develop land which is designated for affordable housing units. In any phase that requires redevelopment, all units which were previously allocated for affordable housing must

be replaced as affordable housing units as well. As an affordable housing provider, Poplar Harca invests 50% of its profits back into developing more affordable housing.

### ECOWORLD LONDON'S CONTRIBUTION TO AFFORDABLE HOUSING



### AFFORDABLE HOUSING UNITS AT ECOWORLD INTERNATIONAL UK PROJECT SITES



EcoWorld Ballymore's three projects namely LCI, EG and Wardian London also provide social and affordable housing and shared ownership homes.

Publicly accessible open and recreation spaces are made available for all which allows the community to mix and socialise and foster relationships. These spaces provide opportunities to improve health through outdoor activities in addition to attracting visitors and tourists.

By investing in community education and health facilities such as the English National Ballet, London Film School and the World Heartbeat Trust, we have promoted the growth of the local economy by creating employment opportunities for the local community. This strengthens and ensures the community's longevity by creating attractive opportunities for investment.

\*Majority of the affordable housing component already delivered under Phase 1 of LCI

## MANAGING CONTRACTORS

To fully endorse sustainability, we are committed to ensuring that our supply chain adheres to best practices. EcoWorld International strictly follows a set of procedures where contractors are managed to ensure

that all developments do not compromise the state of the environment and that our operations consider the interests of all stakeholders involved.



### ENSURING HUMAN RIGHTS AND DECENT WORK

At EcoWorld International, we acknowledge that slavery and human trafficking have gained increasing concern globally. Therefore, we are committed to taking preventive measures to combat these crimes. During the contractors and sub-contractor's selection process, we assess the aspect of human rights such as the right to work in the UK, approaches to employee rights and any breaches of human rights relevant legislation. We only permit authorised site personnel with the Construction Skills Certification Scheme (CSCS) card to work at our project sites.

At EcoWorld International Australia, we only hire workers who are members of the CFMEU (Construction, Factory, Maritime, Mining and Energy Union). We deem the role of the union to be the protection of lives by upholding health and safety standards in industries besides improving workers' lives by enabling decent wages and conditions. The rights of construction workers in Australia are protected in the same way as that of white-collar workers.



### RISK ASSESSMENT AND METHOD ASSESSMENT

In Australia, prior to commencement of work, contractors are required to submit and comply to Risk Assessment and Safe Work Method Statements for the materials and components in the building besides obtaining approval from the EcoWorld International team. These are reviewed by the Head Contractor's Safety Representative and revised by the Subcontractor if deemed inadequate or insufficient by the Head Contractor's Representative.

In some cases, for certain tasks which involve inherent risk, permits are issued, and if specific training is required, the contractors are required to obtain certifications prior to commencement of work. All contractors engaged must demonstrate compliance with regulations in regard to proper disposal of materials and must submit a waste management plan to set out how waste is being managed including disposal methods.



### SOURCING OF BUILDING MATERIALS

In sourcing our building materials and components, EcoWorld International UK requires contractors to comply with British Standards and other relevant standards as provided by the appointed consultant's specifications. However, if the contractor wishes to propose an alternative, a full technical submission must be made for assessment and approval.

Where EcoWorld International Australia is concerned, all building material and components comply with Australia/New Zealand standards as specified by the relevant consultants. Where these standards do not apply, the British Standard may be adopted. The Building Code of Australia ("BCA") is also used to maintain the minimum necessary requirements for safety, health, amenities and sustainability in the design and construction of new buildings including extensions to new buildings. The BCA requirements will be checked by the Building Surveyor at different stages prior to the issuance of Building Permits to the Head Contractor to commence site work. Sample approval forms will be prepared by the Head Contractor to be signed off by the EcoWorld International Australia team and the respective design consultants to ensure that the builder adheres to contractual requirements. If alternative materials are proposed, the same standards must apply.



## SUSTAINABLE ECONOMIC DEVELOPMENT



### MANAGING COST AND TIME

Keeping within the allocated timeline and budget is crucial to ensuring that work is done efficiently to enable buildings to be handed over to customers on time. For EcoWorld International UK, some orders are placed on a lump sum basis where a sign-off process must be followed prior to payment if a variation arises. Other contracts are on a fixed price basis and in the event of changes in contract value, approval must be obtained through a variation process. Changes must undergo detailed discussion by the respective committees for approval. Depending on the project and contractor, weekly programme monitoring meetings and monthly reports are carried out and reviewed against key performance indicators. This allows us to ensure that production expectations are met, and identification of potential errors are identified for proper management and avoidance in future.

For EcoWorld International Australia, the Head Contract is awarded on a Design and Construct basis where the Head Contractor shall take responsibility for the design and procurement risks. However, if there are any changes requested by the Client or Purchasers which are not part of the original contract, the builder may claim for time and cost implications. Such changes will be negotiated between the builder, the client and the cost consultant to ensure that the costs are reasonable and the extension of time risks are mitigated. Progress claims submitted by the Head Contractor are assessed monthly by an independent quantity surveyor, conducted in strict accordance to Australian legislation. Monthly Project Control Group and Design Coordination meetings are conducted to monitor site progress, discuss design matters and highlight and resolve potential risks to ensure that the project is well managed and expectations are met.

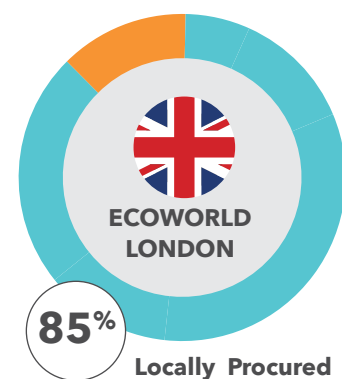
### DEVELOPING VENDORS AND SUPPLIERS

Our approach is designed to help pursue the best procurement practice in accordance with Group policy. EcoWorld London has established a Sustainable Procurement Policy Statement this year which outlines requirements when hiring vendors and suppliers to ensure that responsible sourcing is practised throughout the supply chain. The policy applies to all procurement activities undertaken by or on behalf of EcoWorld London and our supply chain partners including designers, consultants, trade contractors and product distributors. The policy aims not only to improve resource efficiency and safeguarding of natural resources, but also to ensure traceability and transparency of our supply chain.

We emphasise mandatory requirements such as environmental policies and compliance to the Modern Slavery Act and EcoWorld London's Modern Slavery Policy for certain procurement activities. We procure the majority of our directly-sourced materials from

UK based organisations that are required to comply with UK laws on forced labour which address the risk of slavery and human trafficking. The EcoWorld London Sustainable Procurement Policy is being assessed for suitability across all EcoWorld International locations.

EcoWorld London almost met its target of securing 100% of material within the UK supply chain in FY2019. The exception was the EXCO Board's decision at the end of the year to procure an innovative OMS (Off-site Manufactured System) concrete panel system for our Kew Bridge project from Byldis, a Dutch company. This system, effectively used by EcoWorld International UK on the LCI project, was deemed a more appropriate solution to delivering on construction requirements given overall social, environmental and economic impact and benefit. Despite the external purchase of the concrete panel system, the company still realised an overall local procurement figure of 85%.



We require procurement and specification documents to be included to verify that materials are sourced sustainably. Materials such as timber must be FSC (Forest Stewardship Certification) or PEFC (Programme for the Endorsement of Forest Certification) certified and stamped. Furthermore, as part of ongoing efforts to manage our supply chain, we conduct supplier assessments which investigate whether they have met the relevant environmental compliance requirements. These evaluations are captured in the Builders Profile that uses the UK Prequalification standard PAS:912013+A1:2017. The information submitted is then reviewed and approved by the Health and Safety Team. EcoWorld London recently added an online page specifically to connect us with interested suppliers.

Potential suppliers will be able to use this platform to provide appropriate documents and evidence to support their position and how best they can partner with us on prospective projects.

EcoWorld International Australia requires prospective suppliers to commit to the applicable Environmental Protection Authority legislation and guidelines that aim to protect the environment, as well as prevent, control, and abate pollution and environmental harm.

Moving forward, we envision developing more collaborative relationships to ensure high quality, sustainable and efficient products.



## MANAGING OUR ENVIRONMENTAL FOOTPRINT



West Village, Australia



### Material Issues Mitigated:

- Energy Saving Initiatives
- Building Innovation
- Green Design and Construction
- Waste Management

## Key Highlights



Established a **3-year** carbon footprint roadmap for the Group



EcoWorld International UK recycled an average of **79%** of waste generated while EcoWorld International Australia recycled at least **90%** of its waste



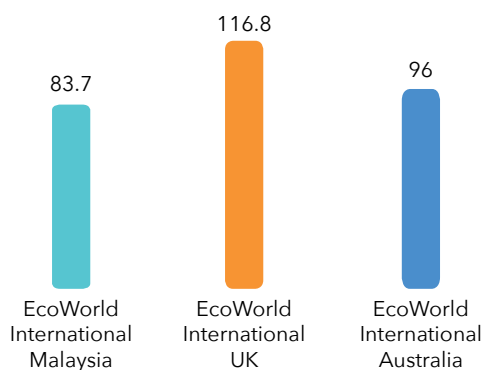
## OPTIMISING ENERGY CONSUMPTION

Energy consumption is captured through the use of electricity at our core operations and development sites. EcoWorld International recognises the importance of efficient use of energy and promotes energy savings initiatives at our business operations to minimise impact on the environment as well as reduce our operating cost wherever feasible. To do this, we closely monitor electricity consumption at our offices. For FY2019, EcoWorld International UK recorded the highest energy intensity followed by EcoWorld International Australia and EcoWorld International Malaysia. This intensity value will be used as a benchmark for next year's reporting for comparison purposes.

For EcoWorld International UK, an energy-saving measure carried out in FY2019 was the personal identification number (PIN) printing initiative for our offices and on-site development. In addition, we have created a Green Office Guide to help manage energy consumption at our offices. The Green Office Guide which was adopted last year has been circulated to all offices. This guide outlines simple initiatives to be practised by employees such as switching off lights when not in use, maximising daylight, setting air-conditioner temperature at optimum level and enabling energy-saving features on all computers and printers.

In addition, our developments are designed to incorporate natural ventilation, passive cooling through natural stack effect, high insulation and triple glazing.

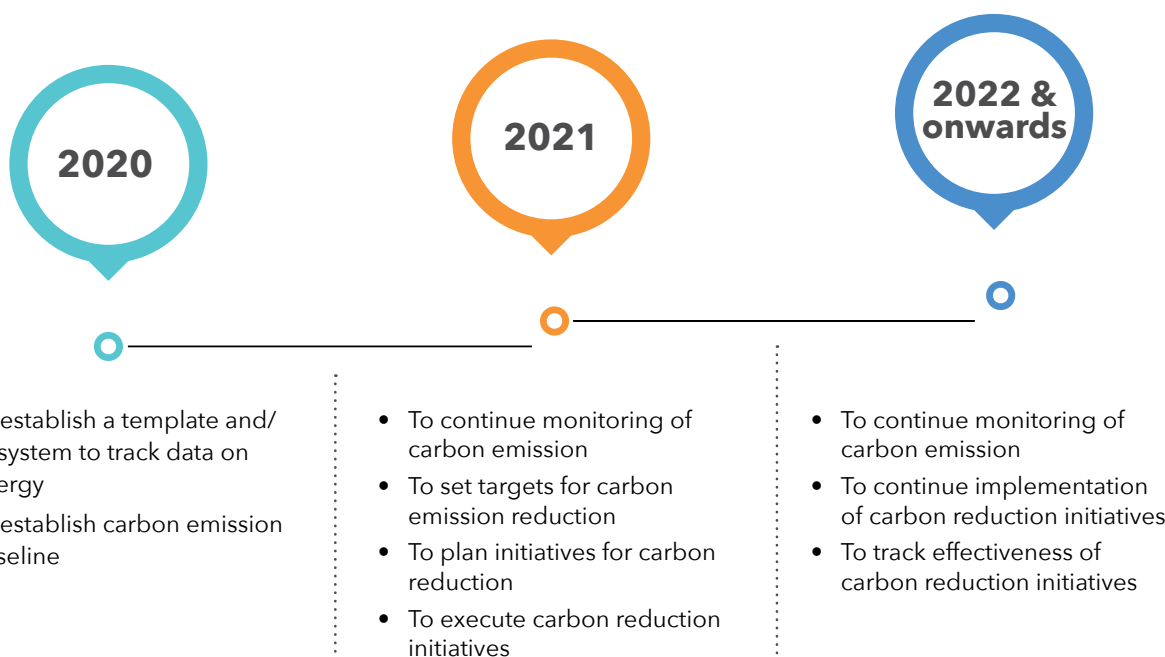
### Energy Intensity (kWh/m<sup>2</sup>)



\* Data for EcoWorld Ballymore is excluded due to office space being owned by a third party

Our LCI development under EcoWorld Ballymore is connected to a low carbon district heating system that also produces 20% of energy supplied to electric car charging stations at the premises. Other green features in place include low wattage light bulbs and Passive Infra-Red (PIR) sensors.

We acknowledge that use of energy contributes to carbon emission which leads to global warming. Moving forward, we intend to monitor carbon footprint from our business operations by establishing tracking systems and processes. The carbon footprint roadmap for the Group is as shown below.





## MANAGING OUR ENVIRONMENTAL FOOTPRINT

### BUILDING INNOVATION

EcoWorld International continues to find ways to enhance sustainable living by keeping abreast of new innovations and pushing forward towards incorporating better configurations in our buildings. It is imperative that we are well-informed about industry practices including new developments to enable us to adopt best practices at our development sites. EcoWorld International uses modern methods of construction technology such as offsite pre-fabrication of building structures and modular fittings to benefit from a number of advantages such as waste reduction, programme surety and quality maintenance.

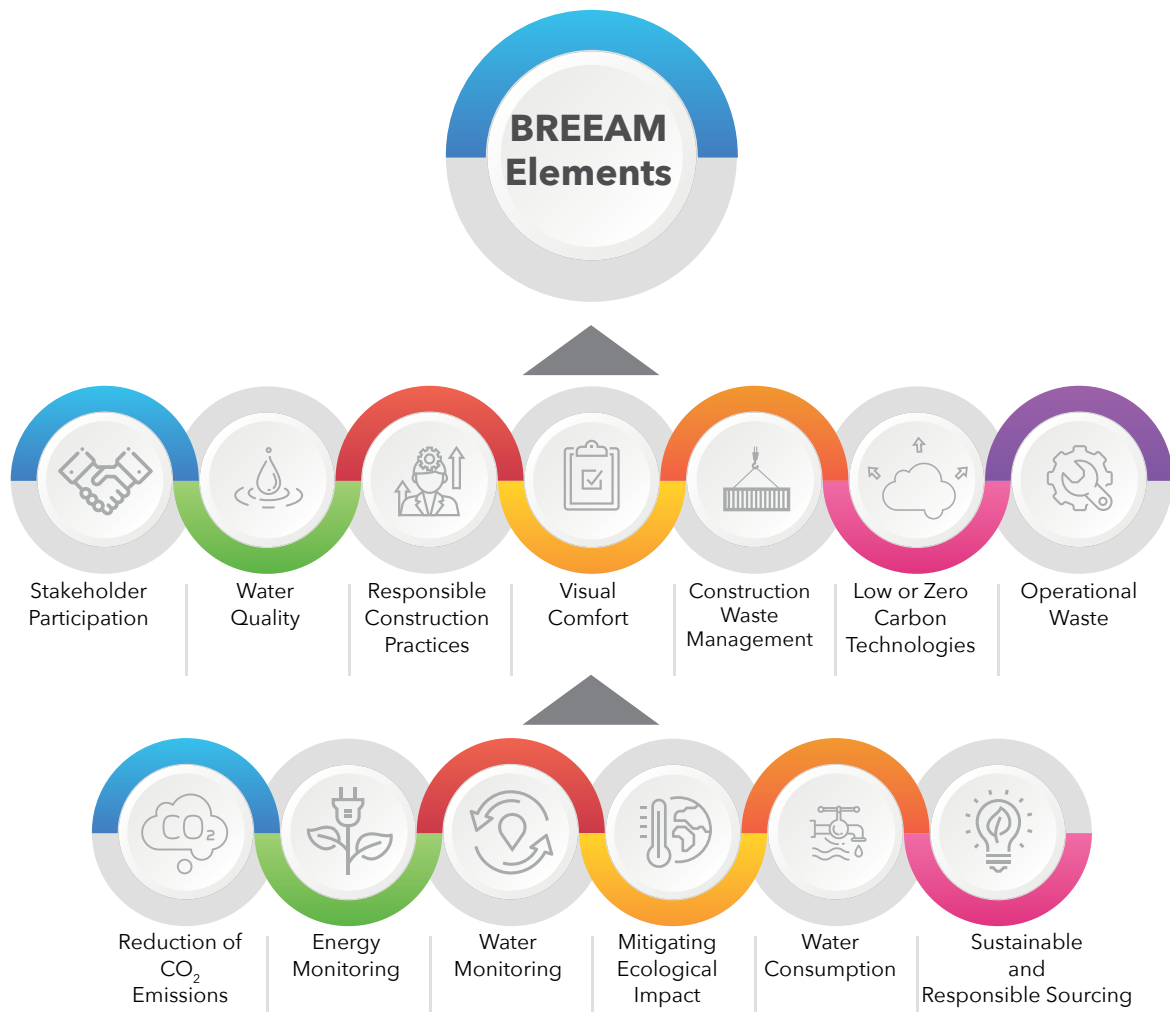


### BREEAM CERTIFICATION

EcoWorld Ballymore's buildings have adopted a certification that uses a performance scheme to assess the green aspects of our buildings. The Building Research Establishment Environmental Assessment Method ("**BREEAM**") Certification monitors the progress of construction of our buildings to assess the

sustainability performance of our projects. The assessment evaluates the environmental, social and economic impact of projects.

Eligibility for BREEAM certification is premised on a number of requirements. Some of the main standard BREEAM requirements are as follows:



We have received BREEAM certification for our LCI, EG and Warden London developments. Sustainable features introduced in accordance with BREEAM's requirements are listed below.

### SUSTAINABLE FEATURES



- Use of centralised combined heat and power (CHP)
- Small-scale ground source heat pump
- Passive design
- Estimated 45% reduction in carbon emission

- Sub-metering of major energy consuming system
- LED lightings
- Energy-efficient equipment
- Water-efficient fittings such as flow control devices
- Building elements such as external walls, windows, roof and upper floor slabs achieved a suitable Green Guide rating

- Use of combined heat and power (CHP)
- Passive design
- Estimated 40% reduction in carbon emission

### INNOVATION CHALLENGE

In the push to think of original but functional concepts, Eco World Development Group Berhad conducted its Innovation Challenge to generate design innovation which EcoWorld International was invited to participate. Team EcoWarriors, representing EcoWorld London, participated in the challenge with Aberfeldy Village selected as the pilot testing ground for the team to develop their innovative design.

The team organised a consultation and focus group session with residents to better understand their expectations to provide real added value through the design concept. Feedback received helped gear their approach towards creating a unit type that was not only flexible but also able to meet the changing needs of residents over time as lifestyles changed. Ensuring the cooperation of relevant stakeholders is necessary to ensure that our design reflect the needs of the people we serve.

While Team EcoWarriors did not emerge victor in the competition, the Innovation Challenge served to inspire creative thinking and market research that will ensure we remain relevant to our customer base.





## MANAGING OUR ENVIRONMENTAL FOOTPRINT

### GREEN STAR BENCHMARKING

In EcoWorld International Australia, the Yarra One development (in South Yarra) is benchmarked against the Green Star rating of 4. We used a sustainability management plan that helped us to comprehensively

monitor our approach towards the project. The primary elements reviewed were Energy, Indoor Environmental Quality, Transport, Water, Materials, Land Use & Ecology, and Emissions.

Some of the green features of Yarra One are:

- Use of high efficiency thermal performance through the use of 1-star split system units for heating and cooling
- Energy efficiency through LED lighting
- Water efficiency features
- Natural ventilation
- Use of pollutant sensors
- Targeting a minimum of 90% waste diversion from landfill
- Access to public transport
- Sustainable timber such as Forest Stewardship Council ("FSC") or equivalent guidelines
- Provision of communal space such as communal outdoor and amenities areas
- Implementation of Environmental Management Plan (EMP)
- Innovation which includes energy metering integrity and contractor education in sustainability



### BASIX CERTIFICATION

Our West Village building in Sydney has achieved BASIX Certification – Multi Dwelling. This certification is a planning requirement by the New South Wales ("NSW") Government that assesses the energy and water consumption of a building. West Village has achieved a 50% score for water, passing for Thermal Comfort, and a 20% score for Energy.

The BASIX certification has indicated that West Village will meet the NSW Government's requirements for sustainability, if it is built in accordance with the identified commitment areas, as below, among others:

- Ceiling heights
- Insulation
- Single glazed unit with identified thermal performance
- Rainwater harvesting tanks
- Centralised gas hot water service
- Mechanical Ventilation System
- Energy Efficiency Ratio (EER) ratings for air-conditioning systems
- LED lightings
- Energy star ratings for appliances
- Fixtures and fittings with Water Efficiency Labelling Scheme (WELS) ratings

## GREEN DESIGN AND CONSTRUCTION

It is our duty as a responsible property developer to do our best to incorporate green practices into the construction of buildings. In so doing, we must keep track of consumption of resources apart from their efficient use when developing products. Also imperative to EcoWorld International operations is the longevity of its buildings.

We take steps to ensure our procurement processes are sustainable by mitigating environmental impact. To ensure that our materials are procured in a sustainable manner, EcoWorld

International UK has relied on certification of materials to ensure sustainability qualities. These standards are aimed at ensuring the acquiring of resources for construction does not compromise the health of the environment.

These certifications include:

- European Standards
- British Standards
- Forest Stewardship Council
- Programme for Endorsement of Forest Certification



Embassy Gardens, United Kingdom

## MANAGING WASTE GENERATION

Rapid urbanisation has led to an increase in construction projects and the generation of more construction waste. We closely monitor waste generation from all project sites besides continuing to identify alternative methods of diverting waste from landfills and improving recycling practices.

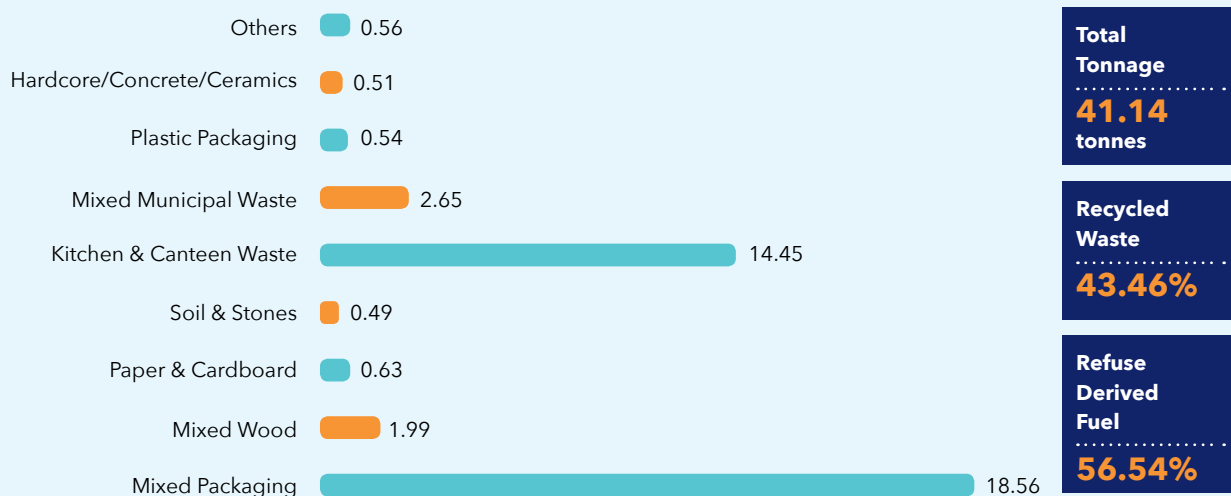
EcoWorld London's project sites have embarked on a zero-waste journey to ensure all waste generated is sent for recycling or used to produce refuse-derived fuel. We make a mandatory requirement for our waste service

providers to demonstrate a minimum diversion from landfill of 95% for construction waste, unless otherwise agreed.

We have successfully diverted most of waste from landfills. Below are the details of our waste generation and what we managed to recycle.

For EcoWorld London, we recycled at an average of 60% of waste generated in Kew Bridge, Millbrook and Nantly House, while for Aberfeldy Village, we diverted nearly all waste from landfills.

### Kew Bridge London - Waste Generated (tonnes)

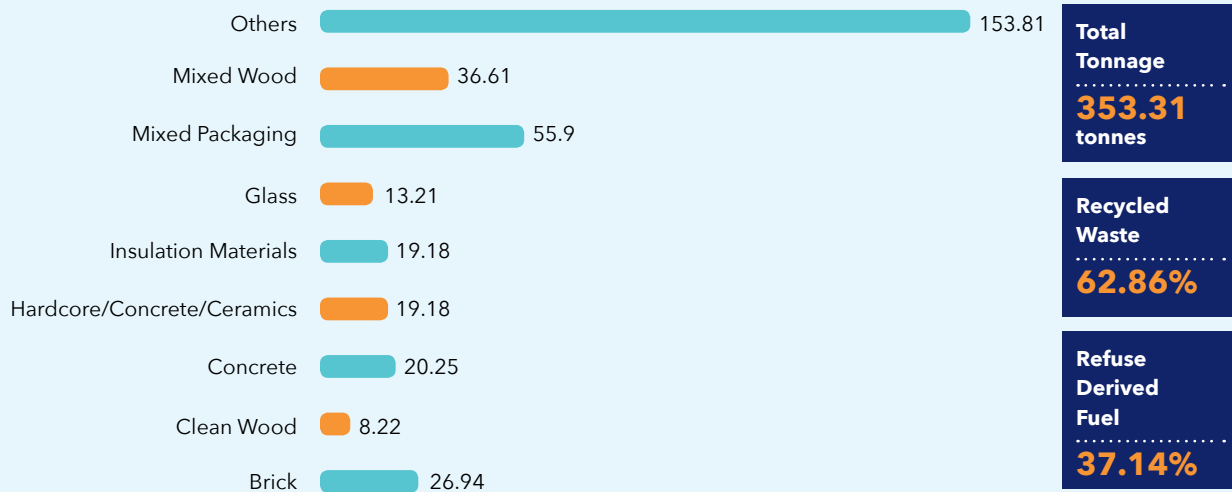




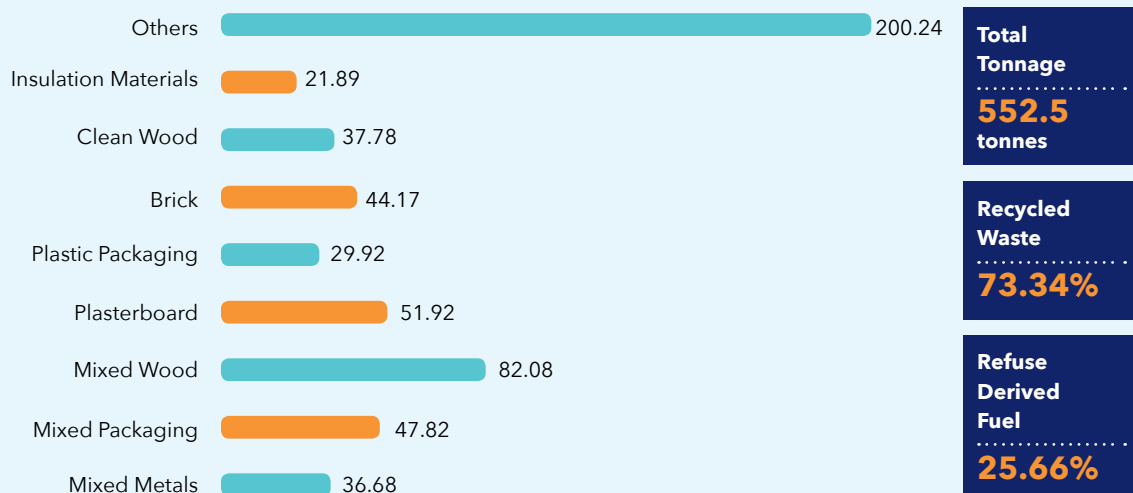


## MANAGING OUR ENVIRONMENTAL FOOTPRINT

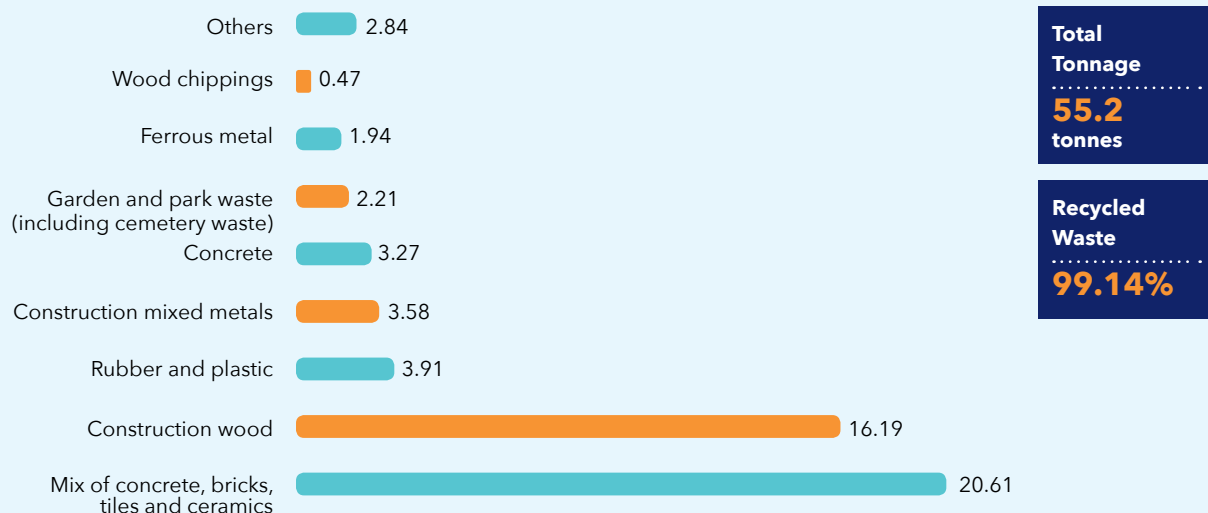
### Millbrook - Waste Generated (tonnes)



### Nantly House - Waste Generated (tonnes)

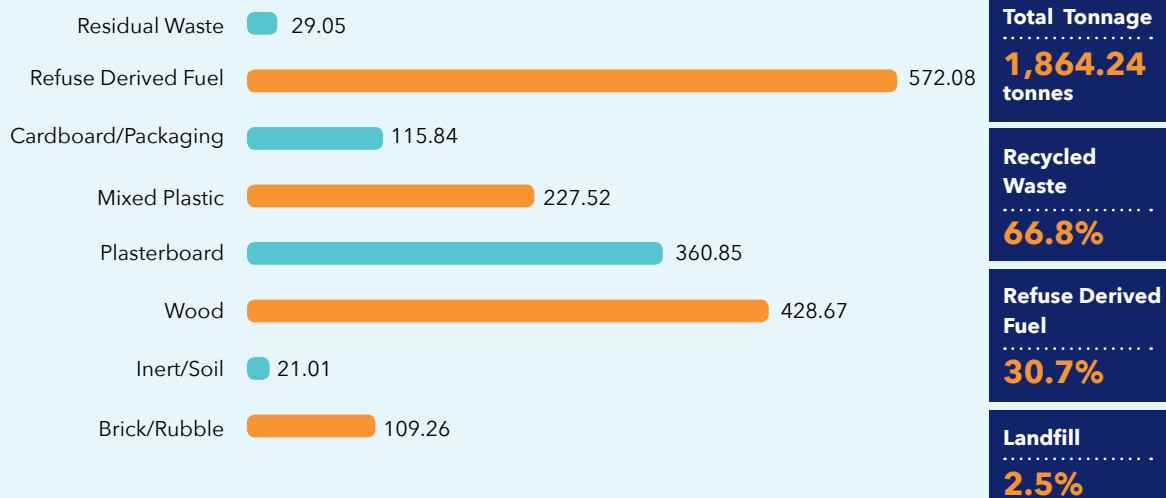


### Aberfeldy Village - Waste Generated (tonnes)

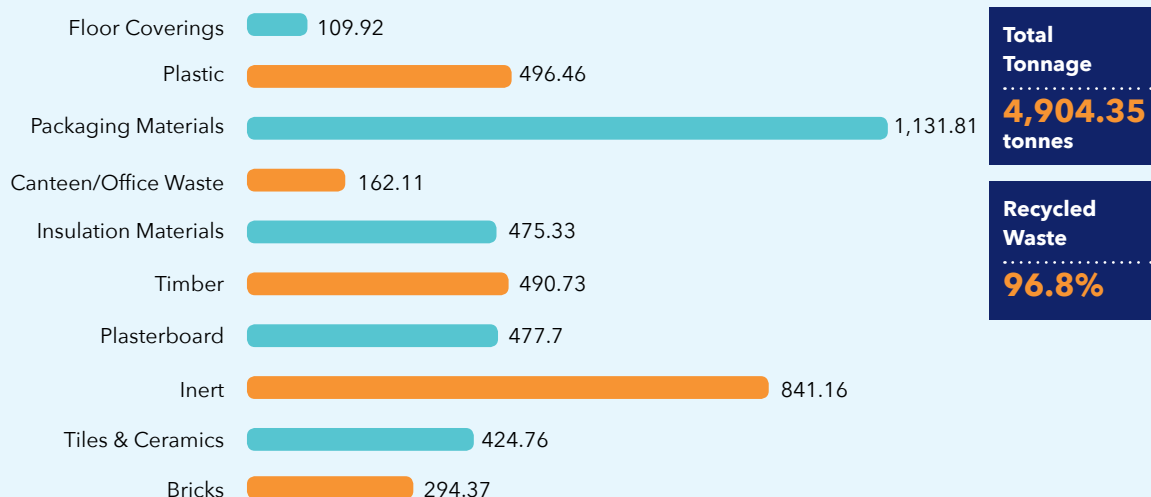


For EcoWorld Ballymore, an average of 98% of waste was recycled.

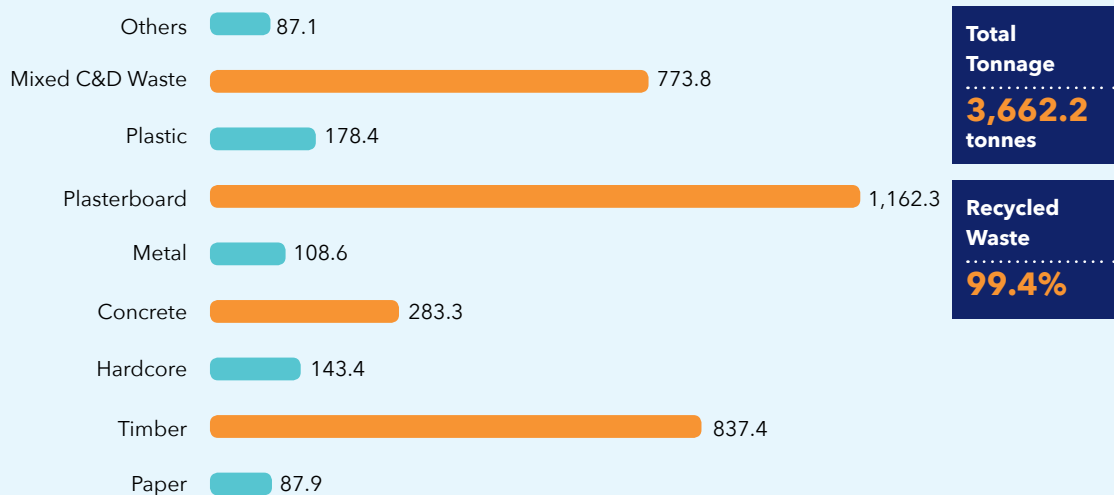
#### London City Island - Waste Generated (tonnes)



#### Embassy Gardens - Waste Generated (tonnes)



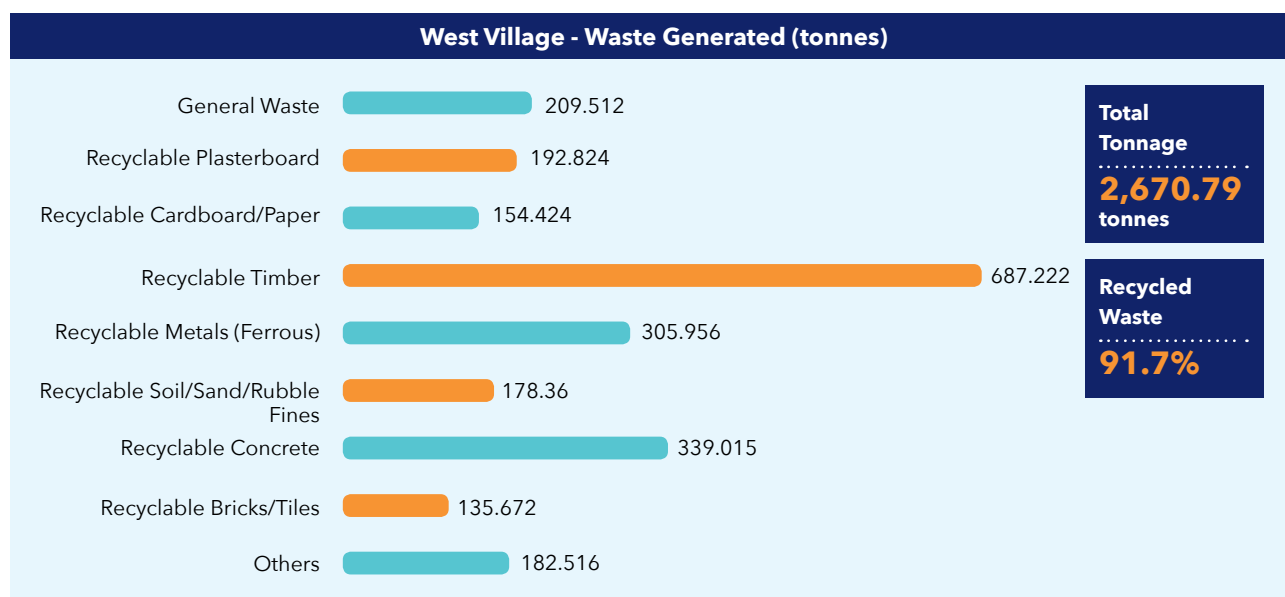
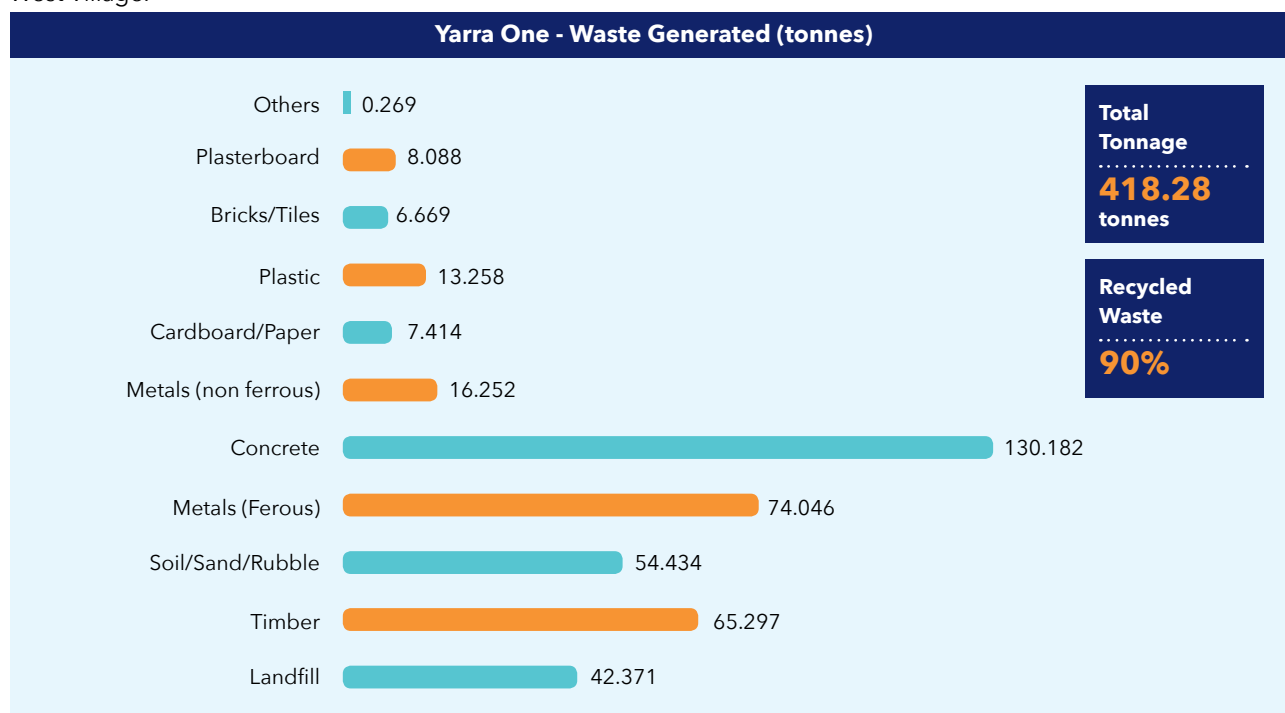
#### Wardian London - Waste Generated (tonnes)





## MANAGING OUR ENVIRONMENTAL FOOTPRINT

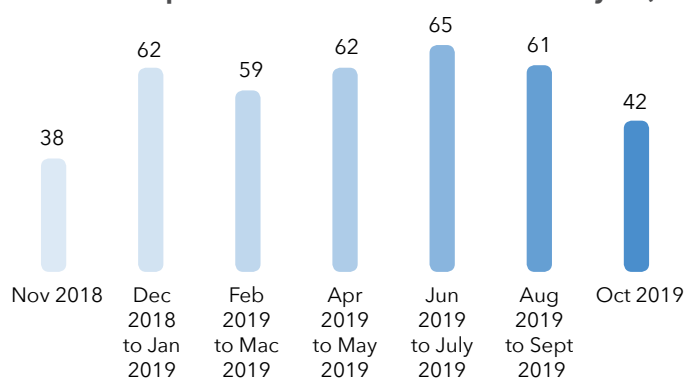
For EcoWorld International Australia, we managed to recycle at least 90% of waste generated from Yarra One and West Village.



## MANAGING WATER CONSUMPTION

Water is a scarce resource that needs to be managed to prevent unnecessary wastage. We try our best to identify and implement initiatives that decrease our water consumption. One of these initiatives is in developing our Green Office Guide that describes ways to conserve water. In our offices, we monitor leaks, and ensure taps are fully turned off when not in use. We have begun monitoring our usage through bills generated and use this as a baseline to track how much water is being consumed and saved.

**Water consumption at EcoWorld International Malaysia (m<sup>3</sup>)**



## PROVIDING A SAFE WORKPLACE



### Material Issues Mitigated:

- Occupational Health and Safety
- Employee Well-Being
- Talent Retention
- Training and Development

## Key Highlights



Total employees are **219**



**1.2:1** ratio of male to female employees



**100%** local Senior Management



**50%** women in Senior Management positions



**30%** women on Board of Directors



## PROVIDING A SAFE WORKPLACE

### OCCUPATIONAL HEALTH AND SAFETY

Our commitment to ensuring employees' health and safety in the workplace is demonstrated in our Quality, Environment, Health and Safety Policy. A zero-tolerance approach is taken to ensure that our contractors comply with national health and safety standards during the construction phase of any project.

The Group strictly complies with the relevant country's laws and regulations including the OHSAS 18001 Occupational Safety and Health Management System.

A rigorous screening process is in place to ensure construction is handled by contractors appointed after a rigorous screening process to ensure that their work meets expected quality and considers the environment and health and safety aspects.

For EcoWorld International Australia, a Head Contractor is appointed to carry out construction activities on behalf of the company. We ensure the Head Contractor has a Work Health, Safety and Environment Plan with all workers on site required to obtain a mandatory local work card to work on a construction site. White Card is also mandatory for those not directly involved in building, such as supervisors, site managers, and people who routinely enter construction sites.

The new subcontractor shall submit a Safety Plan and/or Safe Work Method statements ("**SWMS**") via Hammertech (online safety programme managed by the Head Contractor). The SWMS will be reviewed by the Head

Contractor's Safety Representative and if necessary, the subcontractor will provide updated details. The Subcontractor creates its own worker profile (Personal Information and other relevant information) and uploads relevant or required tickets to operate and induction cards, among others, onto Hammertech. Whenever workers are at sites to undertake the Site Induction, the SWMS hard copy is presented when each worker signs into the SWMS. He then nominates which SWMS they are inducted into and this is selected within the Hammertech system.

EcoWorld International Australia has taken the initiative to monitor the Head Contractor's work health, safety and environment ("**WHSE**") systems by appointing an independent WHSE Consultant on our projects to carry out a monthly audit of site and required to report finding to EcoWorld International Australia and the Head Contractor.

Should the worker on site or general public feel that site safety is not up to the national standard and their livelihood is at risk, they can report this to the authorities (Work Safe Victoria) who will in turn send a representative to investigate the matter.

Occupational health and safety performance is regularly monitored and reported in monthly progress reports that identify recurring health and safety issues occurring on site and measures taken to address them. The figures below illustrate incident records at our project sites for FY2019.

Project sites	Total number of hours worked on site in FY2019	Number of reportable incidents	Lost time injury frequency rate
Millbrook Park	141,377	0	0
Kew Bridge Gate	207,386	0	0
Nantly House	163,348	0	0
Aberfeldy Village	270,436	0	0
Barking Wharf	174,600	0	0
London City Island	1,072,137	0	0
Embassy Gardens	1,219,935	0	0
Wardian London	1,696,061	0	0
West Village	913,100	2	2.19
Yarra one	168,617	3	17.79

We are constantly working on improving health and safety measures with a revision of health and safety monitoring procedures to ensure the well-being and safety of employees. HSE matters are reported to the EcoWorld International Board on a quarterly basis.

We are determined to implement preventive efforts such as safety programmes to constantly remind our employees in practicing safe working culture in order to minimise incidents at Yarra One.



## DIVERSITY AND INCLUSIVENESS

By advocating diversity and inclusiveness, we are building talents that promote success within the Group. We focus, among others, on skillsets and experience while strictly avoiding discriminatory factors in the hiring process. We ensure that our hiring process promotes fair and transparent approaches regardless of gender, age, ethnicity, religion or disability.

The Board recognises the challenges in achieving the right balance of gender diversity within the Group. The Group was listed on Bursa Malaysia in 2017 with 100% male Directors. The Board took cognizance of gender diversity as promoted in the MCCG and appointed women as Board members. This is reflected in the

current composition where 3 out of 11 Directors are women. With respect to the key Senior Management, the Group has achieved the target of 50% women holding key positions within the Group, namely Chief Financial Officer, Chief of Global Sales & Marketing and Managing Director, EcoWorld International UK. The Board supports gender diversity at all levels. Nevertheless, appointments to the Board are always based on merit with regards to skills sets, background and experience and whether such appointments will further strengthen the Board holistically. Our Board of Directors is now at 30% (rounded up to nearest 10 percentile) women which supports our diversity policy.



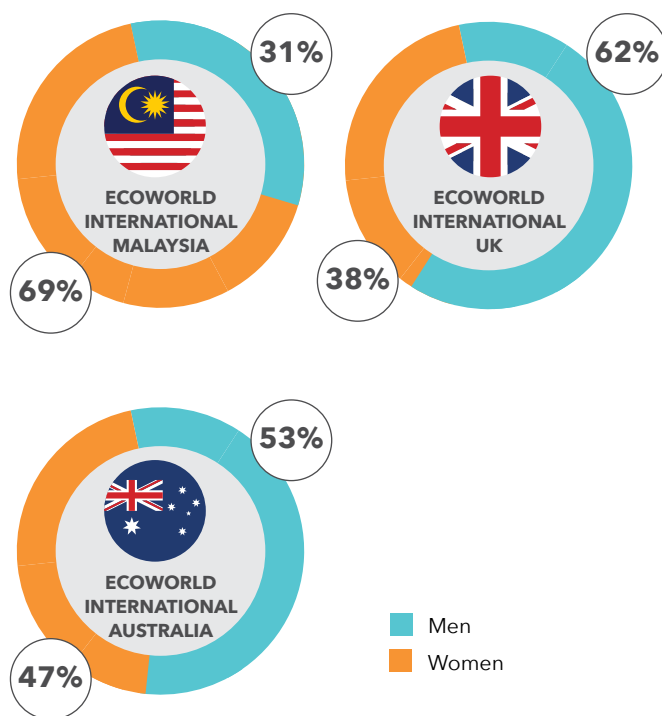
### TOTAL EMPLOYEE STRENGTH



In terms of total employee strength, EcoWorld International UK has more employees compared to EcoWorld International Malaysia and EcoWorld International Australia due to the size of operations in the UK.



### EMPLOYEE GENDER DISTRIBUTION



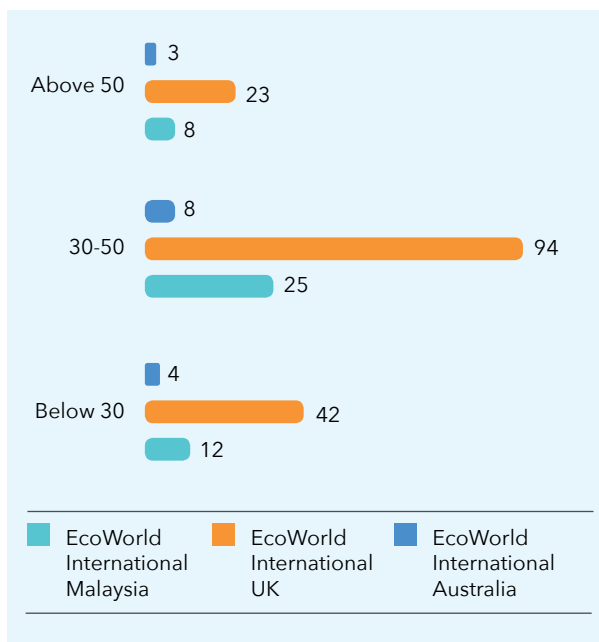
Our employee gender distribution shows more men than women in the UK and Australia. In Malaysia, the percentage of women employees is higher as UK employees include site-based staff (mostly men) whereas there are no site-based staff within EcoWorld International Malaysia operations.



## PROVIDING A SAFE WORKPLACE



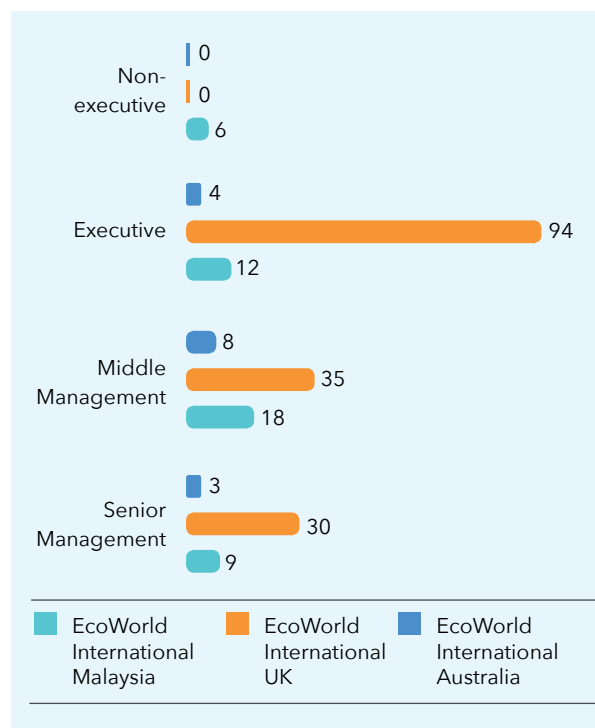
### EMPLOYEE AGE DISTRIBUTION



The majority of our employees are aged between 30 and 50 years given our strong belief that business growth is contingent not only on experienced talent but also on younger staff with strengths such as a fresh and modern mindset.



### EMPLOYMENT CATEGORY DISTRIBUTION



Executive level staff constitute the largest segment of our employees followed by those in Middle Management, Senior Management and Non-Executive categories. Given that the nature of our business is property development, we employ more executives for project implementation and to monitor our appointed third-party contractors in building our properties resulting in fewer employees in the Non-Executive levels. We also focus on strategic planning as seen in the proportion of Middle Management and Senior Management staff.

### PRIORITISING EMPLOYEE WELL-BEING






The Group recognises and values employees in the belief that they are the drivers of business success. As employees are our greatest asset, we have indicated our concern on staff well-being by ensuring proper work-life balance creating a conducive and healthy working environment and allowing flexibility where possible.

We provide competitive working benefits to attract and retain employees and ensure they feel valued and secure in their jobs. We appreciate employee talent and work to ensure they reach maximum potential during their tenure with the Group.



## EMPLOYEE BENEFITS




The attractive wage package is complemented by other competitive benefits that contribute towards better productivity and performance.

 <b>Work Leaves</b>	 <b>Flexible Work Arrangement</b>	 <b>Overtimes/Duty Allowances</b>	 <b>Medical/Insurance Coverage</b>	 <b>Others</b>
<ul style="list-style-type: none"> <li>• Annual</li> <li>• Medical</li> <li>• Maternity</li> <li>• Paternity</li> <li>• Examination</li> <li>• Compassionate</li> <li>• Marriage</li> <li>• Childcare</li> <li>• Prolonged illness</li> <li>• Pilgrimage</li> <li>• Special medical leave</li> <li>• Child adoption leave</li> <li>• Shared parental leave</li> </ul>	<ul style="list-style-type: none"> <li>• Staggered working hours</li> <li>• School holidays work flexibility</li> <li>• Career breaks/sabbaticals</li> <li>• Extended maternity leave</li> <li>• Employees' choice of day-off</li> </ul>	<ul style="list-style-type: none"> <li>• Discretionary bonus</li> <li>• Company pension contribution</li> <li>• Season ticket loan policy</li> <li>• Replacement leave in lieu of duty allowance (RLDA)</li> <li>• Car allowance</li> <li>• Mileage claim</li> <li>• Company car</li> <li>• Company mobile</li> <li>• Lines and data plans</li> <li>• Staff purchase discounts</li> <li>• Professional membership annual subscription fee</li> <li>• Company-provided meals</li> </ul>	<ul style="list-style-type: none"> <li>• Outpatient medical reimbursement and insurance coverage (Group Personal Accident, Group Hospitalisation &amp; Surgical and Group Term Life)</li> </ul>	<ul style="list-style-type: none"> <li>• Day off for birthday</li> <li>• Fruit basket once a week in office</li> <li>• Family day</li> <li>• Wellness week</li> </ul>

## PARENTAL LEAVE

The Group strongly supports employees who are starting a new family or planning to have more children by offering them parental leave. This is premised on the understanding that new parents need time to welcome

and bond with the new addition to the family. Flexible working hours are also granted to parents with younger children as the Group understands the need to balance work and still care for their dependents.

	Male	Female
 ECOWORLD INTERNATIONAL MALAYSIA	1	4
 ECOWORLD INTERNATIONAL UK	1	1
 ECOWORLD INTERNATIONAL AUSTRALIA	0	0



## PROVIDING A SAFE WORKPLACE

### EMPLOYEE ENGAGEMENT PROGRAMME



#### ANNUAL DINNER

We engage with our employees to foster relationships and to create a positive working environment. 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 terms of performances 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 are conducted during working hours so that employees do not feel overburdened. The judging criteria for our Annual Dinner costumes and props promote innovation and sustainability with points being awarded to those who utilise recyclable materials creatively.

We actively conduct engagement programmes that our employees can participate in such as extracurricular activities that will build confidence and discover latent skills in employees. Their involvement in these activities also helps break down communication barriers within the team and boost the collaborative spirit.



#### PARA COUNSELLING

In an effort to raise mental health awareness amongst employees and encourage them to open up, the Para Counselling programme involved selected employees in leadership positions who underwent a 12-week series of workshops, counselling, coaching and mentoring topics in order to become the "mental first-aiders" or the go-to person whenever a fellow EcoWorld employee needs advice or guidance pertaining to mental health. Participants ranging from top management to middle management were certified as para counsellors and coaches.

Para counsellors were guided in using 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 our 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.



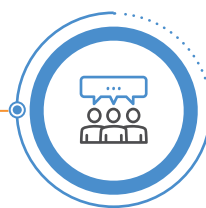
#### Reflect

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

## RETAINING TALENTS

The Group is committed towards providing a conducive workplace environment for employees. We believe pertinent benefits in tandem with a healthy working environment are among criteria that determine a

company becoming employer of choice. As ours is a competitive industry, we gladly provide opportunities to employees to enhance their careers by gaining relevant experience.

	New Hires (%)	Turnover (%)
 ECOWORLD INTERNATIONAL MALAYSIA	17.8	15.6
 ECOWORLD INTERNATIONAL UK	37.3	27.1
 ECOWORLD INTERNATIONAL AUSTRALIA	13.8	6.9

	Local Senior Management Hired (%)
 ECOWORLD INTERNATIONAL MALAYSIA	100
 ECOWORLD INTERNATIONAL UK*	100
 ECOWORLD INTERNATIONAL AUSTRALIA*	100

\*Inclusive of permanent residents

## CAPACITY BUILDING

The Group is committed towards investing in developing employees' skillsets and knowledge in the belief that this will contribute to productivity and better business performance. We provide both technical and soft skills training relevant to specific job functions to enhance competencies and provide exposure to employees.

The Group provides both internal and external training to employees depending on the nature of training needed. Our training programmes are wide-ranging and cover both technical and non-technical areas.







## PROVIDING A SAFE WORKPLACE



### ECOWORLD INTERNATIONAL MALAYSIA

- EcoWorld International Welcome Programme
- Managing KPI and Competency
- EcoWorld Women's Summit 2019, The Art of Handling Complaints
- Digital and Social Media Marketing
- EcoWorld Leadership Development Programme (Leaders and Managers Group) – Leading Business, Leading Others, Design Thinking, Leadership Insight Series
- The Cooler Earth: Sustainability Summit
- Sustainable Development Goals Conference 2019 – People, Planet, Profit for The Next Generation
- Para Counselling Skills for Leaders
- Keeping Fit Through Healthy Food and Lifestyle Modification
- Service and Sales Excellence
- Findings of Sustainability Practices and Disclosures in Annual Reports and/or Sustainability Reports for Financial Year 2017
- Basic Occupational First Aid, CPR and AED Training
- Corporate and Personal Liabilities under Anti-Corruption Laws in Malaysia



### ECOWORLD INTERNATIONAL UK

- General Data Protection Regulation for Senior Management
- Big Rocks: The Key to Getting the Most Important Things Done
- UK Women's Summit
- Women Leading Real Estate
- EcoWorld in a Digital World – Making EcoWorld a Sustainable Global Company
- Bisnow Build to Rent Outlook and Expansion
- Fixed Mindset vs Growth Mindset
- Workplace Well-being
- Stress Awareness Webinar
- Diversity and Mental Health
- Dyslexia Awareness
- Managing Career Conversations
- Managing KPI and Competency
- Construction Planning
- Digital Measuring
- Housing and The Draft London Plan
- London Real Estate Forum
- Real Estate Tax Seminar
- Balcony Innovations and Fire Regulations
- Health and Safety Policy and Procedures
- Emergency Awareness and Fire Marshall Training
- Urban Green Design Group Event: Charrettes – Best Practice for 21<sup>st</sup> Century Placemaking
- Service Excellence
- Service from Heart

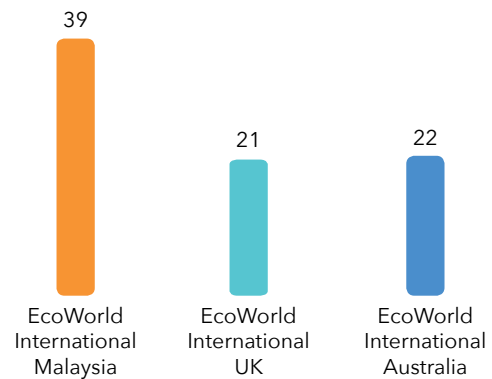


### ECOWORLD INTERNATIONAL AUSTRALIA

- Microsoft Projects – Managing Projects
- International Project Management Day 2018 Conference
- Property Development Industry Diploma VIC
- Modern Project Management – Managing the Start-up, Scheduling and Budgeting
- Driving Growth and Investment in Build to Rent
- Construction Induction – Prepare to Work Safely in the Construction Industry
- First Aid Training
- Strategic Marketing Planning Course
- Social Media and Internet Marketing Essentials and Advanced Social Media and Strategy

In FY2019, we recorded an average of 39, 21 and 22 hours of training for EcoWorld International Malaysia, EcoWorld International UK and EcoWorld International Australia respectively. In terms of gender, male employees received more training than women as we employ more men. In terms of employment category, our middle management generally received more training compared to other employment categories.

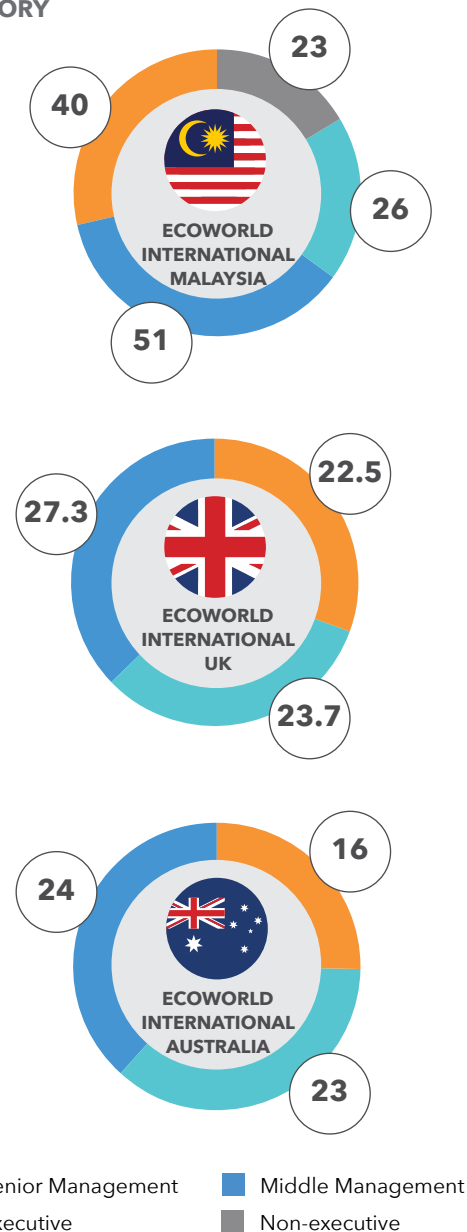
#### AVERAGE TRAINING HOURS



#### AVERAGE TRAINING HOURS BY GENDER



#### AVERAGE TRAINING HOURS BY EMPLOYMENT CATEGORY





## ENHANCING SOCIAL DEVELOPMENT



### Material Issues Mitigated:

- Community Development

## Key Highlight



Eco World Foundation's Students Aid Programme continues to support underprivileged children all over Malaysia



EcoWorld London has developed its CSR Strategy Framework



Engagement of EcoWorld International UK with students from local schools and colleges



EcoWorld International Australia and EcoWorld International Malaysia participated in beach clean-up activities

## CONTRIBUTING TO LOCAL COMMUNITIES

It is important for EcoWorld International to engage with the community to strengthen our social network and leave a positive legacy for the local community within and around our development. To this end, we constantly work on social programmes such as the Eco World Foundation and the partnership with Brentford FC Community Sport Trust.

EcoWorld London has developed its own CSR Strategy Framework to enhance lives in communities in the areas

in which we operate and in the process offer volunteering opportunities to employees. The strategy primarily focuses on school engagement covering areas like well-being, employment, training programmes and enterprise support. We believe in nurturing students who are the future generation into catalysts for the creation of more liveable communities. EcoWorld London is currently actively engaging its employees in developing action plans for focus areas that have been identified.

## ECO WORLD FOUNDATION

### YOUTH EDUCATION AND DEVELOPMENT

#### *Students Aid Programme*

Children represent the future. 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 CSR 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 in the Klang Valley area with total visited houses 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. The 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 an NGO which aims to ensure proper protection and treatment of children in crisis situations such as human trafficking and children in detention.







## ENHANCING SOCIAL DEVELOPMENT

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 preloved 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 is utilised for:

1. A monthly allowance for teachers and assistant teachers and school expenses for four *Orang Asli* preschoolers 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 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.

“.....  
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





### 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 helping 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* (PPKI) that provide the children with essential tools to help learn 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' desk and chair 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 chairs, 100 units of mushroom planting blocks, racks for mushroom blocks, steel cupboards, shoe racks and students' desk and chair which amounted to RM20,000
4. Kiwanis Down Syndrome - 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.



Volunteers worked hand-in-hand to clear the river area

#### 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.



Volunteers helped in clearing MNS Urban Community Forest Nursery area

#### 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.



Volunteers get their hands dirty in planting mangrove seedlings

#### 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.



## ENHANCING SOCIAL DEVELOPMENT

### HEALTH AND WELL-BEING



#### *Befrienders KL Emotional Support Centre*

Mental health is important at every stage of life, from childhood through and adolescence adulthood. The Befrienders are known as the only organisation in Malaysia providing emotional support to prevent suicides. 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 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 Malaysia 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  
.....”

Tan Sri Lee

“.....  
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  
.....”

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 two 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.





## ECOWORLD LEADERSHIP DEVELOPMENT PROGRAMME

The EWLDP is a customised programme to identify potential successors. One of the assignments required to be completed by participants was the planning and execution of CSR activities that can impact the local community to actively encourage EcoWorld's employees'

commitment on volunteerism and emphasize the need to care for underprivileged members of society.

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



Team EcoWorld helped build solar lighting systems for the Orang Asli community



Team EcoWorld donated spectacles to underprivileged children from Rumah Aman

Activities	Objectives	Outcomes
Bringing Light and Hope to the Orang Asli Community	<ol style="list-style-type: none"> <li>1. Supplying solar power and installing lights in the homes of the <i>Orang Asli</i> community via collaboration with a social enterprise</li> <li>2. Raising funds</li> </ol>	<ol style="list-style-type: none"> <li>1. Building a system using solar panels, charger, battery, power inverter, switches and lights</li> <li>2. Organising fundraising and charity sales</li> <li>3. Donating Pre-loved clothes, toys and cooking utensils</li> </ol>
Gift of Sight	<ol style="list-style-type: none"> <li>1. To assess eyesight of the children from the Rumah Aman Children's home</li> <li>2. To donate refurbished glasses to underprivileged children</li> </ol>	<ol style="list-style-type: none"> <li>1. Collecting old or unused glasses and refurbishing them for donation to orphanages</li> </ol>



## ECOWORLD INTERNATIONAL MALAYSIA CSR PROGRAMMES

### BEACH CLEAN-UP

EcoWorld International 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 non-profit organisation, MY Clean Beach 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.



**Pantai Remis**

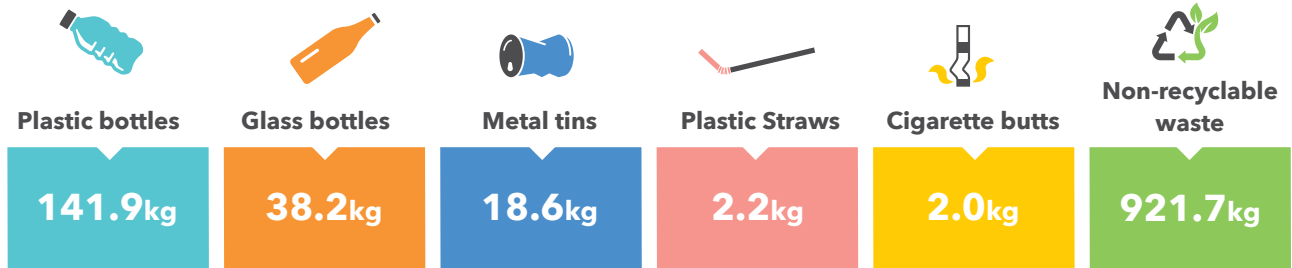
Kuala Selangor



**11 staff  
volunteered for this  
programme**



## ENHANCING SOCIAL DEVELOPMENT



### ECOWORLD INTERNATIONAL UK CSR PROGRAMMES

#### SITE VISITS BY COLLEGE STUDENTS

In May 2019, the Nantly House project saw the arrival of 16 students from West Thames College for a site visit to learn about the roles and responsibilities of those working at project sites and the processes involved. The students visited show units, communicated with operations personnel about the techniques and skills required to work on site and attended a workshop for an insight into the range of roles in the Development and Construction industries. A few have been approached to undertake a week-long work placement onsite for a hands-on experience.

Similarly, Verdo-Kew Bridge Development welcomed 12 students from Isleworth and Syon Secondary School for an exclusive tour of the marketing suite where they listened to staff explaining their roles and responsibilities. Each staff member gave the students an insight into the topic 'The Day in the Life Of' which they found invaluable besides answering questions on the construction industry.



Students' feedback to our initiative has been positive, a response that highlights the fact that EcoWorld London is making a difference in their perception of the industry and career opportunities available therein.

## PARTICIPATION IN CAREER FAIRS AND DELIVERING CAREER TALKS

EcoWorld London participated in multiple career fairs and talks to give insight to students on the wide range of opportunities and to promote a wide range of roles within the industry.

- Lampton Careers Fair
- Careers event at Victoria headquarters
- Barking Wharf careers event (collaboration with Midgard)
- Careers Talk at Copthall School
- Construction Careers Fair (collaboration with Wilmott Dixon)
- Curricular Vitae workshop at Bow Secondary School

## WORK PLACEMENT

Millbrook Park had 2 students from Copthall School and St James school in Barnet respectively based in the site office to gain work experience. We received positive feedback from both students. Both the Nantly House and Verdo-Kew Bridge Development projects hosted 9 students on work placement from Isleworth and Syon School, Richmond and West Thames Colleges. The

Peoples Team also recruited 3 students on placement where they spent several days learning about various teams' responsibilities on both sites and in the office. EcoWorld London's relationship and engagement with schools is increasing with developing long-term working relationships developing in this sector.

## ENGAGEMENT WITH SCHOOLS

To date, we have engaged with nearly 1,500 school students and in the process shared information relating to health and safety, mock interviews and career talks. The main purpose behind the engagement programme is the creation of awareness about the nature of EcoWorld's

construction activities near their schools and the physical placemaking. We highlight health and safety risks during the programme besides a professional career in the built environment. We are also exploring potential community projects with schools to foster relationships with students.

Schools	Purpose	Month of engagement
St Paul's Church of England	Health and Safety Presentation	January 2019
Lampton Boys School	'Boys Can Do Day' Multiple Engagement Sessions	June 2019
The Rise School	Mock Interviews	June 2019
St Marks School	Careers Talk and Speed Networking	July 2019
Lampton Girls School	'Girls Can Do'	July 2019
Dormers Wells	Mock Interviews	July 2019

We also engage with multiple schools in our area of operations such as Culloden School, Rosary Catholic Primary School, Spring West Academy, Space Studio,

Heston Community School, Cranford School, Brentford Girls School, All Saints School, Copthall School and Bow School.



### Allen Edwards Primary School

The Reading Buddies project saw staff volunteering to provide supportive reading sessions, mentoring school council representatives in presentations and decision-making skills and a spot of light gardening.



### Green Dragon School - Grand Garden Design

There is potential to adopt this initiative in connection with the Verdo-Kew Bridge Development site project. This is being seen as a phased initiative over a number of years with help provided to seek charitable funding from a number of sources and assistance in rejuvenating the vast plot of land the school occupies. Phase 1 will see EcoWorld investing in rejuvenating a Herb Garden with staff volunteering time to work on the project.





## ENHANCING SOCIAL DEVELOPMENT

### *Little Green Fingers at Verdo-Kew Bridge*

EcoWorld London invited students from Green Dragon Primary School to visit the site of the Verdo-Kew Bridge development in Brentford where they were given a masterclass in gardening by the Kingston Landscape Group. More than 30 children, accompanied by

teachers and volunteers, were taught how to create and look after a garden. The children were also given an opportunity to plant the very first flower beds on the project.



### FITNESS BOOT CAMP IN ABERFELDY VILLAGE

On 27 April 2019, EcoWorld London organised a fitness boot camp in Aberfeldy Village for residents. The workout at the residents' gym as well as in the linear park which runs the length of Aberfeldy Village brought

residents in the spirit of togetherness. Residents were rewarded with complimentary fruit smoothies with a fun fitness twist where they had to take a spin on a smoothie bike to generate power to blend the healthy concoction.



### Cycling for Better Health

EcoWorld International's cycling team took part in the British Heart Foundation's London to Brighton Bike Ride 2019. The team has been registered as an intermediate

group with the cost of £45 in which the money goes to the British Health Foundation towards funding their life saving research into heart and circulatory diseases.

## DONATIONS, VOLUNTEERING AND CHARITABLE INVOLVEMENT

EcoWorld London attended a Well-being day organised by Age UK in Barnet. 8 members of the staff volunteered to carry out practical tasks including selling raffle tickets, serving lunch to senior citizens, furniture removal and general assistance on the day. Staff have also managed work placements and attended several career events at schools and mock interview sessions which contributed to their commitment to volunteerism.

In June 2019, a tragedy occurred within the borough of Barking and Dagenham when a fire engulfed and destroyed 20 flats. Yet again, EcoWorld London and

their contractors showed their generosity by donating hundreds of pounds worth of goods to those in need. There were no fatalities but residents were left homeless and without belongings.

15 employees volunteered to assist the Local Octavia Foundation Charity (Chiswick High Street) to raise funds for those affected by unemployment, ill health, social isolation and low income in Central and West London. This engagement is helping build stronger, happier and healthier relationships within the communities.



### ECOWORLD INTERNATIONAL AUSTRALIA CSR PROGRAMMES

On 26 May 2019, a team of 5 from our Melbourne office attended the Yarra River Blitz organised by the Yarra Riverkeeper Association and supported by Melbourne Water and the Clean Water Group. This was a day-long river clean-up programme involving volunteers removing rubbish from the river and along its banks. The programme saw the successful collection of collected 126kg of trash consisting waste types as detailed below.



**Yarra  
River**



**5 staff volunteered  
for this programme**

**Quantity**



**Plastic bottles**

**331**



**Plastic film remnants**

**332**



**Plastic lids**

**343**



**Cigarette butts**

**441**





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