

ECOWORLD
INTERNATIONAL
CREATING TOMORROW & BEYOND



SUSTAINABILITY REPORT **2020**



VISION

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



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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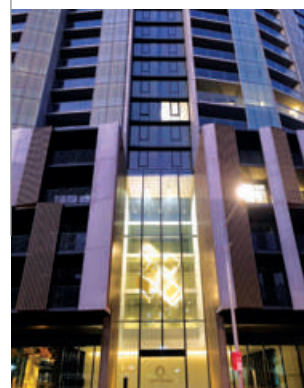
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ABOUT THIS REPORT

We aim to create value for our stakeholders and make long-lasting positive change and continue to ensure that sustainability is embedded in each property we build, achieving our vision of **Creating Tomorrow & Beyond.**



Wardian London

EcoWorld International is built by our commitment towards continuous improvement to deliver the highest quality of real estate developments to provide a unique living experience. By engaging the talents of our employees, we utilise innovation with strong operational execution to provide stakeholders with sustainable living for years to come. We aim to create value for our stakeholders and make long-lasting positive change and continue to ensure that sustainability is embedded in each property we build, achieving our vision of **Creating Tomorrow & Beyond.**

As sustainability has evolved over the last decade, it is becoming increasingly important for us to evaluate our sustainability priorities with our stakeholders to determine key environmental, social, and economic issues. This report discloses on the Group's efforts in developing sustainable properties in our home markets of the United Kingdom ("UK") and Australia, while maintaining sustainable practices in our offices in Malaysia. Through this report, we provide our stakeholders with insight on how we champion sustainability within our organisation.

OUR CAPITALS

As we embark on our journey towards Integrated Reporting to provide our stakeholders with a more holistic view of sustainability at EcoWorld International, we have aligned our report with the six capitals that encompass all the main inputs that deliver value to our stakeholders. These capitals are:



FINANCIAL CAPITAL

We generate and strategically utilise our financial resources to develop and support our business.



HUMAN CAPITAL

We prioritise our employees and strive to foster a conducive work environment where they can enhance their knowledge, skills, competencies and experience.



MANUFACTURED CAPITAL

We use landbanks and properties to stimulate long-term growth.



INTELLECTUAL CAPITAL

Our distinctive brand reputation is built on our knowledge and expertise in the industry, driven by our innovative solutions in property development.



NATURAL CAPITAL

We are committed to optimising our use of natural resources such as water, energy and raw materials when developing our properties, to minimise environmental impacts.



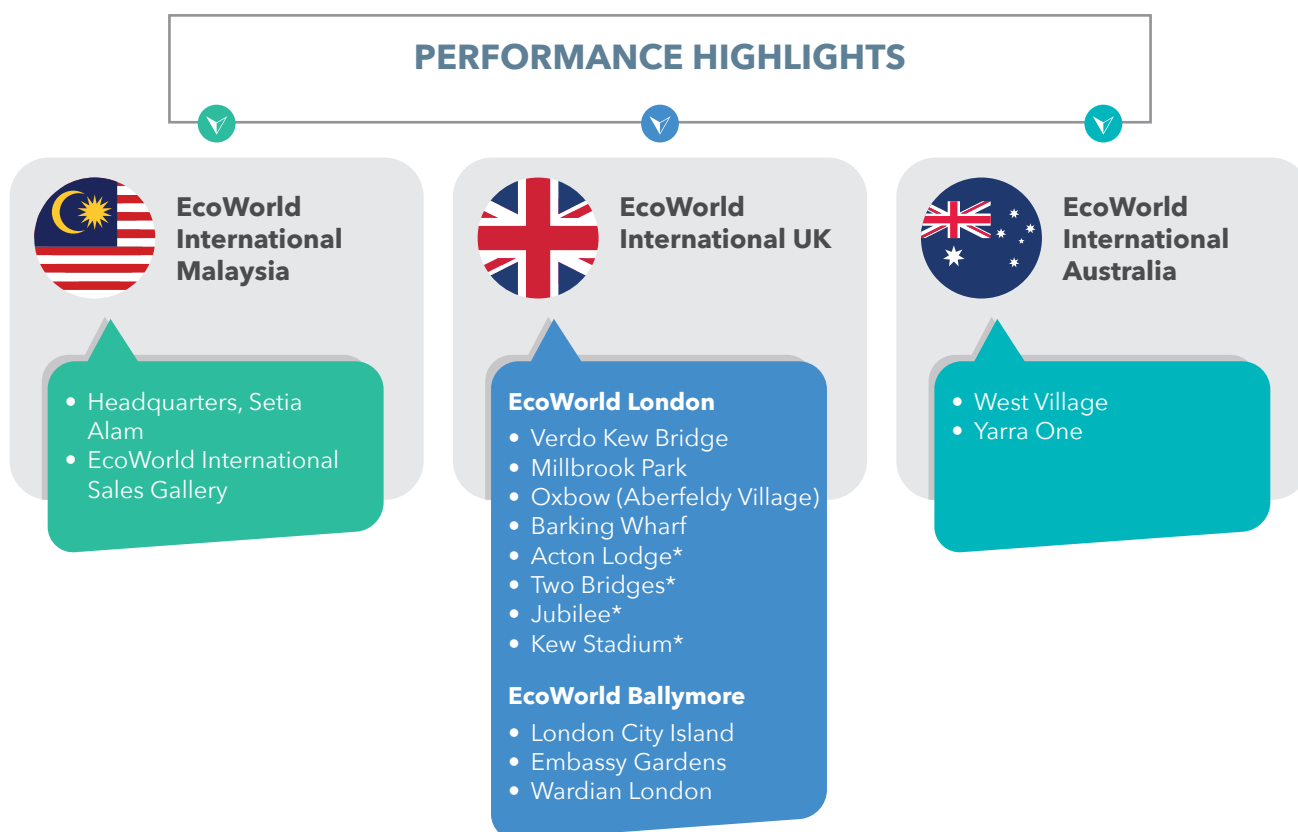
SOCIAL AND RELATIONSHIP CAPITAL

As a responsible property developer, we maintain strong stakeholder relations with our customers, investors, regulators, contractors and suppliers, employees, and media.

REPORTING SCOPE AND BOUNDARY

The report discloses sustainability progress made across EcoWorld International's offices and sites across Malaysia, UK and Australia for the reporting period starting 1 November 2019 to 31 October 2020 ("FY2020").

Listed below are the names of our properties included in this report. Acton Lodge, Two Bridges, Jubilee and Kew Stadium in the UK are new properties covered in this report which were not covered in our FY2019 report. Across the report not all projects will contribute to the environmental data collected or activities referenced. This is due to numerous factors, but primarily due to the progress of works on site.



* New properties included for this year's scope of reporting

REPORTING FRAMEWORK

EcoWorld International's Sustainability Report 2020 was prepared in accordance to Bursa Securities Berhad's ("Bursa Malaysia") Main Market Listing Requirements, with reference to Bursa Malaysia's Sustainability Reporting Guide (2nd Edition) and the Global Reporting Initiative ("GRI") Standards - Core Option. The GRI content index on page 73 provides a list of disclosures used throughout this report.

FEEDBACK

As an environmentally conscious organisation, we encourage you to access our Sustainability Report 2020 on our corporate website. We welcome our stakeholders to provide feedback pertaining to this Sustainability Report and we may be reached at ewi@ecoworldinternational.com.

MESSAGE FROM THE PRESIDENT AND CEO



DEAR SHAREHOLDERS,

We are proud to present an account of EcoWorld International's sustainability performance for the financial year 2020. Despite the challenges we faced during the year, the Group has remained resilient and committed to creating value for our stakeholders.

FY2020 saw organisations having to adapt and operate in unprecedented conditions where Governments restricted movement and commercial activities, to minimise the spread of the coronavirus ("**COVID-19**") pandemic. For the Group, it provided an opportunity to innovate and adapt. In compliance with national regulations, we developed action plans and standard operating procedures ("**SOPs**") to mitigate risks, minimise the spread of the contagion and safeguard the health and well-being of our employees and customers. Despite the pandemic, our determination to perform and maintain our status as a reputable international property developer, while upholding our commitments to our stakeholders, has been strengthened.

In FY2017, we adopted six United Nations Sustainable Development Goals ("**UNSDGs**") that reflect our efforts to work towards universal principles of sustainability. In FY2020, we added UNSDG 13: Climate Action to the six as it represents the commencement of our journey to monitor and reduce our carbon footprint.

Using key performance indicators ("**KPIs**"), we are able to track our sustainability performance and progress for operational, environmental and social aspects of sustainability. The FY2019 list of KPIs were reviewed and revised to suit the current climate we are operating in but still address important facets of sustainability across the Group.

DATU' TEOW LEONG SENG

Chairman of the Sustainability Committee
President and CEO, EcoWorld International

Despite the pandemic, our determination to perform and maintain our status as a reputable international property developer, while upholding our commitments to our stakeholders, has been strengthened.

Building upon efforts of previous years, EcoWorld International continues to safeguard our economic, environmental and social excellence through the implementation of initiatives that address the various aspects of sustainable development.



Millbrook Park, London

In the year under review, EcoWorld International has further enhanced our sustainability disclosures by streamlining our key material sustainability matters with the six capitals of integrated reporting. We acknowledge that our success as a property developer is not only dependent on our financial capital but also on our human, manufactured, intellectual, natural and social and relationship capitals. Together, these six capitals allow us to continuously create value for our stakeholders.

Building upon efforts of previous years, EcoWorld International continues to safeguard our economic, environmental and social excellence through the implementation of initiatives that address the various aspects of sustainable development.

We recognise that bribery and corruption present significant risks to business. To manage these risks, we introduced our Anti-Bribery and Anti-Corruption Policy ("**ABC Policy**") in December 2019 to create a zero-tolerance culture within the team and throughout the organisation towards corrupt practices. Along with our Code of Conduct and Whistleblowing Policy, the ABC Policy promotes ethical business practices and builds stakeholders' trust.

As part of our commitment to sustainable development, we understand that we need to preserve the natural environment and its components for generations to come. Our environmental efforts include Reduce, Recycle and Reuse (3Rs) practices to limit our waste output and reduce our resource consumption where possible through energy saving initiatives. We also incorporate

green designs and features in our properties to minimise their carbon footprint post-handover. Features include energy-efficient fittings as well as incorporating passive designs that utilise the building's architecture to minimise energy use, when designing the development.

We are committed to building a better future and work beyond our operating boundary to contribute to the wider community. During the reporting year, while maintaining our SOPs for physical distancing, both EcoWorld Foundation and our EcoWorld International operations in the UK and Australia organised corporate social responsibility ("**CSR**") activities. These programmes aim to alleviate socioeconomic disparities within the local communities as well as promote a spirit of volunteerism among our employees.

Through the sustainability initiatives highlighted above, EcoWorld International strives to continuously deliver value to all our stakeholders. EcoWorld International's sustainability achievements for this financial year could not have been accomplished without the unwavering support of all our stakeholders. In particular, I would like to thank our employees for their relentless efforts in supporting the Group amid the challenges brought on by the COVID-19 pandemic.

Looking forward, we will work in tandem to support sustainable development throughout EcoWorld International. Together, let us realise our vision of **Creating Tomorrow & Beyond** by being a responsible organisation.

Thank you.

GOVERNANCE STRUCTURE



Oxbow, London

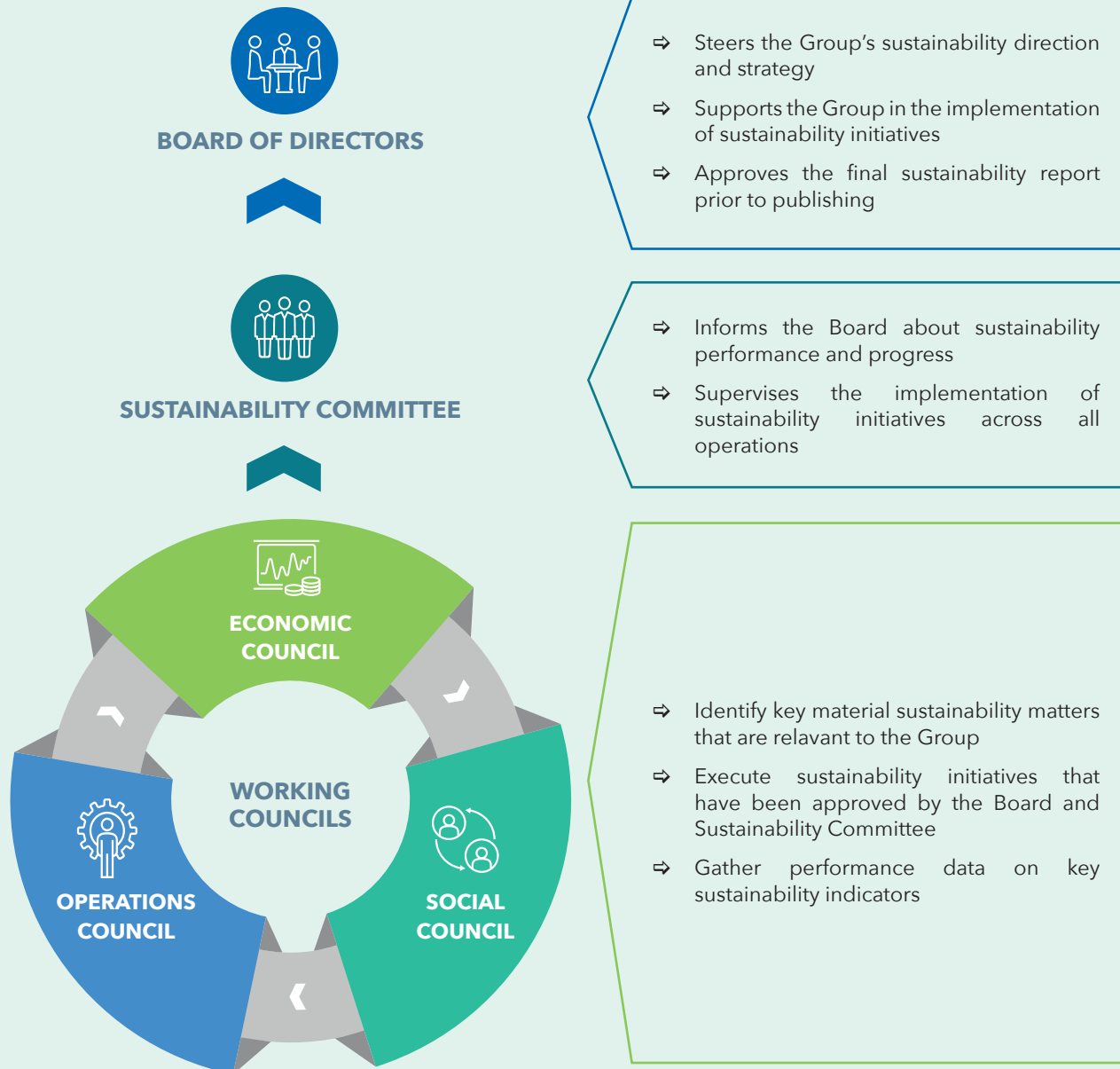
EcoWorld International established a sustainability governance structure in 2017 to oversee the implementation of sustainable practices across all our operations. The Board of Directors ("**Board**") sits at the apex of the structure and is responsible for steering the Group in the direction of achieving overall sustainable growth. The Group's annual sustainability report is also approved by the Board.

Reporting to the Board is the Sustainability Committee which is led by the President and CEO of the Group and comprises members of Senior Management from EcoWorld International Malaysia, EcoWorld International UK and EcoWorld International Australia. The Committee is responsible for supervising the implementation of

sustainability initiatives as well as informing the Board on the Group's sustainability performance and progress.

Under the purview of the Sustainability Committee, we have the Economic, Operations and Social Councils. These Councils comprise representatives from different operations across Malaysia, UK and Australia. They are responsible for identifying key sustainability matters that are material to the Group and executing sustainability initiatives that have been approved by the Board and Sustainability Committee. The Councils are also responsible for gathering sustainability performance data that will be used to monitor the Group's sustainability progress.

Roles and Responsibilities



HOW WE CREATE VALUE

The Group endeavours to continuously deliver value to all our stakeholders by managing our business activities appropriately and minimising negative impacts that derive from them. The value creation infographic below demonstrates our key capital inputs and the processes that transform our inputs to generate value for our stakeholders and EcoWorld International.



Propelled by our
VISION
Creating Tomorrow & Beyond





Directed by our
MISSION



We continuously develop prolific marketing techniques to improve brand reputation and recognition as well as deliver sustainable sales results.

We uphold high levels of customer service at all stages of development to safeguard customer satisfaction and brand reputation.

VALUE GENERATED

FINANCIAL STABILITY AND COMPANY LONGEVITY

EXCEPTIONAL PROPERTIES AND DESIGNS

TALENT RETENTION AND ATTRACTION

DISTINGUISHED DEVELOPMENTS

REDUCED CARBON FOOTPRINT AND ENVIRONMENTAL IMPACTS

CUSTOMER LOYALTY AND ENHANCING BRAND REPUTATION

VALUE GENERATED FOR STAKEHOLDERS

EMPLOYEES

We provide our employees with career development opportunities that allow them to advance in their careers and achieve their aspirations. We also create a conducive work environment that retains talents and attracts individuals to join our workforce.

CUSTOMERS

We provide homes as a long-term investment for customers. Our exceptional customer service is also available post-sale for further assistance, if required.

INVESTORS

As the Group continues to grow in size and recognition, we continue to deliver sustainable net profit and ensure financial discipline is being instilled throughout the company.

REGULATORY AGENCIES AND STATUTORY BODIES

As a conscientious property developer, we comply with applicable legislation and minimise our impacts on the public.

VENDORS/SUPPLIERS/ CONTRACTORS

Our vendors/suppliers provide us with the materials that allow us to deliver quality products in a timely manner. In return, we provide them with financial stability through the repurchasing of goods and services.

NON-GOVERNMENTAL ORGANISATIONS ("NGOs")

We donate our resources and time to improve the livelihoods of our communities and to provide for individuals and communities in need.

SUSTAINABILITY HIGHLIGHTS

SUSTAINABILITY ROADMAP

Since EcoWorld International's inaugural sustainability statement in FY2017, the Group has worked to embed sustainable practices across different facets of its business. Throughout the years, we have deepened disclosures on our sustainability performance to demonstrate our commitment to developing sustainably.



2017

- Produced first sustainability statement that was incorporated within the Group's Annual Report
- Established a sustainability governance structure (excluding EcoWorld London)
- Identified 12 material sustainability matters
- Adopted six UNSDGs



2018

- Published inaugural standalone Sustainability Report
- Developed a groupwide Sustainability Policy
- Conducted a materiality assessment and identified 16 material sustainability matters



2019

- Revised sustainability governance structure to include EcoWorld London
- Expanded the scope of reporting by including EcoWorld London
- Conducted a materiality assessment and retained 16 material sustainability matters
- Introduced 14 KPIs



2020

- Consolidated 16 material sustainability matters to form nine sustainability focus areas
- Introduced six capitals of Integrated Reporting
- Adopted UNSDG 13: Climate Action
- Reviewed and revised the list of 14 KPIs

AWARDS AND ACCOLADES

Through our continuous efforts, EcoWorld International has achieved a number of awards over the years for our quality and innovative development projects. They are a recognition of the time and hard work invested and demonstrate our commitment to delivering excellence.

For the British Homes Awards, EcoWorld International UK was the recipient of two awards in different categories. The first is for EcoWorld London’s partnership with Poplar HARCA at Aberfeldy Village, newly rebranded as ‘Oxbow’ in the category for Best Housing Partnership award. With collaborative input from both the public and private sector, the partnership has been able to create a much higher level of social value in tandem with financial gains to deliver what both parties need and what the community needs. The panel of judges commented that, “Oxbow promises to be a successful development with community features at its heart. The social value benefits stemming from the partnership are a good example of the added value of the partnership approach”.

The second award is for Embassy Gardens, winning the Mixed-Use Development of the Year category, one of the most competitive categories going up against six other developments shortlisted. The award recognises the amazing work done by EcoWorld Ballymore in turning Embassy Gardens into a riverside destination. It is a place that people can call home, but also a place to work, eat, relax and work out.



WINNER

**BEST HOUSING PARTNERSHIP
OXBOW, ECOWORLD LONDON AND POPLAR HARCA**

“Oxbow promises to be a successful development with community features at its heart. The social value benefits stemming from the partnership are a good example of the added value of the partnership approach”.



WINNER

**MIXED-USE DEVELOPMENT OF THE YEAR
EMBASSY GARDENS, ECOWORLD BALLYMORE**

SUSTAINABILITY HIGHLIGHTS

In addition to this, EcoWorld International received an award from The Edge Malaysia Property Excellence Awards 2020. The awards are considered an industry benchmark that recognises companies with sustainable financial strength and that deliver quality products for both homeowners and investors. The award received was in the category for Outstanding Overseas Project Award for our London City Island development ("LCI"). LCI is an integrated artistic hub with various creative spaces and home to a large number of creatives such as filmmakers, ceramicists, etc. while maintaining connectivity to the city. The development is more than just a place to live, but a destination and an exciting location that draws people in.

Furthermore, EcoWorld International was one of the award winners for the National Annual Corporate Report Awards ("NACRA"). The NACRA was first established thirty years ago with the vision of promoting excellence and accountability in corporate reporting. EcoWorld International was awarded the Silver award under the category for Companies with less than RM2 billion in Market Capitalisation for our Annual Report 2019. We understand the importance of comprehensive and transparent reporting and continue to strive to improve our reporting practices to better communicate with our stakeholders.

THE EDGE[™] MALAYSIA Outstanding Overseas Project Award 2020



London City Island



2020 National Annual Corporate Report Award (NACRA)
Excellence Award (Silver)



Oxbow, London

SUSTAINABILITY KEY PERFORMANCE INDICATORS

EcoWorld International established KPIs in FY2019 to monitor our sustainability performance annually. These KPIs allow us to work towards achieving annual targets and demonstrate accountability for our sustainability performance during the reporting period. The KPIs for FY2020 are detailed below:

Sustainability Focus Areas	Target	Achievement
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EcoWorld International Malaysia

SOCIAL

Talent Management	80% of all employees (employed by 1 st November 2019) to complete at least 16 hours of job-related training**	FY2020: 55% of employees FY2019: 100% of employees
	Target for no greater than 13% turnover in employees	FY2020: Turnover rate of 7.23% FY2019: Turnover rate of 15.6%

** KPI scores for employee training are low due to the lockdown restrictions brought upon by the pandemic

SUSTAINABILITY HIGHLIGHTS

Sustainability Focus Areas	Target	Achievement
 EcoWorld International UK		
OPERATIONS		
Corporate Governance and Transparency Environmental Impacts	Target all schemes to achieve a CCS (Considerate Constructors Scheme) score of 37 and above	FY2020: CCS score of 41.8 out of 50 FY2019: CCS score of 39
	Production and sign off of an MMP (Materials Management Plan) for every scheme prior to start of work on site*	FY2020: Achieved (Jubilee Leisure Centre Phase 2)
	85% of all construction waste diverted from landfill*	FY2020: 99% of construction waste diverted from landfill
ECONOMIC		
Supply Chain Management	90% of all supply chain procurement contracts signed in FY 2020 by value to be with UK domestic companies	FY2020: 100% FY2019: 94%
	40% annual construction spend on SMEs*	FY2020: 46% of construction budget spent on SMEs
	Supporting/creating at least 3 local social enterprises*	FY2020: Supported 3 local social enterprises
SOCIAL		
Talent Management	80% of all employees (employed by 1 st November 2019) to complete at least 16 hours of job-related training**	FY2020: 42% of employees FY2019: 84% of employees
	Target for no greater than 23% turnover in employees*	FY2020: Turnover rate of 26%

* New KPI for FY2020

** KPI scores for employee training are low due to the lockdown restrictions brought upon by the pandemic

Sustainability Focus Areas	Target	Achievement
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EcoWorld International Australia

OPERATIONS

Environmental Impacts	85% of all construction waste diverted from landfill*	FY2020: 91% of construction waste diverted from landfill
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ECONOMIC

Environmental Impacts	20% reduction of printing costs across Australia offices	FY2020: Reduction in printing cost by 29% FY2019: Reduction in printing cost by 21%
	40% overall reduction in travelling costs	FY2020: Reduction in travelling costs by 35% FY2019: Reduction in travelling costs by 37%

SOCIAL

Talent Management	All employees (employed by 1 st November 2019) to complete at least 16 hours of job-related training per annum**	FY2020: 86% FY2019: 100% of employees
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* New KPI for FY2020

** KPI scores for employee training are low due to the lockdown restrictions brought upon by the pandemic

COMMITMENT TO SUSTAINABILITY

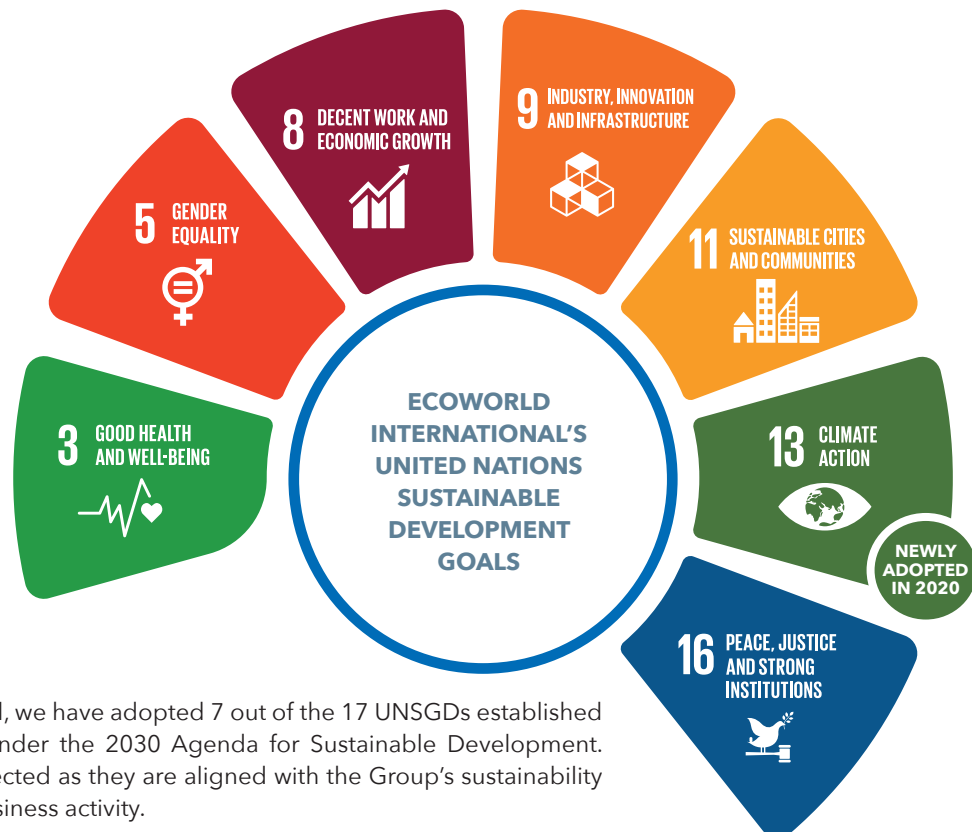
SUSTAINABILITY POLICY

In FY2018, EcoWorld International established a Sustainability Policy demonstrating the Group's unwavering commitment to sustainable development. The following are tenets of the Group's Sustainability Policy that provide guidance on how sustainable development is incorporated within EcoWorld International and across all facets of the organisation:






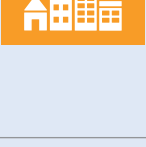



- I. To make a clear statement of the Group's commitment towards sustainable development;
- II. To foster a culture of sustainability throughout the Group;
- III. To incorporate principles of sustainability into business activities, development projects and community engagement;
- IV. To incorporate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

UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS





At EcoWorld International, we have adopted 7 out of the 17 UNSDGs established by the United Nations under the 2030 Agenda for Sustainable Development. These UNSDGs were selected as they are aligned with the Group's sustainability direction and primary business activity.





UNSDGs	Description	EcoWorld International's Initiatives
	<p>The Group advocates high standards of health and safety at the workplace. Our employees have access to healthcare and are not exposed to hazardous materials that may affect their health and well-being.</p>	<ul style="list-style-type: none"> • Provided comprehensive benefits package including medical insurance • Provided personal protective equipment to employees • Developed COVID-19 operating plans
	<p>At EcoWorld International, we practice non-discriminatory hiring practices and ensure that all individuals are given equal opportunity to grow and develop in the workplace irrespective of their gender.</p>	<ul style="list-style-type: none"> • 30% of our Board of Directors is female • 40% of key managerial positions occupied by women • Implemented Board Diversity Policy
	<p>We are able to maintain healthy economic growth that allows us to meet the expectations of our investors through upholding customer satisfaction across our operations and maintaining a skilled and productive workforce.</p>	<ul style="list-style-type: none"> • Achieved Net Promoter Score of 46.6, 54.3 and 100 at London City Island, Embassy Gardens and Oxbow respectively • Provided 3,305 hours of training to employees across our operations
	<p>The Group develops resilient and sustainable infrastructure to support future economic and social development. We incorporate the latest innovation to promote resource-use efficiency and reduce the environmental impact of our properties.</p>	<ul style="list-style-type: none"> • 46% of procurement budget spent on small and medium enterprises (SMEs) at EcoWorld International UK • Installed LED lighting and water-efficient fittings across all properties to reduce resource consumption • Incorporated passive design into properties to reduce the need for auxiliary heating and/or cooling
	<p>In contributing to the development of sustainable cities and communities, we incorporate green designs and features in our properties and adhere to relevant certifications to minimise the environmental impact of our properties.</p>	<ul style="list-style-type: none"> • Activation of Oxbow as mixed-use development fosters more sustainable community • Utilised Sustainability Management Plans (“SMP”) at our EcoWorld International Australia sites to safeguard sustainable design and construction • EcoWorld International Australia installed solar panels that can generate up to 12,000 kWh for on-site use
	<p>EcoWorld International strives to mitigate climate change by reducing greenhouse gas emissions and consumption of natural resources.</p>	<ul style="list-style-type: none"> • EcoWorld International UK introduced the “cycle to work” scheme • Embarked on greenhouse gas emissions monitoring and inventory • Achieved recycling rates of more than 90% across all properties
	<p>The Group upholds integrity and has zero tolerance for unethical business conduct. Through policies and procedures established, employees, Directors and business partners are made aware behaviour expected when conducting business on behalf of and/or with the Group.</p>	<ul style="list-style-type: none"> • Established Anti-Bribery and Anti-Corruption Policy and Integrity Team to manage bribery and corruption matters across the Group • The Group underwent risk assessments to identify risks associated with bribery and corruption, tax evasion, and money laundering, terrorist financing and modern slavery

OUR STAKEHOLDERS


OUR STAKEHOLDERS

EcoWorld International considers our stakeholders to be individuals and groups that have a vested interest in the Group's performance and those who can influence our performance. We conduct frequent stakeholder engagement programmes and review them periodically, to keep abreast of the latest concerns and address them accordingly. As EcoWorld International's operations gain more prominence in UK and Australia, we have unveiled a totally fresh look of EcoWorld International's website at www.ecoworldinternational.com to better engage with our stakeholders given the current circumstances that limit face-to-face contact.

Stakeholder Group	Areas of Interest	Methods of Engagement	Frequency of Engagement	EcoWorld International's Response
 <p>Employees</p>	<ul style="list-style-type: none"> • Corporate direction and growth plans • Job security • Remuneration and benefits • Career development and training opportunities • Workplace health and safety • Labour and human rights • Work-life balance • Employee volunteerism 	<ul style="list-style-type: none"> • Management meetings with employees • Employee events • Town hall sessions with CEO • Virtual project team huddle • Ongoing education and training programmes • Whistleblowing Policy • Job-level specific training programmes • Circulation of internal policies • Chairman 360° • People's Heartbeat Survey • Newsletters • Internal service survey • Good Morning EcoWorld • UK Wellness initiatives - Formation of Equality, Diversity and Inclusion Network and Health Ambassadors 	<ul style="list-style-type: none"> • Throughout the year • Annually • Half-yearly • Bi-monthly • Throughout the year • Implemented • Throughout the year • Throughout the year • Annually • Annually • Bi-monthly • Bi-annually • Weekly • Throughout the year 	<ul style="list-style-type: none"> • Provide comprehensive remuneration and compensation packages • Provide various types of training programmes • Establish grievance mechanisms to address employee concerns
 <p>Customers</p>	<ul style="list-style-type: none"> • Pricing • Quality and workmanship • Energy conservation • Design and features • Product safety • Defects rectification • Customer service and experience 	<ul style="list-style-type: none"> • Corporate and brand campaigns • Corporate website and social media channels • Advertisement and marketing promotions • Engagement surveys • Exhibition and showcases • Resident events 	<p>Throughout the year</p>	<ul style="list-style-type: none"> • Develop buildings and properties with green certification • Provide excellent customer service to address concerns • Organise engagement programmes to familiarise customers with the brand

Stakeholder Group	Areas of Interest	Methods of Engagement	Frequency of Engagement	EcoWorld International's Response
 <p>Investors</p>	<ul style="list-style-type: none"> • Growth trajectory • Acquisitions and expansion • Market diversification • Risk management • Corporate governance • Economic, environmental and social ("EES") indicators • Climate change and carbon pricing strategies • Sustainability performance and tracking • Reporting standards 	<ul style="list-style-type: none"> • Group meetings with shareholders • Annual General Meetings • Announcements to Bursa Malaysia • Site visits • Analysts, bankers and fund managers briefings • Annual report 	<ul style="list-style-type: none"> • Throughout the year • Annually • Throughout the year • Throughout the year • Half-yearly • Annually 	<ul style="list-style-type: none"> • Establish strong corporate governance measures • Conduct corruption risk assessments to address and mitigate potential risks • Report sustainability performance in annual report and standalone sustainability report
 <p>Regulatory Agencies and Statutory Bodies</p>	<ul style="list-style-type: none"> • Compliance • Security issues • Waste management • Public nuisance issues • Labour practices 	<ul style="list-style-type: none"> • Inspections by local authorities • Press releases • Workshops 	<p>Throughout the year</p>	<ul style="list-style-type: none"> • Establish policies to ensure compliance with relevant legislation • Track and monitor resource inputs and outputs
 <p>Vendors/Suppliers</p>	<ul style="list-style-type: none"> • Legal compliance • Payment schedule • Pricing of services • Product quality and inventory/supply commitment 	<ul style="list-style-type: none"> • Contract negotiations • Supplier audits and evaluations • Relationship meetings • Vendor registration and framework agreements 	<p>Throughout the year</p>	<ul style="list-style-type: none"> • Allocate 100% of procurement budget on local suppliers • Ensure fair and transparent tender procedures
 <p>Media</p>	<ul style="list-style-type: none"> • Reputation of company • Advocating green consumerism and lifestyles 	<ul style="list-style-type: none"> • Ongoing engagement sessions • Press releases • Donations and financial aid • Contributions to environmental and social enhancements 	<p>Throughout the year</p>	<ul style="list-style-type: none"> • Organise engagement programmes to boost brand reputation • Enhanced disclosures in corporate website

OUR STAKEHOLDERS

Stakeholder Group	Areas of Interest	Methods of Engagement	Frequency of Engagement	EcoWorld International's Response
 Non-Governmental Organisations	<ul style="list-style-type: none"> Environmental and social issues in relation to business operations 	<ul style="list-style-type: none"> Ongoing engagement sessions Press releases Donations and financial aid Contributions to environmental and social enhancements 	Throughout the year	<ul style="list-style-type: none"> Provide donations and other non-financial contributions to various non-governmental organisations Ensure the Group continues to minimise environmental footprint through energy saving initiatives and proper waste management
 Contractors	<ul style="list-style-type: none"> Payment schedule Pricing of services Resource planning 	<ul style="list-style-type: none"> Contract negotiations Contractor audits and evaluations Relationship meetings Contractor registration and framework agreements 	Throughout the year	<ul style="list-style-type: none"> Adopt health and safety management systems
 JV Partners	<ul style="list-style-type: none"> Growth trajectory Acquisitions and expansion Market diversification Risk management Corporate governance EES indicators Climate change strategies Sustainability performance and tracking Reporting standards 	<ul style="list-style-type: none"> Annual General Meeting Analysts, bankers and fund managers briefings Annual report JV Board and Committee meetings Announcements to Bursa Malaysia 	<ul style="list-style-type: none"> Annually Half-yearly Annually Throughout the year Throughout the year 	<ul style="list-style-type: none"> Continue to work in tandem with JV Partners to construct and develop commercial and residential properties Like-minded and coherent plans and strategies to ensure best practices

As EcoWorld International's operations gain more prominence in UK and Australia, we have unveiled a totally fresh look of EcoWorld International's website at www.ecoworldinternational.com to better engage with our stakeholders given the current circumstances that limit face-to-face contact.

OUR MATERIAL SUSTAINABILITY MATTERS

MATERIALITY ASSESSMENT

This year, we have maintained our material sustainability matters and their rankings as of FY2019. Upon approval from the Board and Sustainability Committee, these matters have been consolidated to form nine sustainability focus areas which are disclosed in this report.



Material matters from FY2019 and their level of importance were reviewed and retained as they continue to be relevant to the Group.

The material matters were consolidated to form nine focus areas that were categorised using the six capitals.

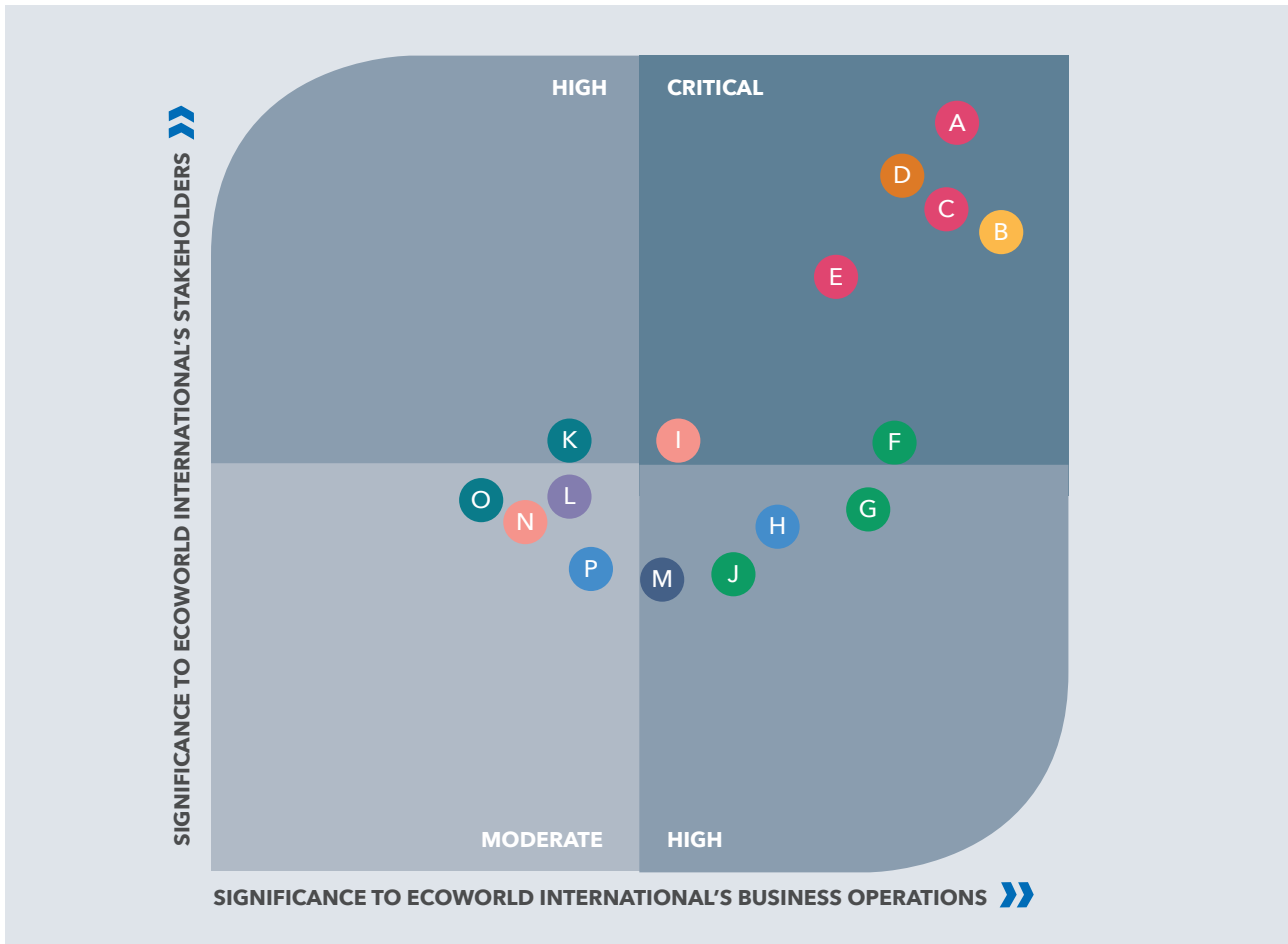
The consolidated focus areas were presented to the Sustainability Committee for approval and material matters were plotted onto a matrix according to weightage obtained in FY2019.



OUR MATERIAL SUSTAINABILITY MATTERS

MATERIALITY MATRIX

Last year, we conducted a materiality assessment and identified 16 material sustainability matters and their respective significance rankings. This year, the Sustainability Committee verified that these matters remain relevant to the Group and its stakeholders, and have decided to maintain the same material sustainability matters for FY2020.



Sustainability Focus Areas

- Corporate Governance and Transparency
- Occupational Health and Safety
- Customer Satisfaction and Brand Reputation
- Talent Management
- Supply Chain Management
- Environmental Impacts
- Building Innovation
- Green Design and Construction
- Community Enrichment

Material Sustainability Matters for FY2020

- A Regulatory Compliance
- B Customer Satisfaction and Brand Reputation
- C Ethics and Integrity
- D Occupational Health and Safety
- E Corporate Governance and Transparency
- F Employee Well-Being
- G Talent Retention
- H Contractor Management
- I Infrastructure Investment and Development
- J Training and Development
- K Energy Saving Initiatives
- L Building Innovation
- M Green Design and Construction
- N Community Development
- O Waste Management
- P Vendor and Supplier Development

MAPPING OUR MATERIAL SUSTAINABILITY MATTERS

FY2020 Focus Areas	Material Sustainability Matters	Capitals	Relevant Stakeholders	UNSDGs
Corporate Governance and Transparency	Regulatory Compliance	 Financial	<ul style="list-style-type: none"> • Employees • Investors • Regulatory Agencies and Statutory Bodies 	 8 DECENT WORK AND ECONOMIC GROWTH  16 PEACE, JUSTICE AND STRONG INSTITUTIONS
	Ethics and Integrity Corporate Governance and Transparency	 Human		
Customer Satisfaction and Brand Reputation	Customer Satisfaction and Brand Reputation	 Financial  Social and Relationship	<ul style="list-style-type: none"> • Customers • Investors • Media 	 8 DECENT WORK AND ECONOMIC GROWTH
Occupational Health and Safety	Occupational Health and Safety	 Human	<ul style="list-style-type: none"> • Employees • Regulatory Agencies and Statutory Bodies 	 3 GOOD HEALTH AND WELL-BEING  8 DECENT WORK AND ECONOMIC GROWTH
Talent Management	Employee Well-Being	 Financial	<ul style="list-style-type: none"> • Employees 	 3 GOOD HEALTH AND WELL-BEING  5 GENDER EQUALITY  8 DECENT WORK AND ECONOMIC GROWTH
	Talent Retention	 Human		
	Training and Development			
Supply Chain Management	Contractor Management	 Financial	<ul style="list-style-type: none"> • Vendors/Suppliers • Contractors 	 8 DECENT WORK AND ECONOMIC GROWTH  11 SUSTAINABLE CITIES AND COMMUNITIES
	Vendor and Supplier Development	 Social and Relationship		
Environmental Impacts	Energy Saving Initiatives Waste Management	 Natural	<ul style="list-style-type: none"> • Regulatory Agencies and Statutory Bodies 	 11 SUSTAINABLE CITIES AND COMMUNITIES  13 CLIMATE ACTION
Building Innovation	Building Innovation	 Financial  Intellectual	<ul style="list-style-type: none"> • Contractors • Customers • Investors 	 9 INDUSTRY INNOVATION AND INFRASTRUCTURE  11 SUSTAINABLE CITIES AND COMMUNITIES
Green Design and Construction	Green Design and Construction	 Financial  Manufactured	<ul style="list-style-type: none"> • Contractors • Customers • Investors 	 9 INDUSTRY INNOVATION AND INFRASTRUCTURE  11 SUSTAINABLE CITIES AND COMMUNITIES
Community Enrichment	Community Development	 Financial	<ul style="list-style-type: none"> • Non-Governmental Organisations 	 8 DECENT WORK AND ECONOMIC GROWTH  9 INDUSTRY INNOVATION AND INFRASTRUCTURE
	Infrastructure Investment and Development	 Social and Relationship		

FINANCIAL CAPITAL

KEY HIGHLIGHTS



EcoWorld International Group generated a total of RM2.90 billion in revenue (including share of joint venture's revenue) and created an economic value of RM180.40 million in FY2020

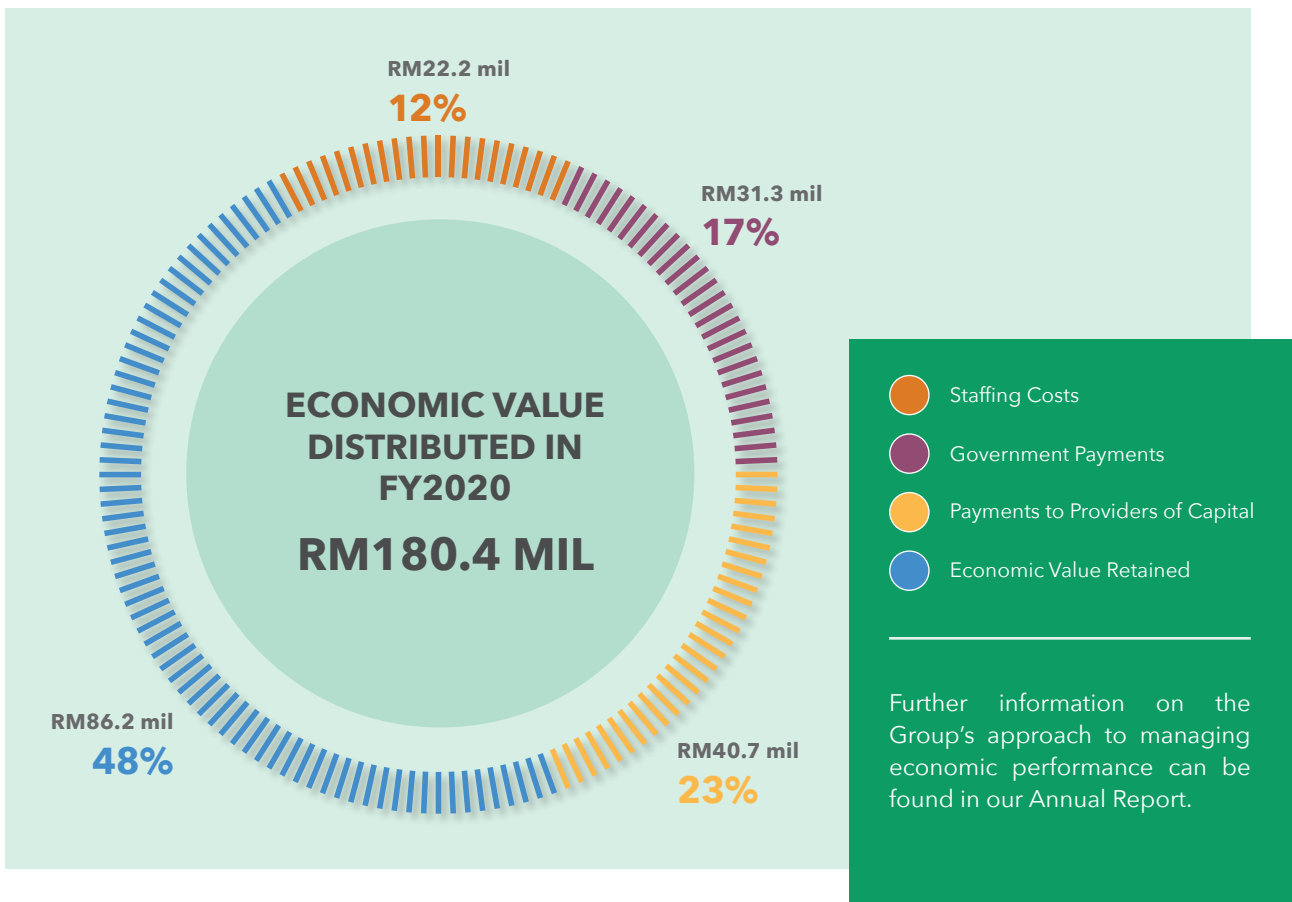
Kew Bridge, London



FINANCIAL CAPITAL

EcoWorld International strives to generate long-term value for our stakeholders through sustained economic growth. FY2020 posed unprecedented challenges as the COVID-19 pandemic brought unexpected economic slowdown across the globe. However, our teams across the world seized the opportunity to reinvent and relearn the way we operate. With lesser face-time with the community, we proceeded to employ the use of technology to spread the word about our brand and projects, and also to digitalise our sales processes wherever possible.

Through innovation and continually reinvent and relearn the way we do business, EcoWorld International Group generated a total of RM 2.90 billion in revenue (including share of joint venture’s revenue) and at the same time created an economic value of RM180.4 million for the financial year ended 2020. As depicted in the chart below, 52% of the economic value created has benefited various stakeholders, whilst the balance 48% retained will be reinvested and redeployed to EcoWorld International’s future projects and developments. In response to the pandemic, the Group also undertook cost control measures to reduce unnecessary expenditure.



HUMAN CAPITAL

KEY HIGHLIGHTS



Zero incidents of non-compliance across all our operations



All EcoWorld International operations are OHSAS 18001:2007 Certified



Statutory parental bereavement leave came into effect on 6 April 2020

Two Bridges, London



CORPORATE GOVERNANCE AND TRANSPARENCY

Regulatory Compliance

EcoWorld International continues to operate in accordance with the laws and regulations of the countries in which we operate. By ensuring compliance, we safeguard the Group's reputation and foster trust among our stakeholders. Consequently, this will sustain business growth across our markets.

We ensure that we are aware of the latest changes in the regulatory landscape and that we do not infract upon laws and regulations. Our legal risk register is updated regularly and the Group's Risk Management Committee meets quarterly to monitor and mitigate legal risks to which the Group is exposed. The Group ensures compliance to the laws and regulations it is subjected to across our markets.

We work towards achieving zero incidents of non-compliance across all our operations. EcoWorld International has not incurred any monetary fines or non-monetary sanctions this financial year.

Summary list of Laws and Regulations applicable to EcoWorld International Group



EcoWorld International Malaysia

- Companies Act 2016
- Malaysian Code on Corporate Governance 2017
- Employment Act 1955
- Minimum Wages Order 2020
- 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
- Trademarks Act 2019
- Malaysian Anti-Corruption Commissions Act 2009
- Anti-Money Laundering, Anti-Terrorism Financing and Proceeds of Unlawful Activities Act 2001
- General Data Protection Regulation (GDPR)



EcoWorld International UK

- 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
- National Minimum Wage Act 1998
- General Data Protection Regulation (GDPR)
- 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
- Fraud Act 2006



EcoWorld International Australia

- Corporations Act 2001
- Building Act 1993
- Criminal Code Act 1995
- Environmental Planning and Assessment Act 1979
- Fair Work Act 2009
- National Minimum Wage Order 2020
- 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
- Strata Schemes (Management) Act 2015




HUMAN CAPITAL

Ethics and Integrity

EcoWorld International operates ethically and with integrity to strengthen our reputation as a trusted property developer.

Group-wide Initiatives

We have established Group-wide policies which outline the Group's core values and the professional behaviour expected of all employees. These policies are reviewed and updated regularly to ensure they remain relevant to the Group's operations.

 <p>Code of Conduct and Business Ethics</p> <ul style="list-style-type: none"> ⇒ Outlines the Group's core values ⇒ Provides guidance for actions and behaviour of individuals while working for and/or dealing with the Group ⇒ Revised on 26 March 2020 to align with the Group's ABC Policy 	 <p>Anti-Bribery and Anti-Corruption Policy ("ABC Policy")</p> <ul style="list-style-type: none"> ⇒ Came into effect on 9 March 2020 ⇒ Applicable to all employees and business partners of the Group ⇒ Sets out the Group's approach in combating bribery and corruption 	 <p>Whistleblowing Policy</p> <ul style="list-style-type: none"> ⇒ Provides a channel for employees and members of the public to report suspected cases of misconduct in a confidential manner ⇒ Revised on 27 March 2020 to align with the Group's ABC Policy
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A Group-wide assessment that serves to mitigate the specific corruption risk the operations of the Group are exposed to, was conducted by external legal consultants with the report issued on 5 December 2019. Following the assessment, the Group embarked on an anti-corruption compliance programme which includes the establishment of the ABC Policy which sets out the Group's approach in combating bribery and corruption. The ABC Policy was communicated to all employees and business partners. To ensure accessibility to the ABC Policy, the same is made available on both the Group's corporate website and intranet portal. Additionally, all business partners are required to confirm compliance with the ABC Policy and all applicable laws relating to anti-bribery and anti-corruption.

To monitor the implementation of the Group's anti-corruption compliance programme, an Integrity Team was established under the purview of the Risk Management Committee. The team is responsible for overseeing all anti-bribery and anti-corruption compliance matters across the Group. Employees are encouraged to consult with the team if they have any queries pertaining to bribery and corruption.

To strengthen the employees' understanding of the ABC Policy, the Integrity Team has implemented an e-learning course, accompanied by an assessment to test the employees' understanding and knowledge of the course. The e-learning course and the accompanying assessment made available in both English and Bahasa Malaysia versions have been successfully completed by all employees.

New employees are made aware of the Group's policies during the onboarding process while existing employees undergo mandatory annual assessments on Code of Conduct & Business Ethics and ABC Policy to ensure they are aware of the principles under the Code of Conduct & Business Ethics and ABC Policy; and the importance in complying with the same. In addition, newsletters are being circulated by the Integrity Team on a quarterly basis to remind all employees of the ABC Policy and any anti-corruption related matters. To date, four newsletters have been issued and circulated:-

(a) Issue No 1 - reminder on increased corruption risk during COVID-19 pandemic and to exercise more diligence prior to engaging new business partners - circulated on 14 August 2020;



(b) Issue No 2 - reminder on conditions for acceptance of gifts by business partners and to declare the gift received via submission at the online Gifts Register - circulated on 1 September 2020;



(c) Issue No 3 - reminder on conduct of due diligence prior to engaging new business partners and importance of the same - circulated on 10 November 2020; and



(d) Issue No 4 - reminder on conditions for provision of gifts to business partners - circulated on 2 February 2020



An online gift register was also established to facilitate the declaration of gifts received, in line with the ABC Policy. All employees and directors of the Group are required to submit records of gifts received, irrespective of value, within five working days of receipt. The record on gifts register will be reviewed by the Integrity Team and any irregularities will be escalated to the Risk Management Committee and the Board, if required.

During this reporting period, we have one whistleblowing incident from EcoWorld International UK, currently being investigated. The findings of the investigation will include an Action Plan for corrective actions to be taken to avoid recurrence.

Country-Level Initiatives

At EcoWorld International UK, we have established a variety of measures to safeguard ethical operations. These measures include:

Anti-Money Laundering and Terrorist Finance Policies, Controls and Procedures
(Established in June 2020)

Corporate Criminal Offence Policy
(Established in June 2020)

Modern Slavery and Human Trafficking Statement
(Established in April 2019)

HUMAN CAPITAL

In addition, EcoWorld International UK underwent business-wide risk assessments to identify:

- bribery and corruption risks as defined under the Bribery Act 2010,
- risks associated with corporate offence of failure to prevent facilitation of tax evasion as described under the Criminal Finances Act 2017, and
- money laundering and terrorist financing risks under Regulation 18 of the Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017.

During these risk assessments, steps were taken to identify EcoWorld International UK's potential exposure to the mentioned risks through engagement with key personnel and evaluation of the operation's nature and the entity's relationship with stakeholders.

Grievance Mechanisms

Grievance mechanisms have been established to provide employees an official channel to voice any grievances they may have. Employees are encouraged to submit general grievances by filling up a Grievance form (available on the intranet portal) and submitting it to Group Talent Management physically or by email.

Reports of misconduct can also be submitted according to procedures outlined in the Group's Whistleblowing Policy. This requires filling out a Whistleblowing Reporting Form and submitting it to the Whistleblowing Committee by email. For those who wish to communicate grievances relating to bribery and corruption matters, they are encouraged to contact the Integrity Team by email.

Grievance reports are taken seriously by the Group and actions are taken to resolve these matters according to internal policies and procedures.

Corporate Governance

At EcoWorld International, we strive towards implementing and maintaining strong corporate governance practices in ensuring that shareholders' value is being enhanced, the Board continues to strengthen existing corporate governance practices by embracing the corporate governance regime under the Malaysian Code on Corporate Governance (**MCCG**) and regulatory framework.

To date, EcoWorld International has adopted **32 out of 36 practices** (including 2 step-up practices) outlined by the MCCG and incorporated these into our policies and governance practices. The details of the practices are set out in our Corporate Governance Report 2020.

Board of Directors

The Board plays a crucial role in implementing good governance across the organisation. Through vast industry experience, the Board steers the Group in the right direction and ensures we perform in compliance with all applicable laws and regulations while addressing the Group's obligations to stakeholders.

Our Board Charter clearly defines the roles and responsibilities of the Board and is available on the Group's corporate website.

The women representation on the Board has achieved 27% and in practical terms, the Board has deemed the 30% threshold as met by rounding to the nearest ten percentile. Our Board Diversity Policy is aligned with the MCCG and encourages gender diversity within the Board. We believe that diversity at the top will encourage diversity throughout the organisation.

Ensuring Transparency

Transparent communication is imperative in fostering trust among our stakeholders. Therefore, we utilise a variety of channels to communicate with our stakeholders the latest developments and updates relating to the business.

EcoWorld International's corporate website serves as one of the contact points to reach our stakeholders. On the website, individuals have access to our policies, financial and non-financial reports, notices and announcements. This information allows for stakeholders to be kept up-to-date with the Group's most recent developments. We also broadcast and circulate press releases via email or through Bursa announcements to inform the wider public on the Group's latest developments.



Third and Caird, London

OCCUPATIONAL HEALTH AND SAFETY

Due to the nature of our operations as a property developer, our employees are exposed to numerous types of hazards at the workplace and therefore, it is imperative that EcoWorld International remains proactive in safeguarding the health and safety of our employees.

Our operations in UK and Australia are certified according to international health and safety management systems. In order to qualify for these certifications, we regularly engage internal and external auditors to assess the health and safety practices at our construction sites. Health and safety data have been independently verified by a third party.

Every new site staff undergoes health and safety training to get them familiarised with the standard operating procedures. At the project sites, informal toolbox talks are conducted to supplement training efforts and reiterate the importance of maintaining good health and safety practices at the workplace.

In addition to providing the necessary training, we provide personal protective equipment ("PPE") to those on project sites.



All EcoWorld International operations are
OHSAS
18001:2007
certified



HUMAN CAPITAL



EcoWorld International UK

At EcoWorld International UK, risk assessments are conducted for all projects and offices to identify potential workplace hazards. Furthermore, we are also registered for Environmental Management ISO14001 that requires proper management of environmental risks identified. Using the information obtained from these assessments, a Health and Safety Plan is created to detail the management and mitigation measures for the risks identified.

All projects are required to maintain a risk register and risk assessment method statement to ensure that contractors and workers are up-to-date with potential workplace risks and their mitigative actions. When the need arises for engagement with an external sub-contractor, reviews of their respective risk assessment method statements are conducted to ensure compliance with the health and safety management systems to which EcoWorld International UK subscribes.

Weekly team meetings are conducted at each project to discuss health and safety matters that arise. This ensures our employees are provided a channel to communicate concerns and incidents to Management. Members of the Health, Safety and Environment Department address concerns that contractors and workers may have. If a workplace incident does occur, it is recorded on an electronic system. These reports and statistics are reported quarterly at the Group Risk Management Meetings.

At EcoWorld London, while all new employees have undergone health and safety induction training, 33% of all employees received additional training on specific health and safety standards.

EcoWorld London's Health and Safety Targets for 2020

Indicator	Target	Achievement
Accidents/SI Prohibition Notices/HSE Prohibition Notices	Zero	Zero
Safety Inspector Scoring Average	89%	92.35%
Considerate Constructors Scheme	38/50	39.9



EcoWorld International Australia

In Australia, in compliance with the Work Health and Safety Act 2011, all Head contractors are required to establish a Work Health and Safety ("WHS") Management Plan before commencing construction work on site. The plan outlines the procedures that are to be undertaken to manage health and safety incidents at the workplace.

When engaging external sub-contractors, they are required to submit a Safe Work Method Statement ("SWMS") which is then reviewed by the Head contractor. The SWMS is a legal document that outlines potential risks that may arise and controls that have been put in place to mitigate these risks. Furthermore, all workers are required to possess White Cards to be allowed to work on site. White Cards indicate that workers have successfully completed the 'Prepare to Work Safely in the Construction Industry CPCCWHS1001' course. For this reporting period, 47% of our employees received specific training on the relevant health and safety standards.

If employees feel that health and safety standards at the workplace are not up to standard, they are advised to report to Management. If the matter is major, they are recommended to inform the authorities (WorkSafe New South Wales and WorkSafe Victoria) who will investigate the matter further. These reports and statistics are reported quarterly at the Group Risk Management Meetings.

West Village's Health and Safety Targets for 2020

Indicator	Target	Achievement
Accidents/SI Prohibition Notices/HSE Prohibition Notices	Zero	Zero
Safety Inspector Scoring Average	85%	93.37%



Barking Wharf, London

Managing COVID-19

The Group undertook additional efforts to provide employees a safe work environment during the COVID-19 pandemic. At the beginning of the outbreak, most project sites along with our offices and sales galleries were closed following local regulations to contain the spread of COVID-19.

As the pandemic spread across the globe rapidly, it became urgent to establish a means of continuing work in a safe manner. We put in place mechanisms to enable our employees to effectively work remotely from home during various lockdowns.

Further along the pandemic, when the initial restrictions were lifted, governments started to relax restrictions across our markets. This called for the implementation of measures to prevent the spread of COVID-19 as our employees returned to offices and project sites. Prior to implementing SOPs and other measures, we completed comprehensive risk assessments across the Group to identify risks resulting from the COVID-19 outbreak. The assessments were carried out for our activities, ranging from construction, sales, customer care, to our build-to-rent operations and Head Office. Through these assessments, we were able to develop Return to Work Plans and implement mitigative actions for the identified risks of each activity.



Below are precautions taken at all our operations to minimise the risk of infection and reduce the spread of COVID-19:



Daily temperature checks at all entry points.



Provision of personal protective equipment including masks.



Ensure regular sanitation of all areas.



Ensure there is enough space for physical distancing.

HUMAN CAPITAL

Before returning to offices and project sites, employees were required to undergo training on working under “new normal” conditions and to inform them of the necessary procedures to follow. Furthermore, we required our employees to complete a declaration form stating whether they have travelled to countries or been in contact with those exposed to COVID-19. This information has been made available and easily accessible on our intranet portal for employees’ reference.

Each project site established its own COVID-19 operating procedures in line with national government legislation and recommendations in order to carry out construction activities in a safe manner. Along with these procedures,

we also conducted COVID-19 audits at the project sites. Contractors and workers who comply with requirements are permitted to continue operating and those who do not comply will be investigated. Upon completion of the investigation, corrective actions will be made to ensure compliance at the project site. We regularly monitor compliance and if an individual is found not to be compliant with measures undertaken, they will be subjected to the appropriate disciplinary action.

Below is a list of national guidelines and regulations we are aligned with to provide safe working conditions at our construction sites and offices.

National Legislation and Guidelines for Safe Operations regarding COVID-19



EcoWorld International Malaysia

- Prevention and Control of Infectious Diseases Act 1988
- Police Act 1967
- Temporary Measures for Reducing the Impact of Coronavirus Disease 2019 (COVID-19) Act 2020



EcoWorld International UK

- The Health Protection (Coronavirus Restriction) Regulations 2020
- Public Health (Control of Disease) Act 1984
- Workplace (Health, Safety and Welfare) Regulations 1992
- Health and Safety at Work Act 1974

.....
Other Guidelines:

- Construction Leadership Council (CLC) - Site Operating Procedures Protecting Your Workforce During Coronavirus (COVID-19)
- Guidance - COVID-19: cleaning in non-healthcare settings outside the home



EcoWorld International Australia

- COVID-19 Omnibus (Emergency Measures) Act 2020 (Vic)
- COVID-19 Legislation Amendment (Emergency Measures) Act 2020 (NSW)
- Constitution (COVID-19 Emergency Measures) Regulation 2020
- Local Government (General) Amendment (COVID-19) Regulation 2020 No 3
- Workers Compensation Amendment (COVID-19) Regulation 2020
- Public Health Act 2010
- Public Health and Well-Being Act 2008 (Vic)

Despite our efforts to manage workers' health and safety as well as prevent the spread of the contagion across our markets, EcoWorld International noted a slight increase in workplace injuries. However, in FY2020, none of our operations were issued a stop-work notice from the relevant authorities.

Project Sites	Total number of hours worked on site		Number of reportable incidents		Incident frequency rate	
	2019	2020	2019	2020	2019	2020
Millbrook Park	141,377	108,979	0	0	0	0
Kew Bridge	207,386	1,312,216	0	2	0	1.5
Oxbow	270,436	277,662	0	0	0	0
Barking Wharf	174,600	869,411	0	0	0	0
Acton Lodge*	-	29,245	-	0	-	0
Two Bridges*	-	18,478	-	0	-	0
Jubilee*	-	14,356	-	0	-	0
Kew Stadium*	-	478,113	-	0	-	0
London City Island	1,072,137	231,707	0	1	0	4.3
Embassy Gardens	1,219,935	940,786	0	0	0	0
Wardian London	1,696,061	1,737,741	0	0	0	0
West Village	913,100	1,109,424	2	4	2.2	3.6
Yarra One	168,617	331,690	3	1	17.8	3
Total number of reportable incidents for EcoWorld International Group			5	8		

* New sites reported for year FY2020 therefore no data available for FY2019

All incidents undergo a thorough investigation in which the findings are reported to the relevant Health and Safety Committees. Action plans, preventive measures and other recommendations are developed based on these findings to prevent recurrence.



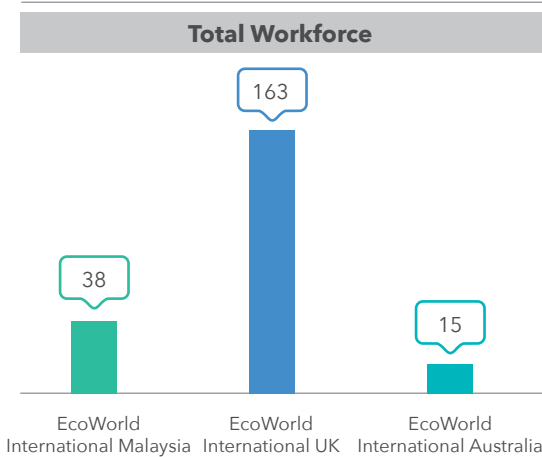
HUMAN CAPITAL

TALENT MANAGEMENT

Our employees are our most valuable asset and are the key drivers in realising the Group’s vision and mission. We strive to sustain a conducive workplace for all employees across our operations. Delivering quality properties is dependent on the skills and competency of our employees, which is why we are committed to investing in our workforce to enable them to perform at their best.

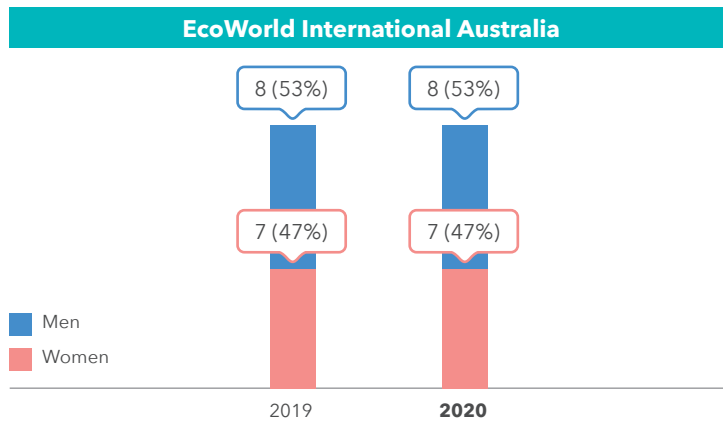
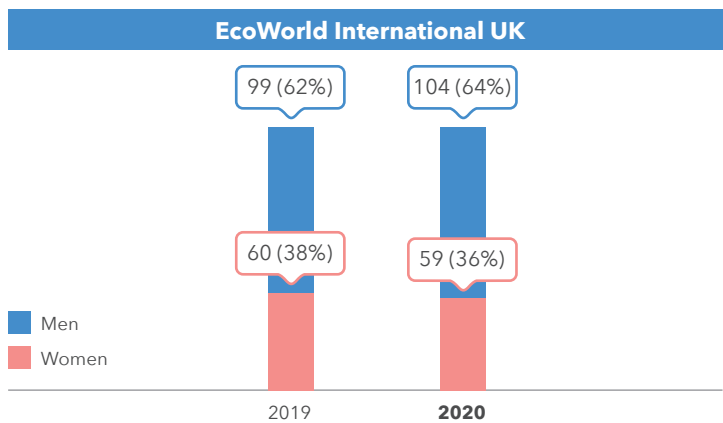
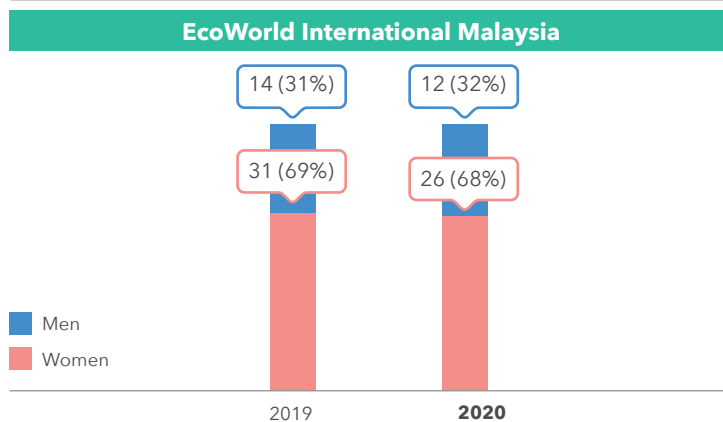
With operations in the Malaysia, UK and Australia our teams are diverse, experienced and resilient. Our hiring practices are non-discriminatory. We do not hire individuals based on age, race, religion, or any other factors, and EcoWorld International abides with all labour laws of the countries in which we operate and have a firm stance against child and forced labour. We practice equal opportunity throughout the organisation and recognise all employees for their hard work and contribution to the success of our business, and reward them on meritorious grounds. We work to empower our employees to succeed in a safe, diverse and inclusive workplace.

EcoWorld International’s Human Capital Distribution



The total strength of our workforce across all regions is 216. Of the three, our employee strength in EcoWorld International UK is the highest with 163 (75%) employees, where the majority of our projects are located. 10% of EcoWorld London’s workforce is made up of temporary staff.

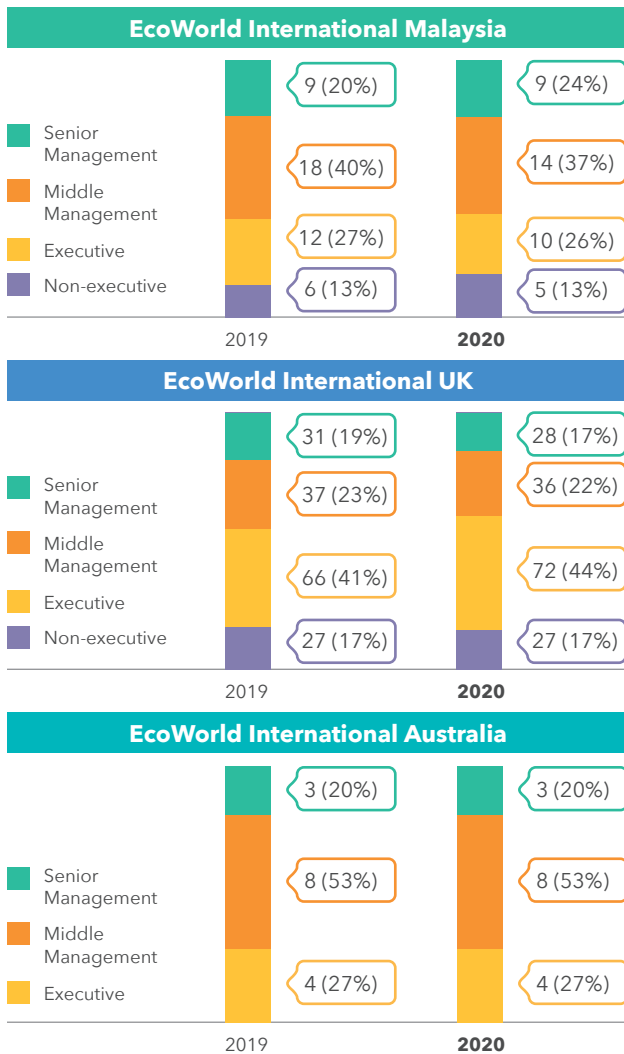
Gender Distribution



At our UK and Australia operations, most employees are male whereas in Malaysia, more than 60% of our workforce are female employees. When compared to FY2019, we note that gender distribution across all our markets have remained similar.

Throughout EcoWorld International, the majority of our employees are between 30 to 50 years of age; this remains consistent with the distribution in FY2019 across all markets. This age group represents employees with more industry experience and exposure. We also encourage young talents to join our team, providing us new and fresh perspectives. Through this balance, we promote knowledge sharing between experienced and fresh talents in the Group. With this, we are able to keep a competitive edge within the property industry.

Employee Category Distribution



Across our Malaysia and Australia markets, the majority of our workforce belongs to the middle management working group - comprising 37% and 53% of the local working group respectively, whereas in the UK, the largest working group of executives makes up 44% of our workforce. A reclassification of job grading was done at EcoWorld International UK which re-categorised employees as non-executive, and as such the numbers for 2019 have been restated. The distribution by employee category across all regions for FY2020 is reflective of FY2019.

Employee Well-Being

In FY2020, we faced many challenges brought on by the global COVID-19 pandemic. The COVID-19 lockdown restrictions impacted the way we worked. Employees were required to work from home and "huddle" zoom meetings were organised on a monthly basis pre-COVID-19 but were then organised on a fortnightly basis. This was supplemented by more regular team update meetings to discuss company updates and project progress as well as to encourage employee communication during the lockdowns.

We organised an online session with the Group's Executive Vice Chairman, Tan Sri Dato' Sri Liew Kee Sin, where he answered questions and addressed employees' concerns regarding the future of the Group amid the COVID-19 crisis.

During this period, EcoWorld International also launched its intranet portal to ensure employees are aware of the latest developments. The site is also used to strengthen the EcoWorld International community. It is a useful communication channel as well as a collaborative platform for employees to work together conveniently as they adapt to the new normal.

In addition to the intranet portal, our employees in the UK socialised using Yammer, an online collaboration tool. Activities such as fitness routines were posted, coffee mornings were scheduled, and online quizzes were created to help foster a sense of community among employees. This was done to promote a healthy work-life balance among employees.

Mental Health Ambassadors

This year we created a network of Mental Health Ambassadors within EcoWorld International UK who have undergone formal and accredited "mental health first aid" training in the workplace. The purpose of the Ambassadors is to help influence and educate people in the way they think and feel about their mental health, by highlighting and promoting the benefits of good mental health but more importantly providing employees a platform where they can share their mental health concerns and have discussions in confidence.

Employees are encouraged to reach out to the Ambassadors who act as a support whether the individual has a developing or existing mental health problem or experiencing a mental health crisis. Ambassadors are trained to spot early signs and symptoms of a range of mental health conditions, and will proactively reach out to an individual in a supportive capacity, listen to them non-judgementally, assess risk and encourage the individual to access appropriate professional support.

Accessibility

All our offices are accessible for disabled persons via lift and ground floor thresholds. For our development projects, each project construction phase health and safety plan details disabled access requirements and systems, including the contact number for Project Manager to discuss any concerns.

Equality, Diversity and Inclusion Network

Inclusion and diversity are fundamental to our culture and core values, and we believe that all employees have the responsibility to create and sustain an inclusive environment for all. Having a diverse business makes us more innovative, which helps us better serve our customers and our communities. In FY2020 we created the Equality, Diversity and Inclusion ("EDI") Network within EcoWorld International UK in order to push this philosophy and ambition forward. Through its members the EDI Network aims to provide support and information to employees on EDI matters within the workplace, contribute to policy development and implementation, increase the visibility of EDI issues in the workplace and actively discourage discriminatory behaviours or practises.

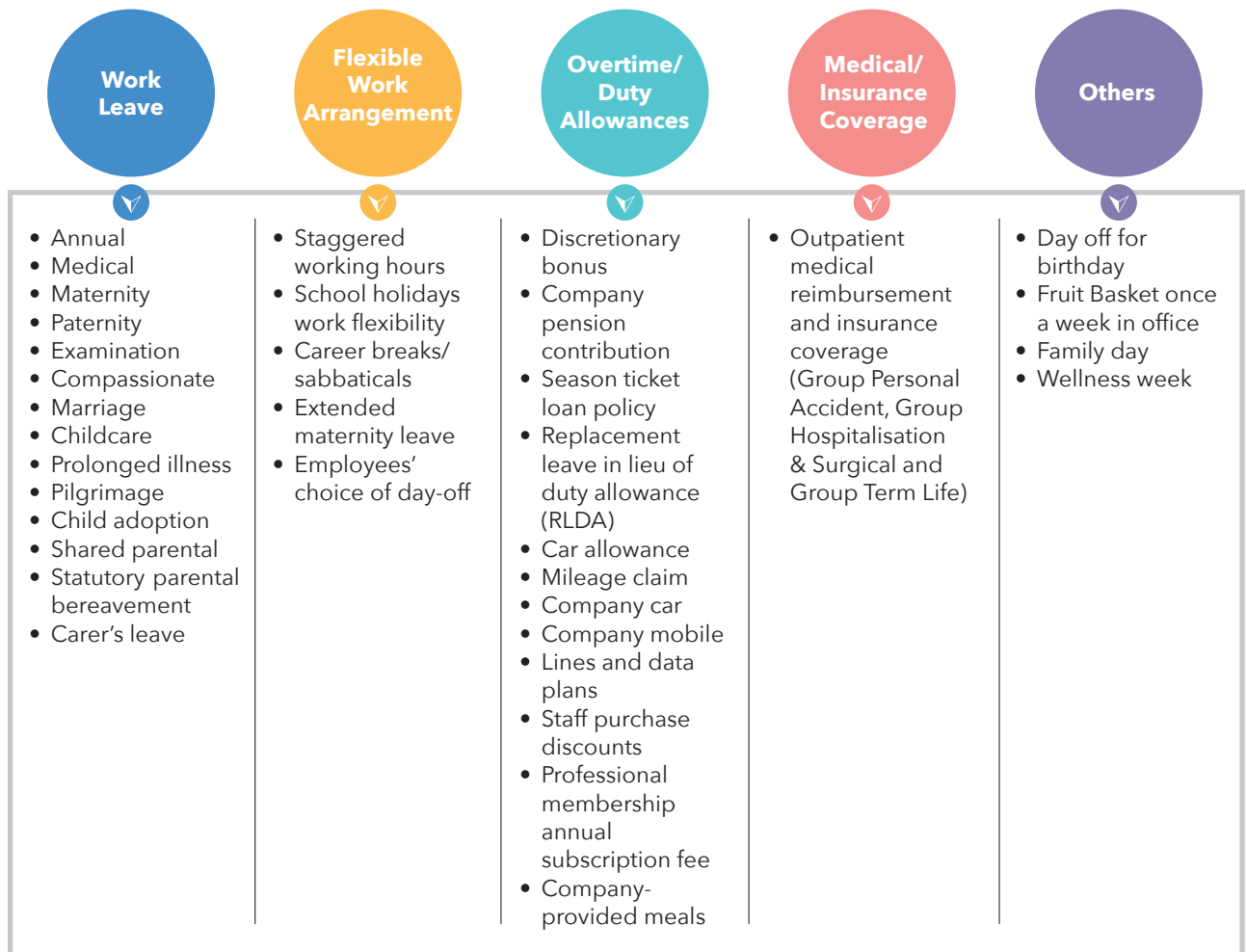
HUMAN CAPITAL

EcoWorld Class London (“**EWCL**”) organised a Virtual Walk to KL using the platform ‘My Virtual Mission’. This was a social event where EcoWorld International UK colleagues were invited to sign up and contribute their exercise log/step count to virtually travel the distance to KL. This was pinpointed on a map of the world in accordance to number of miles contributed as a collective group.

- Team EcoWorld International UK completed the “Summer Virtual Walk Challenge” on 6 October, well ahead of the 31 October deadline
- Total of £385 raised for Stop Hate UK (an organisation that supports people affected by all forms of Hate Crime in locations across the UK)

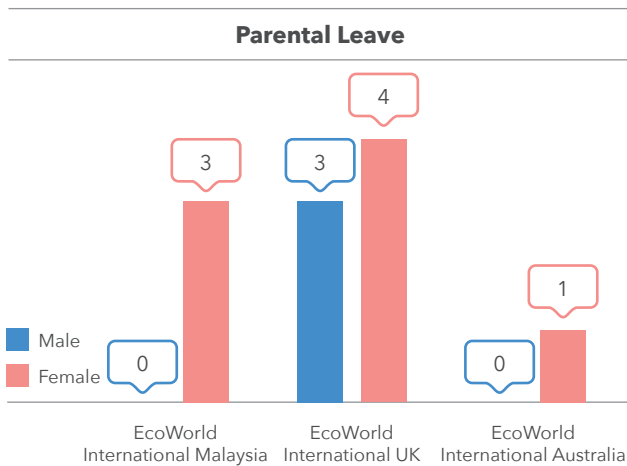
EcoWorld International reviews remuneration packages regularly to ensure that employees are sufficiently compensated. Our employees receive competitive work benefits that cater to their needs.

Below is a list of employee benefits offered at EcoWorld International. The statutory parental bereavement leave which came into effect on 6 April 2020 has been added to the list.



Parental Leave

Parental leave enables our employees to spend the much-needed time with their loved ones; parental leave is provided in accordance to labour laws across our markets. In addition to this, we provide flexible work hours to employees with young children to help them balance work and family life.



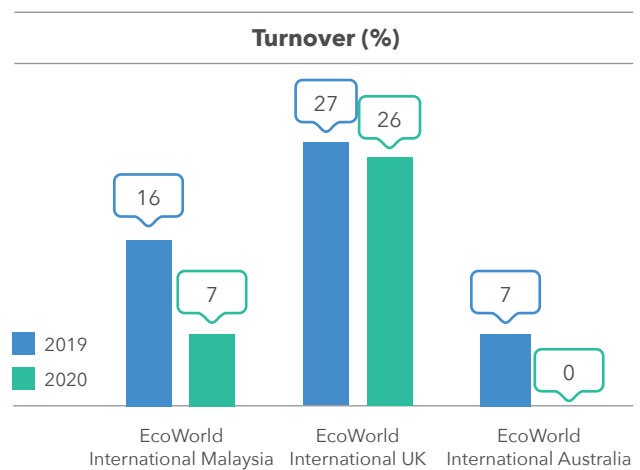
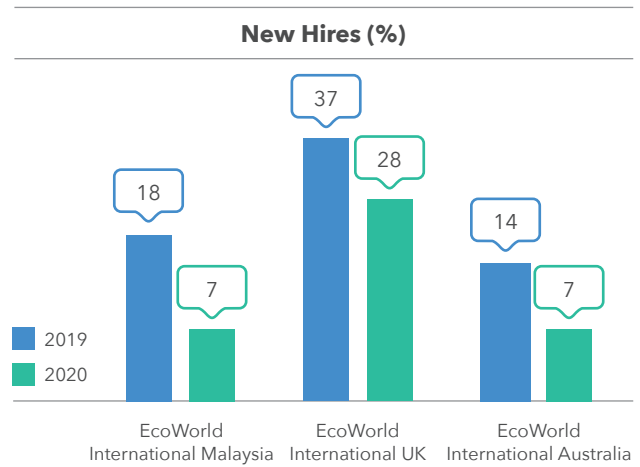
In July 2020, our team in Malaysia gathered a group of five panellists all of whom have children of different age groups together to share their experiences of parenthood, and provide insight and tips on raising a family. In total, there were 90 participants from all walks of life who gained valuable knowledge and learned about common challenges and concerns of parenthood. The discussion also encompassed the transition of family life under the “new normal” and ways to adjust.



Virtual meeting to boost engagement with team members

Talent Retention

EcoWorld International strives to become an employer of choice through the provision of competitive remuneration packages and fostering a conducive workplace. In doing so, we are able to attract talented individuals as well as retain our talent pool. As a result of employee engagement activities and competitive remuneration packages, we have successfully reduced employee turnover rates in FY2020.



HUMAN CAPITAL

Training & Development

EcoWorld International supports the growth of all our employees and offers opportunities for professional development. We invest in training to enhance employee skills and ensure they keep abreast with the latest industry knowledge. Both technical training and soft skills training are provided to build employee competencies. Training provided is based on the needs of specific job functions.

Although it has been a challenging year for the Group, we managed to conduct a series of internal and external trainings programmes in person and using online platforms. Below are some of the key programmes conducted this reporting period:



EcoWorld International Malaysia

- Companies (Amendment) Act 2019: Key Changes to the Companies Act 2016
- Crises-proofing the Annual General Meeting
- Post COVID-19 Pivot to Digital Adoption: Trending Legal Considerations
- Talent Experience Forum 2019
- The Future of AGMs – Fully Virtual/Hybrid AGMs
- All Access PEP 5 Choices E-Learning Discussion
- Cyber Security Awareness Talk
- Leading at the Speed of Trust
- Para-Counselling Skills for Leaders
- The 6 Critical Practices for Leading a Team
- Time Management and Productivity
- BMCC – Knight Frank Webinar – Managing Issues Related to Real Estate
- BMCC – World Bank Webinar – Economic Outlook Analysis for Malaysia and the Region
- Boardroom Appointments – Making Diversity



EcoWorld International UK

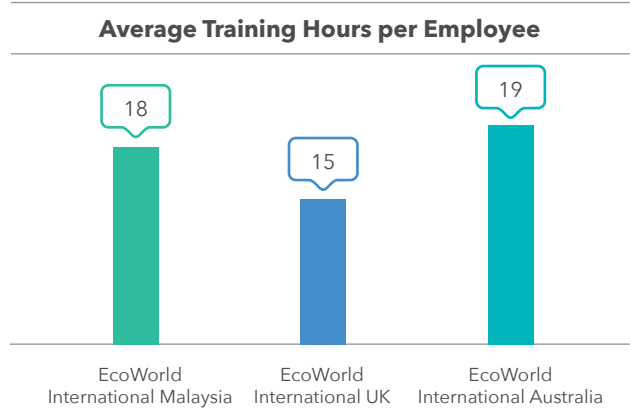
- Measuring Learning Effectiveness
- TFL Development Conference
- A month since lockdown: What challenges is the UK construction sector facing?
- UK Real Estate Tax Seminar
- PropTech virtual event
- Media Training with ING Media
- Present Yourself with Confidence
- HR in Practice
- Word Tips and Tricks
- How to feel secure in uncertain times
- Adapting well-being in challenging times
- Community and Connectivity During and Post Lockdown
- Commercial Property Update
- Driving Digital Transformation in Real Estate



EcoWorld International Australia

- IPM Day 2019 Conference (online)
- Melbourne CBD Market Overview
- Prop20 – Industry Insight, Education and Training
- Property Forum 2020
- Property Industry Insights and Training
- Strategies for re-launching projects as we come out of Lockdown
- Global Leaders Insights 2020
- Cyber Security Awareness Talk
- Effective Business Writing
- Revit Architecture – Essentials – Building Plus

This year, we recorded a total of 3,305 training hours for all our operations with an average of 18 hours per employee at EcoWorld International Malaysia, 15 hours per employee at EcoWorld International UK and 19 hours per employee at EcoWorld International Australia. The average number of training hours have decreased compared to last year due to the limitations brought upon by the pandemic.



Average training hours for employees by Location, Gender and Employment Category

	EcoWorld International Malaysia		EcoWorld International UK		EcoWorld International Australia	
	2019	2020	2019	2020	2019	2020
Gender						
Male	41	12	23	15	27	17
Female	38	20	22	14	16	22
Employment Category						
Senior Management	26	22	22	14	23	12
Middle Management	51	20	25	17	24	18
Executive	40	16	22	14	16	24
Non-executive*	23	3	21	14	0	0

* A reclassification of job grading was done at EcoWorld International UK which re-categorised employees as non-executive, and as such the numbers for 2019 have been restated.



MANUFACTURED CAPITAL

KEY HIGHLIGHTS



Achieved Code for Sustainable Homes Level 3 for London City Island and Embassy Gardens and Level 4 scores for Wardian London



Target to achieve 4 Star Green Star ratings for Yarra One, Melbourne

Kew Bridge, London





GREEN DESIGN AND CONSTRUCTION

EcoWorld International is committed to building environmentally-friendly properties using the latest technology and materials. We subscribe to various certification programmes to ensure we construct properties according to industry best practices.



EcoWorld International UK

We manage our projects according to industry best practices from conception to handover. The Royal Institute of British Architects ("**RIBA**") Plan of Work management tool that we use organises the property construction process into eight stages.

100% our projects with commercial spaces are required to be BREEAM certified, while our historical and residential schemes comply with the Code for Sustainable Homes ("**CFSH**").

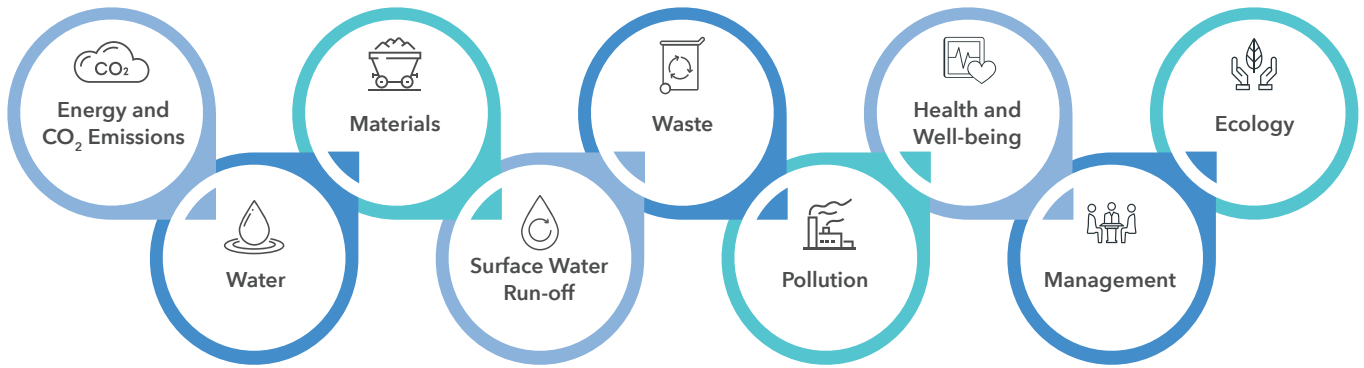
For projects in pre-development stages, a planning application needs to be submitted to the applicable Local Authority Planning department accompanied by an Energy Strategy. The Energy Strategy demonstrates how EcoWorld International is going to construct zero-carbon properties using fabric improvements, renewable technologies, heating networks and carbon offset payments. The strategy can also include analysing the cooling systems, examining the risk of overheating and considering how the development will impact local air quality. At our existing projects, we incorporated the energy-saving approaches that were outlined in each project's Energy Strategy. These approaches led to an improvement in insulation as evidenced by reduced thermal transmittance rates, and improved Standard Assessment Procedure ("**SAP**") ratings.



MANUFACTURED CAPITAL

Code for Sustainable Homes

In the UK, our properties are designed and constructed according to the requirements of the Code for Sustainable Homes ("CFSH") on a voluntary basis. With the CFSH certification, homebuyers can be certain that the homes they purchase are designed and constructed in a sustainable manner. CFSH addresses nine areas of sustainable design:



Our properties are scored under the nine areas. These scores are then aggregated to form a complete representation of sustainability performance of a property - the higher the score, the better the sustainability performance with the highest obtainable score being 107.

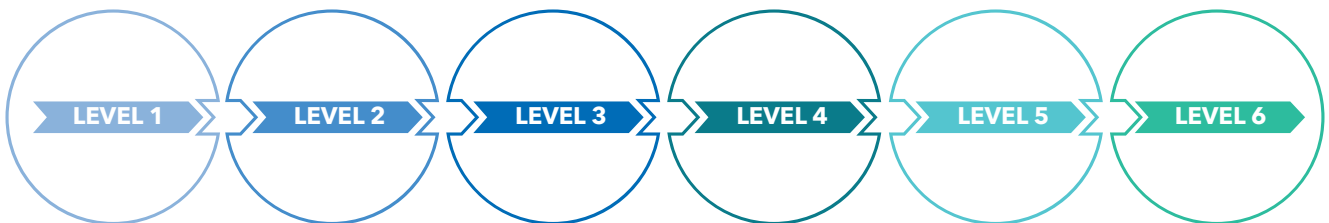
Upon completion, we aim to achieve CFSH Level 4 scores at our EcoWorld London projects, Millbrook Park and Verdo Kew Bridge, and at our EcoWorld Ballymore projects, we have achieved CFSH Level 3 for London City Island and Embassy Gardens and Level 4 scores for Warden London.

CFSH Scoring

Total Score	Levels
36 points	Level 1
48 points	Level 2
57 points	Level 3
68 points	Level 4
84 points	Level 5
90 points	Level 6

CFSH Targets for FY2020

- ✓ London City Island
- ✓ Embassy Gardens
- ✓ Warden London
- Millbrook Park
- Verdo Kew Bridge



✓ Properties that have achieved CFSH certification
 • Properties that aim to obtain CFSH certification

Building Research Establishment Environmental Assessment Method

The Building Research Establishment Environmental Assessment Method (“**BREEAM**”) certification assesses developments based on environmental, social and economic sustainability performance standards. With BREEAM certification, our commitment to build sustainable urban environments is reinforced. This year, we target to obtain ‘Very Good’ or ‘Excellent’ BREEAM ratings for our commercial spaces.

BREEAM Targets for FY2020



To ensure we meet our respective BREEAM and CFSH certification targets, we have undertaken various measures such as:

- incorporating centralised heating and mechanical ventilation with heat recovery (“**MVHR**”) systems,
- improved solar glazing in our properties,
- installing solar photovoltaic panels, and
- providing attenuation on roofs and using sustainable drainage systems on site to avoid excessive surface runoff into the drainage network of the area.



Lounge, Wardian London

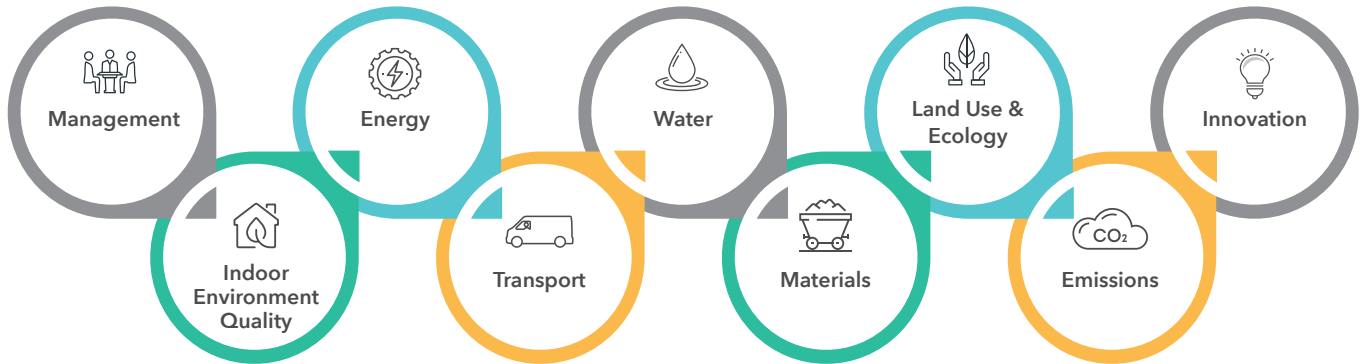
MANUFACTURED CAPITAL



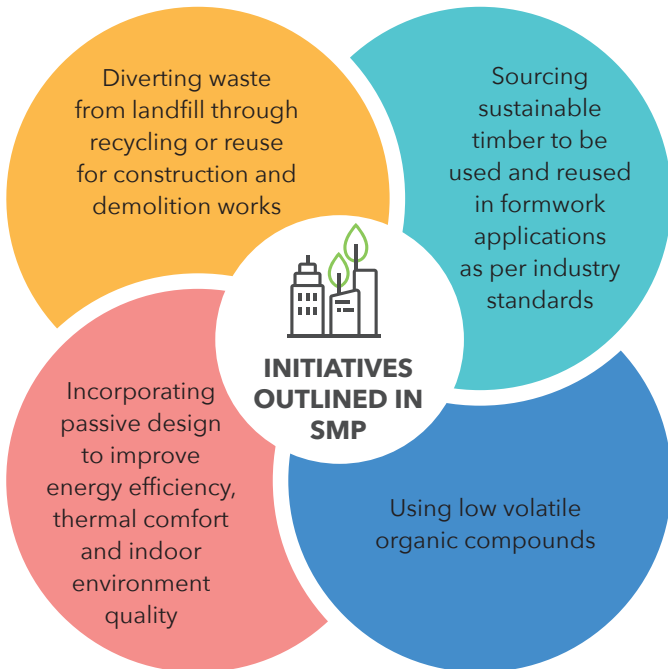
EcoWorld International Australia

Green Star

We benchmark our sustainability performance at Yarra One against the Green Star rating system. Green Star provides ratings of buildings in 9 areas which include:



This year, we target to achieve 4 Star Green Star ratings for Yarra One, indicating best practice. We utilise an SMP to implement best practice and manage our projects. These SMPs outline sustainability initiatives undertaken during the design and construction phase of our properties in Australia.



The rooftop view at Yarra One, Melbourne








Green landscape design at West Village, Sydney

Building Sustainability Index

The Building Sustainability Index (“**BASIX**”) certification is an integral part of property construction in New South Wales. It promotes the construction of sustainable buildings by regulating the energy efficiency of residential buildings. At our West Village development, we streamline our practices according to BASIX requirements for energy, water and thermal comfort.

Initiatives to meet BASIX requirements include:

-  Rainwater harvesting
-  Centralised heating and MVHR systems
-  LED lighting fixtures
-  Passive design
-  Water-efficient fittings



INTELLECTUAL CAPITAL

KEY HIGHLIGHTS



EcoWorld International UK participated in the Innovation Challenge with the theme 'Imagine you could reinvent the EcoWorld Sales to Handover Journey - How would you do this?'



Initiated "Lockdown" IDEAS Challenge

London

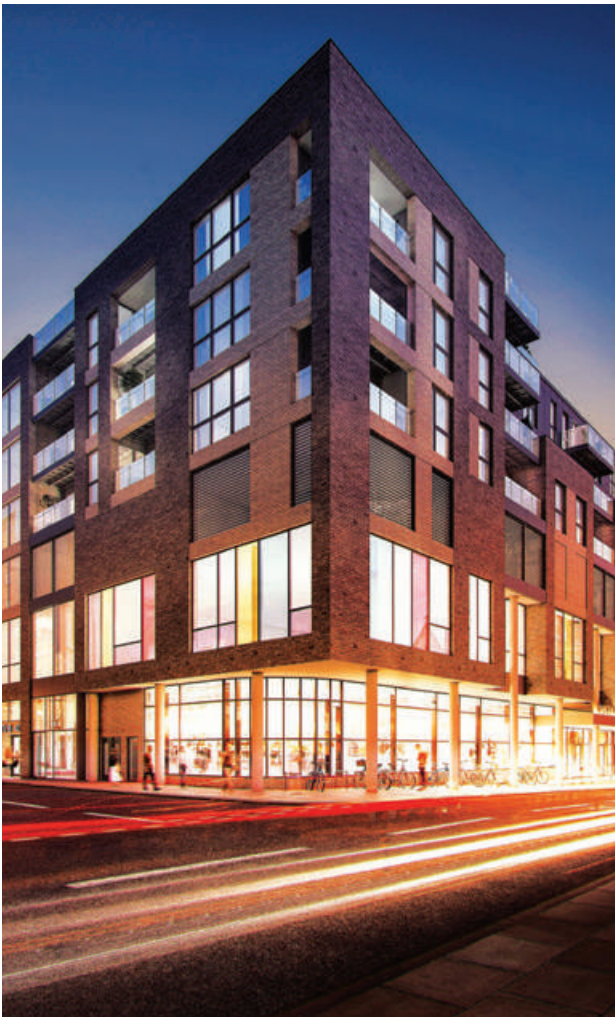


INTELLECTUAL CAPITAL

INNOVATION

Building Innovation

The Group is committed to using innovation to give us a competitive edge. At our Oxbow development, we utilise Buildots, a quality checking system that helps identify site installed errors more rapidly. Videos are captured of the site which are then analysed to identify errors or outstanding works compared to the original model of the building's design. This streamlines quality and building error management, and also provides accurate records to track project progress. This process promotes better understanding when reviewing the building model.



Moberly Leisure Centre

Innovation Challenge

Every year, EcoWorld International participates in an Innovation Challenge to formulate innovative ways in which the Group can improve its performance as a property developer. This year, the challenge was themed, 'Imagine you could reinvent the EcoWorld Sales to Handover Journey - How would you do this?'. EcoWorld International UK participated in the challenge where EcoWorld London and EcoWorld Management & Advisory Services(UK)formed a cross-functional team and evaluated the customer journey, to enhance customer experience. By participating in these challenges, we encourage critical thinking and innovation in the team.

In addition, EcoWorld London's CEO, Mr Cheong Heng Leong, spearheaded an initiative in light of government-imposed COVID-19 lockdowns known the Lockdown IDEAS Challenge. The challenge required employees to formulate ideas on how EcoWorld International can further improve its operations. The challenge addressed six facets of the Group's operations:



Employees who participated in the challenge submitted and presented their ideas in an open forum to the Group's Senior Leadership Team ("SLT"). After the presentation, the SLT provided feedback to EcoWorld London's CEO on their selection of the best ideas. Recognition was given to the top four ideas, and action plans and working groups were established to provide support for the execution of these ideas.

None of the 30 plus "Ideas" were rejected and viability and further research has been applied to all. As a business we have already introduced some of the initiatives from buddy support, virtual quizzes and team building to greater use of DocuSign for legal signatures. Although some have subsequently been rejected or put on hold, good progress is being made towards introduction in 2021 of ideas such as "Virtual Site Suites" to complement the physical set up, more detailed mentoring and buddying programmes, through to agile working protocols and charity donations supported by a payroll giving scheme.

NATURAL CAPITAL

KEY HIGHLIGHTS



EcoWorld International UK initiated discussions with a utility broker to provide renewable energy for our construction sites in the UK



EcoWorld International Australia utilised solar power panels with a 10kW solar array to partially offset electricity use

London City Island



NATURAL CAPITAL



ENVIRONMENTAL IMPACTS

Energy Saving Initiatives

With increasing pressure to act on climate change, EcoWorld International strives to mitigate its impacts on the environment. This includes properly managing our energy use to be as efficient as possible as to reduce our emissions and conserving the use of non-renewable resources.

Construction Sites

At EcoWorld International UK, the primary focus for this year is to address how we can reduce our environmental footprint. As part of the Return-to-Work phase amid the COVID-19 pandemic, employees were encouraged to opt for more environmentally friendly ways of commuting to work, including cycling to work, in order to reduce energy consumption and emissions.

We have initiated discussions with a utility broker to provide renewable energy for our construction sites in the UK. In order to commence using renewable energy, our electricity providers will need to obtain Renewable Energy Guarantees of Origin (“REGO”) certification to demonstrate that the electricity used has been produced from a renewable source. The service also included an analysis of each individual site’s energy consumption, identification of energy leaks, equipment fault detection and monthly reporting against set targets. After which practical strategies will be proposed for usage and cost reduction. We hope that through this initiative of moving towards renewable resources EcoWorld International UK will reduce its negative impacts on the environment.

For EcoWorld International Australia, we have utilised solar power panels with a 10kW solar array to partially offset electricity use at common areas. It is estimated that 10kW array will generate approximately 2,000 kWh of renewable energy per annum for use onsite.

Offices

For this reporting period, the electricity consumption data at our offices in Malaysia, Australia and the UK may not reflect our “normal” consumption as offices were closed for a few months due to the COVID-19 pandemic. We also continue to adopt green practices as illustrated in our Green Office Guide established in FY2018. This includes turning off lights when not in use and setting air-conditioning at an optimal temperature, to minimise unnecessary use of electricity.

Energy Saving Initiatives from the Green Office Guide

- Switching off lights when not in use
- Setting air-conditioning temperature at optimal temperature
- Enabling energy-saving features on computers
- Turning off printers and copiers after office hours
- Using washable dishware instead of disposable ones

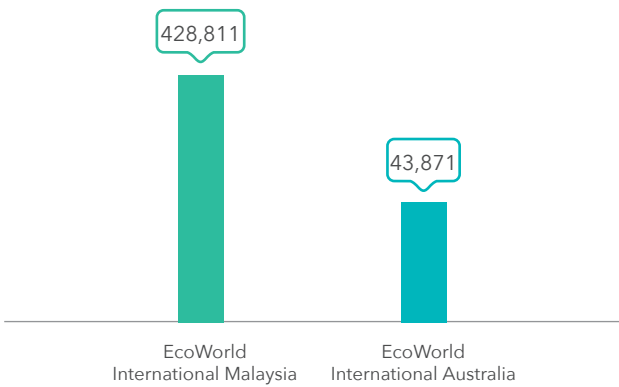
Energy Consumption (kWh)

721,944.73

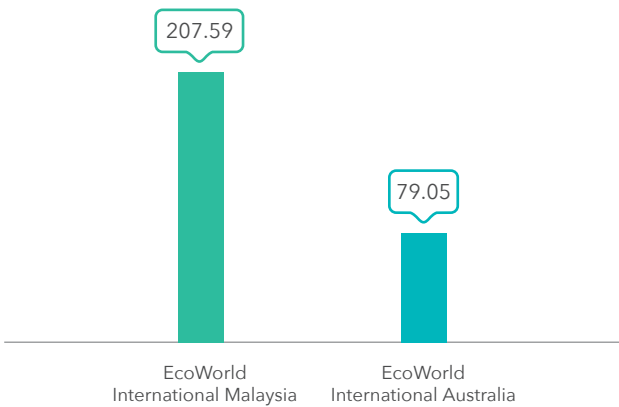


Kew Bridge

Electricity Consumption (kWh)



Electricity Intensity (kWh/m²)



For FY2020 EcoWorld International UK has not collected data for office energy use. This is linked to the closure of the office from March 2020 due to COVID-19 pandemic and the inability to obtain data from the landlord.



Millbrook Park, London

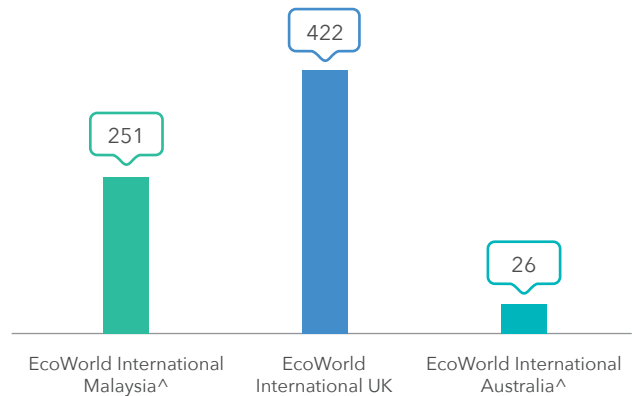
Emissions

According to the United Nations Environment Programme and the International Energy Agency, buildings and construction together account for 36% of global final energy use and 39% of energy-related carbon emissions. As an environmentally conscious property developer, we have a responsibility to minimise our carbon footprint to mitigate global warming and climate change.

EcoWorld International UK’s sustainability council is chaired by EcoWorld London’s CEO Mr Cheong Heng Leong in which the council works to identify methods to reduce carbon emissions across all our UK operations. The current method for carbon data capture is in the process of being finalised in order for us to set project based and business wide targets to reduce our energy usage and GHG emissions.

This year we began tracking our Scope 2 GHG emissions. These emissions derive from purchased electricity consumed from our Kew Bridge site in UK, and offices in Malaysia and Australia. The chart below shows our carbon emissions recorded for the year in the various locations and will be used as a baseline for future comparisons.

Carbon Emissions (CO₂)



[^] Non-project sites

Conversion Factor Source: 2017 CDM Electricity Baseline for Malaysia

We look to improve our methodology in calculating our carbon emissions and to have a more comprehensive and accurate view of our carbon footprint as our current calculations only reflect our electricity consumption. In future years, we will include other factors such as fuel consumption.

NATURAL CAPITAL

Waste Management

With the rise in demand for infrastructure projects, along with commercial buildings and housing developments, large amounts of waste are being generated during construction. That being said, identifying ways to minimise waste output and implement proper waste management practices, is necessary to mitigate the negative impacts to the environment.

We also seek to reduce our resource consumption as we continue to use materials that are recyclable or can be reused in order to reduce waste generation.

We incorporate the 3R practice in waste management. EcoWorld International Australia’s SMP outlines how waste must be managed on site. The SMP states that at least 90% of construction waste should be diverted from the landfill. At West Village, we have garbage chutes located in the Refuse Room of each residential level of the building. The garbage chutes are fitted with an e-diverter so that general waste and recyclables can be disposed through the chute. We encourage recycling in all our developments.

To ensure all our waste is properly disposed, EcoWorld International UK contracts a regulated waste specialist company that tracks waste generation and analyses the data according to a specific scope and boundary. Through proper tracking, we are able to identify areas in which we can improve waste management and implement measures to minimise our waste output.

The following charts illustrate the waste generation at the construction sites of our development projects except for Jubilee which is currently at the conceptual stage in construction and therefore has no waste data to be collected at this point in time.

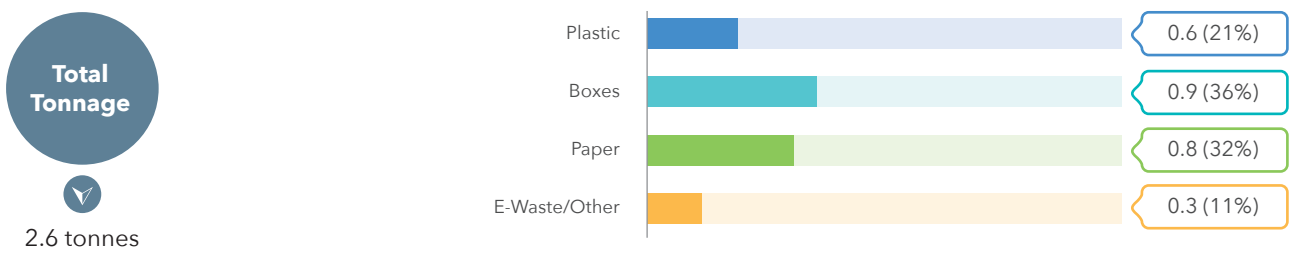


Garbage chutes in the refuse room at West Village, Sydney



EcoWorld International Malaysia

Recycled Waste Generated (tonnes)

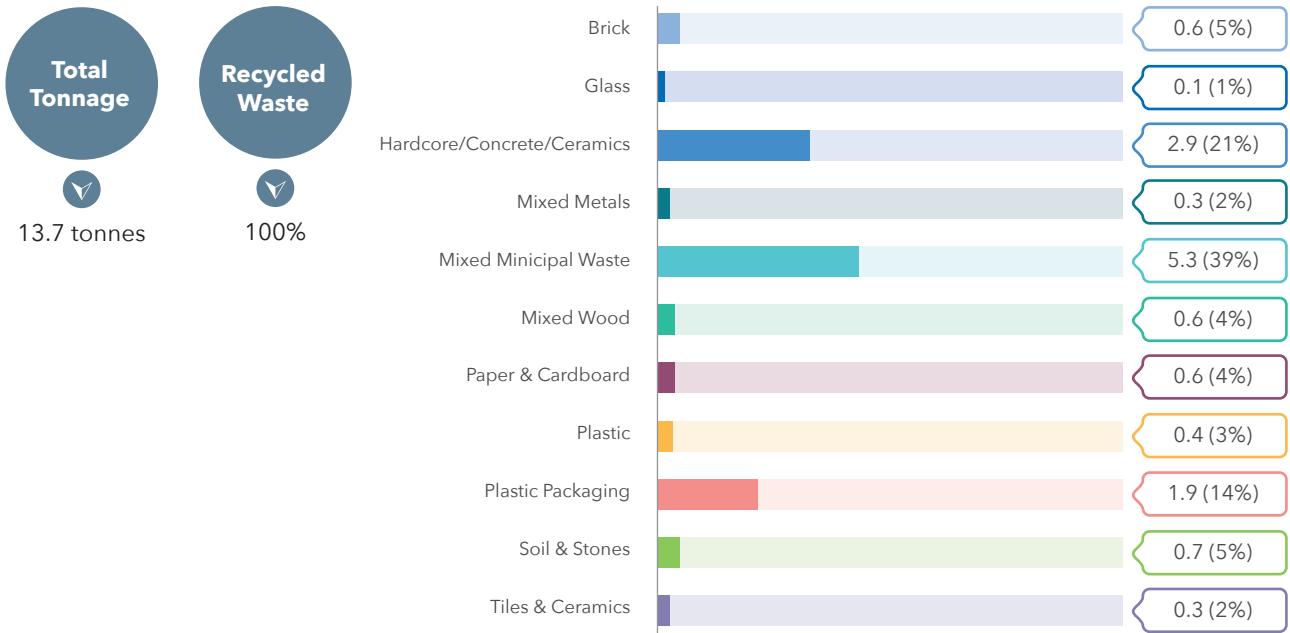


NATURAL CAPITAL

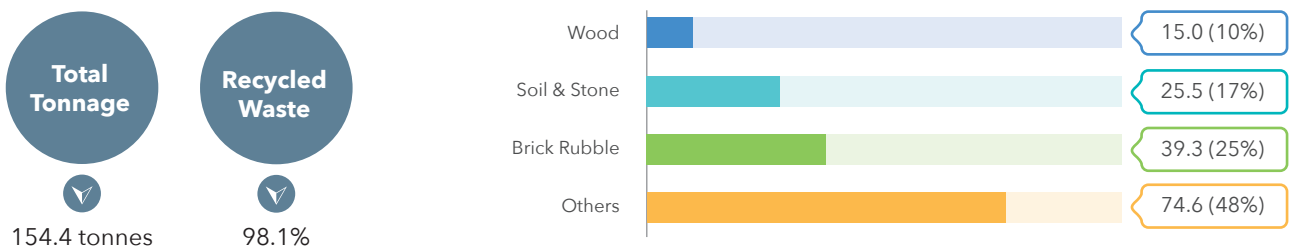


EcoWorld International UK

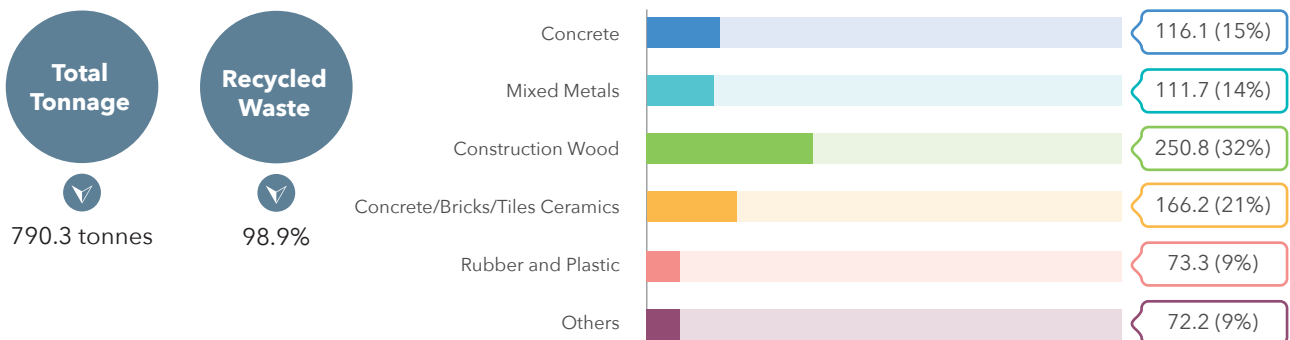
Verdo Kew Bridge - Waste Generated (tonnes)



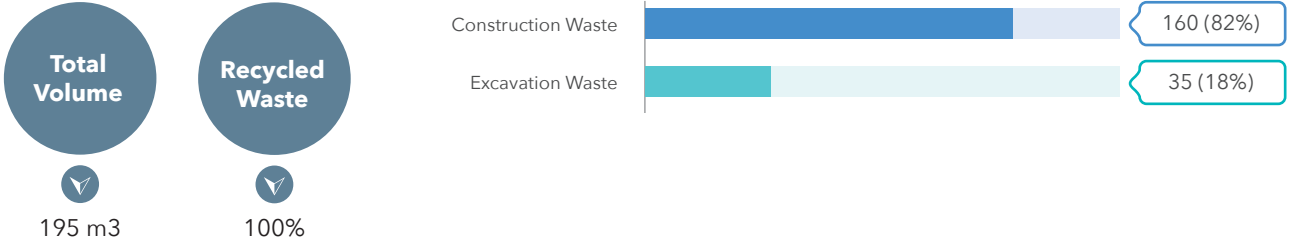
Millbrook Park - Waste Generated (tonnes)



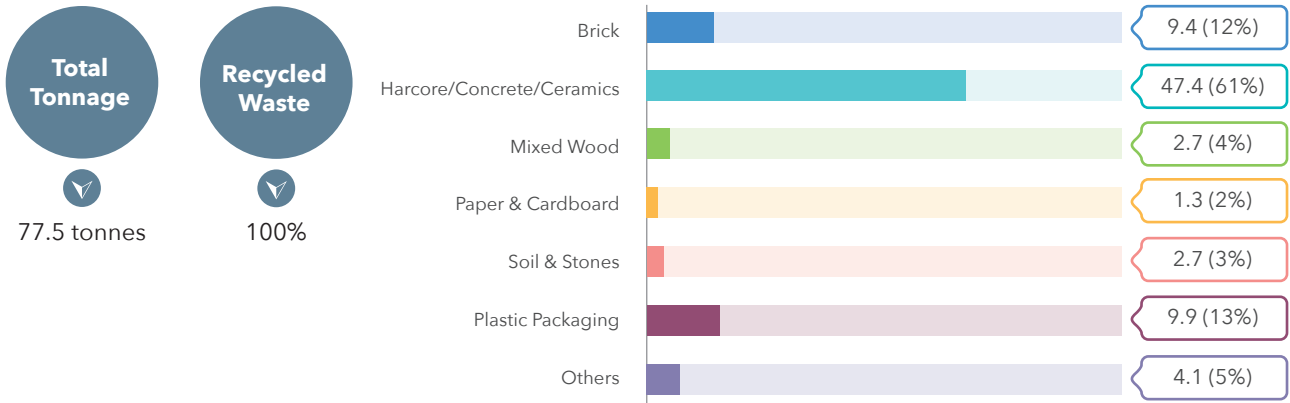
Oxbow - Waste Generated (tonnes)



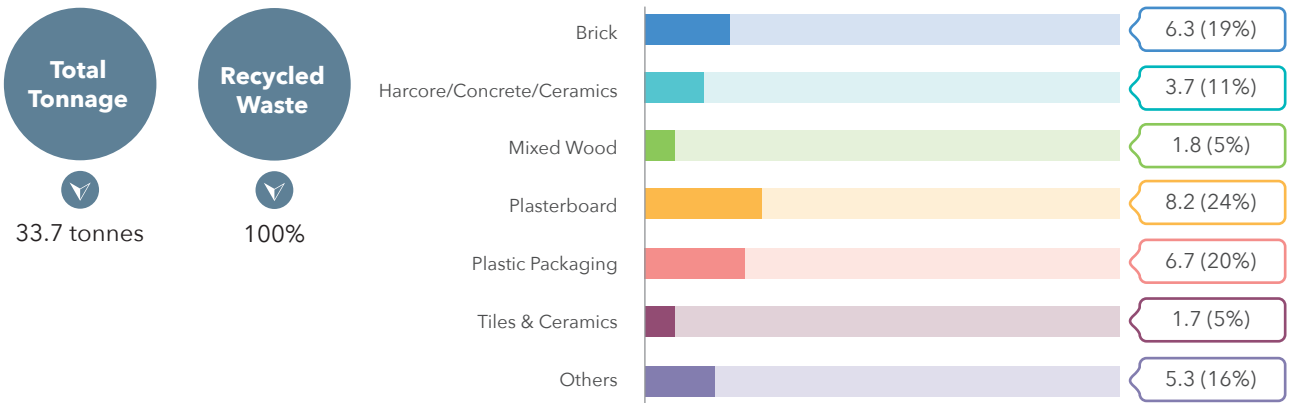
Barking Wharf - Waste Generated (m3)



Acton Lodge - Waste Generated (tonnes)

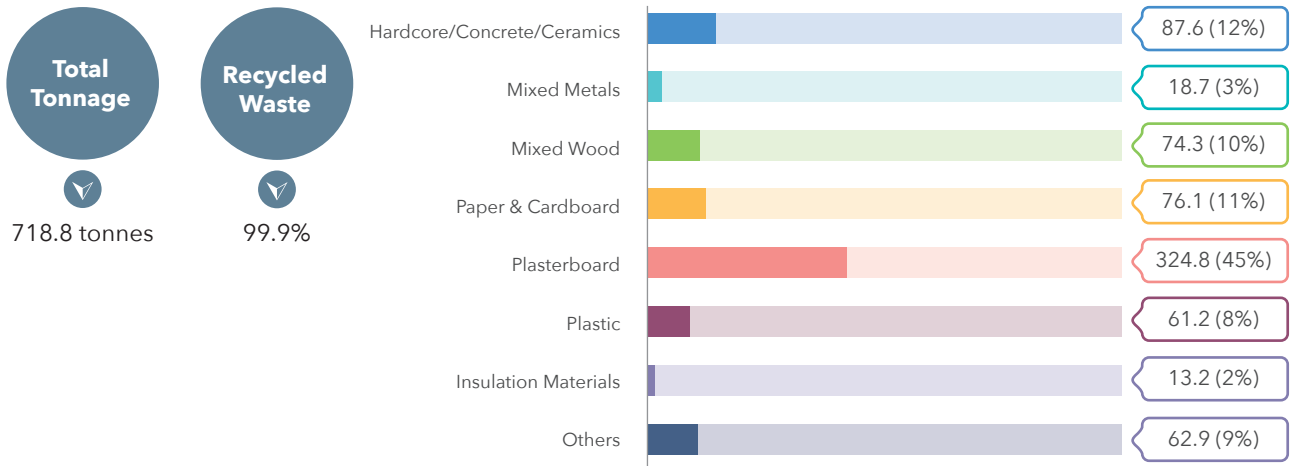


Two Bridges - Waste Generated (tonnes)

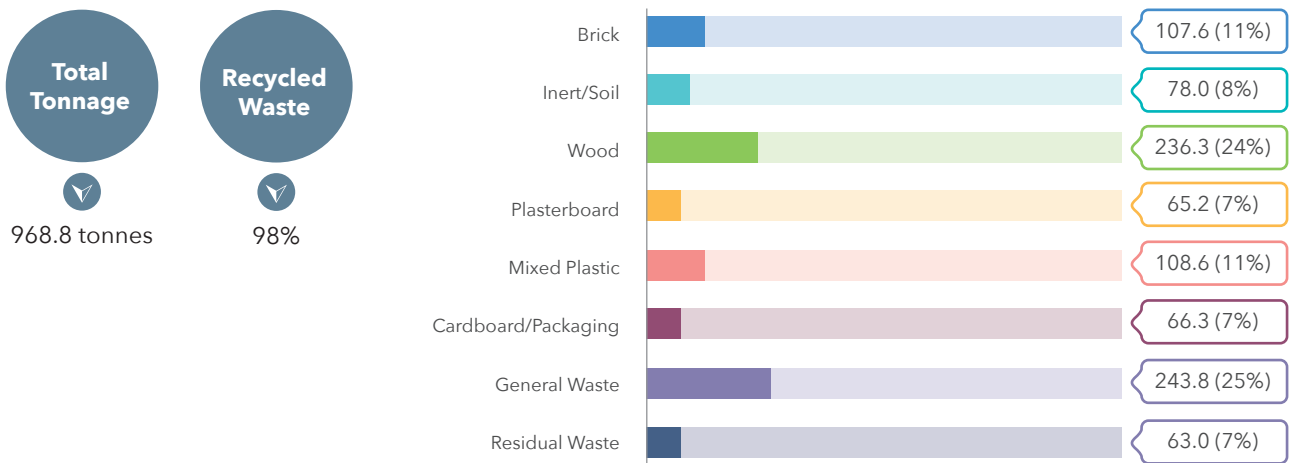


NATURAL CAPITAL

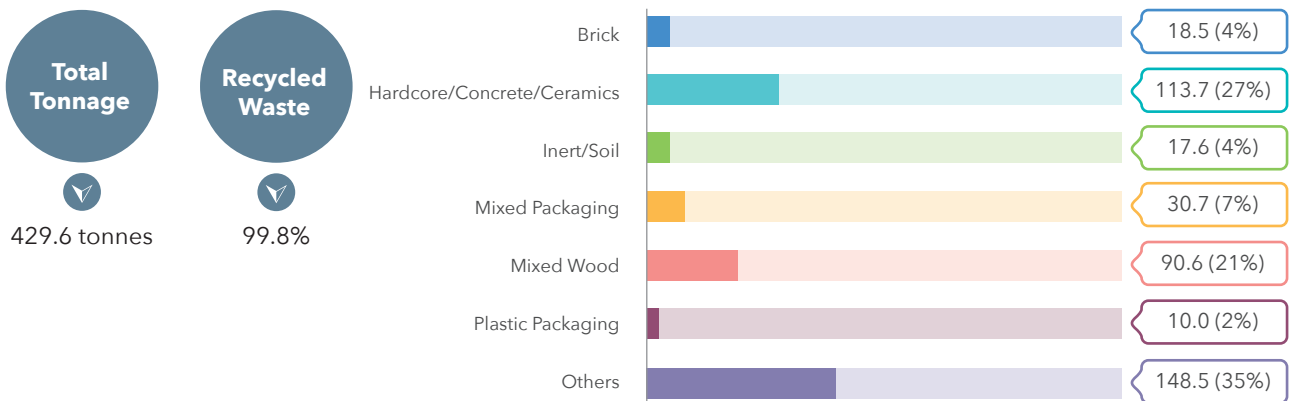
Kew Stadium - Waste Generated (tonnes)



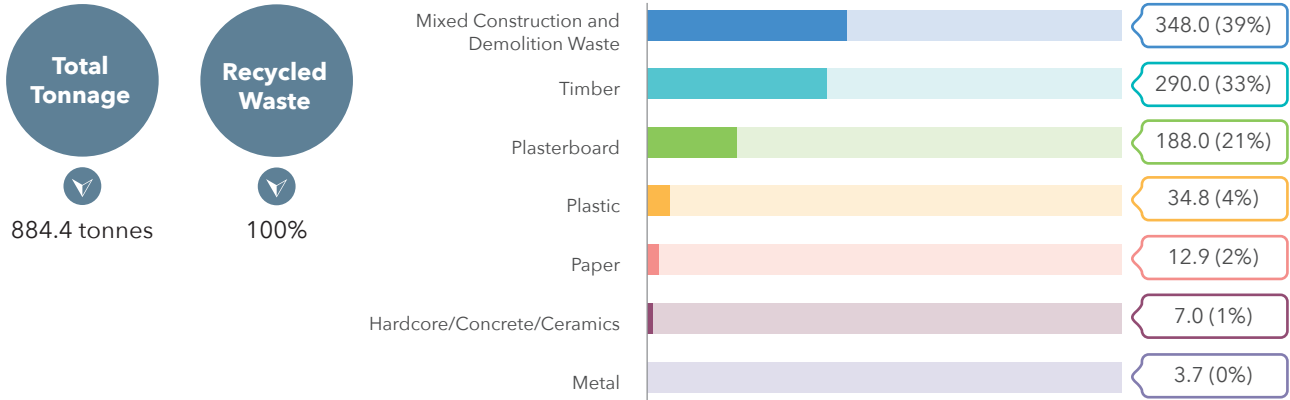
London City Island - Waste Generated (tonnes)



Embassy Gardens - Waste Generated (tonnes)



Wardian London - Waste Generated (tonnes)



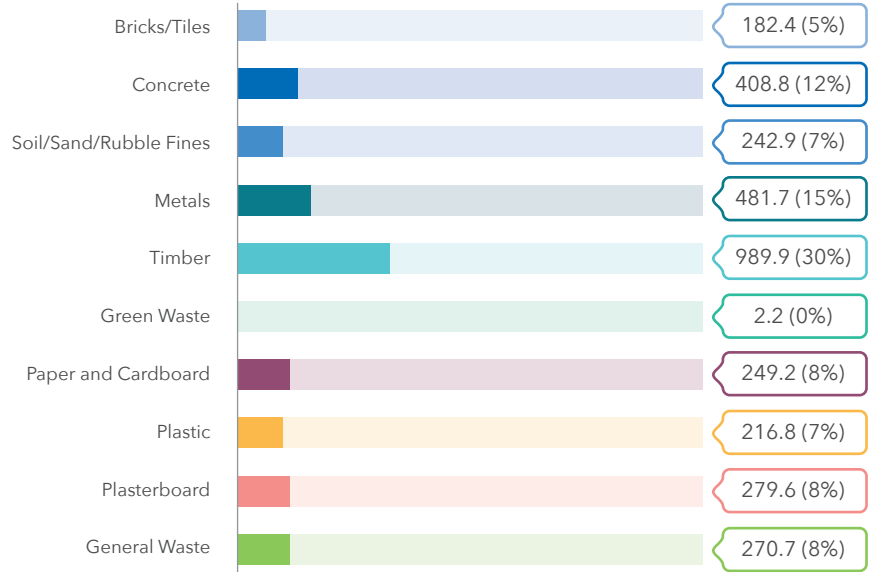
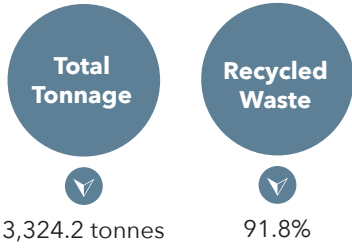
Embassy Gardens, London

NATURAL CAPITAL

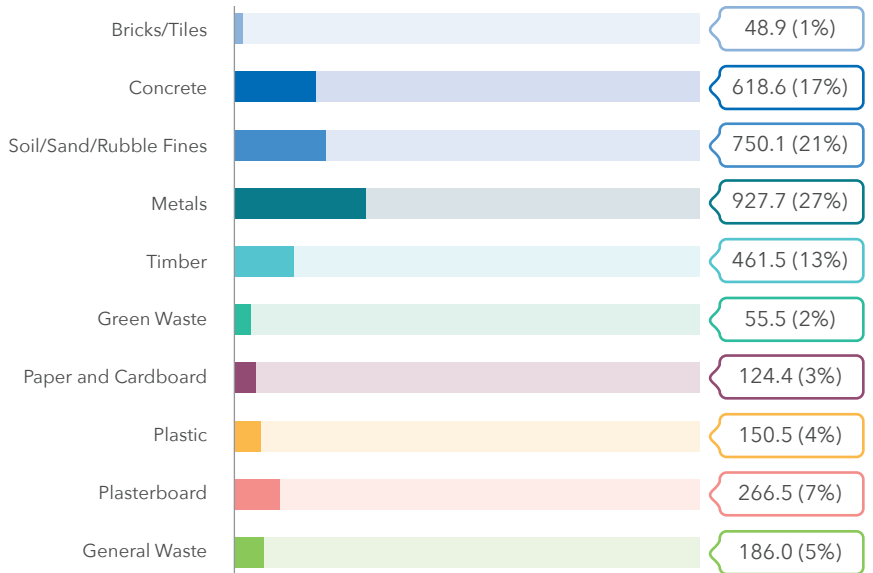
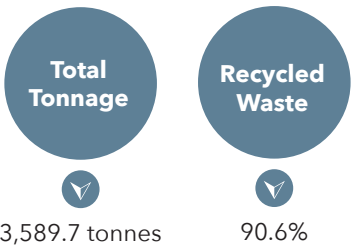


EcoWorld International Australia

West Village - Waste Generated (tonnes)



Yarra One - Waste Generated (tonnes)



Across our markets, we have successfully achieved recycling rates of more than 90% at each project. We hope to continue minimising our input into the landfill and aim to recover 100% of waste generated across all our properties.

SOCIAL AND RELATIONSHIP CAPITAL

KEY HIGHLIGHTS



Conducted community programmes to improve the livelihoods of individuals within the communities in which we operate



Contributed towards Eco World Foundation's efforts in providing equal access to education and in conservation

Kew Bridge, London



SOCIAL AND RELATIONSHIP CAPITAL

CUSTOMER SATISFACTION AND BRAND REPUTATION

Safeguarding Customer Satisfaction

We strive to meet customer expectations through the construction of quality properties and by providing exceptional customer service throughout the homebuying process.

The Group collates annual customer satisfaction scores to evaluate customer experience and assess our performance to better identify areas of improvement. Our Net Promoter Scores indicate how likely customers are to recommend us. In 2020 we continued to show strong performance across LCI and Embassy Gardens, despite the restrictions of the pandemic, but at the very early stages of occupation at our Oxbow development the feedback on the first few units occupied by new customers was outstanding with a 100% satisfaction. The Net Promoter Scores is only for projects that have had completions in FY2020.

Our customer surveys involve customers rating different aspects of the handover process such as how they were kept updated on reservation and possession of their home, demonstration meetings, condition of their home, dealing with defects, among other factors.

In the UK, we maintain exceptional levels of customer satisfaction through EWCL initiatives, including a variety of Product and Service Quality programmes. In FY2020, we introduced the Customer Relations Manager role under the Resident Experience Team ("RET") to improve customer experience.

From March to April 2020, EWCL conducted mystery shopping activities on the EcoWorld International UK online platforms. Feedback from the mystery shopping exercise was recorded and improvements were made by the Sales and Marketing department. This helped customers and visitors access our virtual services with ease.

Once movement restrictions were relaxed, EcoWorld International UK developed COVID-19 operating plans so face-to-face interactions can take place without compromising the safety and health of our customers and employees.



NET PROMOTER SCORE[^]

London City Island

46.6

Embassy Gardens

54.3

Oxbow

100

[^] Survey Scores are out of 100% satisfaction

Scores provided for all projects that have had completions in FY2020



RET COVID-19 Operating Plan

Developed to respond to our customers and deal with general and emergency defects



Sales & Marketing Suite COVID-19 Operating Plan

Developed for reopening of sales and marketing suites to visitors

Both the RET and Sales & Marketing Suite COVID-19 Operating Plans outline the SOPs employees and customers need to adhere to, including physical distancing measures and maintaining a sanitised environment. These measures were well-received by customers and visitors, as reflected by strong visitor numbers post-lockdown.

Enhancing Brand Reputation

Our brand is dependent on creating meaningful relationships with our customers and residents, in order to be a business they can trust. Our continuous engagement initiatives demonstrate our commitment to customers and community and how we strive to create value for them.

To increase visibility of the EcoWorld brand and our activities and projects, we share articles published by the media about our developments and their progress to provide information to potential customers. We also publish exclusive project-based newsletters that are distributed to members of the community to

communicate the latest updates, events conducted and the charities we support.

Utilising social media platforms, we carry out various campaigns to engage with the public and to also better understand their interests and expectations. The #EcoWorldAtHome campaign was conducted through Instagram, partnering with key influencers to provide content on health, wellness, food and home spaces, during a time where people had to stay at home.

At our EcoWorld International UK properties, we hosted a range of activities and events throughout the year to strengthen our relationships and foster a sense of community amongst our residents.

LONDON CITY ISLAND



As London City Island establishes itself as an art hub in the city, we continue to host several programmes and activities that contribute to the growth of the art community in London.

Other London City Island contributions to art in FY2020 include:

- hosting the longest ever guitar lesson in the world,
- hosting a London College of Fashion exhibition titled 'Streetstyle: From Teddy Boys to Grime Kids', and
- sponsoring the English National Ballet's Gala Dinner.

London City Island's townhouse collection was featured in a recent edition of the Wallpaper Magazine, a leading global design publication, representing the best in architecture, fashion and art.

EMBASSY GARDENS



Embassy Gardens restaurant called Darby's, headed by Chef Robin Gill features an oyster bar, a bakery and open-fire cooking. In May 2020, Embassy Gardens partnered with Robin Gill to host a 'bake off' competition where people were invited to bake using his Guinness Soda Bread recipe from the comfort of their homes and post the results on Instagram for a chance to win prizes.

EcoWorld Ballymore also partnered with Amex and the London Restaurant Festival to launch Bill Bryson's new book, 'The Body'. The sold-out event brought people to Darby for drinks and a three-course meal followed by readings, stories and anecdotes by Bill Bryson.

During the first national lockdown, in order to keep a close relationship with residents and other interested parties, EWB and Penguin hosted a virtual book club between May and June 2020 which discussed various books by Tara Westover, Bernardine Evaristo and Malcolm Gladwell. We also hosted a short story competition for the public with the winner receiving £500 worth of books and their story being published on the Embassy Gardens social channels.

SOCIAL AND RELATIONSHIP CAPITAL

MILLBROOK PARK OUTDOOR CINEMA



The Claves at Millbrook Park saw one of EcoWorld London's first secret garden cinema nights, where residents were given a choice of four popular films with the most voted being screened at sunset. The night was designed to enhance the experience of our residents and strengthen the relationship among the entire community.

Deckchairs were spaced out and residents were provided with goodie bags containing sweets, popcorn and drinks, along with blankets and pillows to enjoy during the movie. Ambient lighting against the trees were uniquely designed to set the scene of the evening. The event established the residents garden at Millbrook Park as a garden for the community.



Embassy Gardens, London

SUPPLY CHAIN MANAGEMENT

Effective supply-chain management depends on fair procurement practices, monitoring supplier performance and regular engagement with our contractors, vendors and suppliers.

Contractor Management

In Australia, upon the commencement of work, the Head Contractor's Safety Representative must review Risk Assessments and Safe Work Method Statements completed by our contractors to ensure that they comply with the requirements and obtain approval from the EcoWorld International Australia team. For construction activities with inherent risk, the additional permits must be issued along with the appropriate training to ensure works are carried out in a safe manner, addressing the risk involved.

Contractors work in accordance to requirements stipulated by the respective SMPs. They are required to meet certain criteria when sourcing building materials. For instance, timber that is sourced for internal fit-out elements require Forest Stewardship Council, or equivalent, certification.

We monitor the performance and efficiency of our contractors to ensure the quality of our products and deliver to meet the expectations of our customers. At EcoWorld International Australia, a Building Surveyor has been appointed to review drawings and documents for the building to comply with the requirement of the Building Code of Australia along with planning requirement from the municipal council.

Vendor and Supplier Development

It is our goal to develop a procurement practice in which the hiring of our vendors and suppliers are screened and must comply with various criteria. We require that all vendors and suppliers comply with mandatory environmental and social legislation and policies.

In FY2019, EcoWorld London established its Sustainable Procurement Policy which states that suppliers should:

- have a full and relevant environmental policy,
- comply with the requirements of the Modern Slavery Act and EcoWorld London's Modern Slavery Policy, and
- adhere to the provisions of the UN Global Compact principles.

100% of procurement contracts signed by EcoWorld London in FY2020 is by UK domestic companies. Another sustainable practice EcoWorld International UK observes is to provide opportunities to SMEs where possible. In FY2020, 46% of EcoWorld International UK's procurement budget was spent on SME vendors and suppliers.



100%

of procurement contracts signed by EWL is by UK domestic companies

In Australia, project SMPs require contractors and workers to be provided with sustainability training, covering the sustainability measures incorporated into the design and construction process. A total of 88% of the procurement budget was spent on local suppliers.



SOCIAL AND RELATIONSHIP CAPITAL

COMMUNITY ENRICHMENT

EcoWorld International strives to be a responsible corporate citizen by giving back to the surrounding communities in which we operate. We build social housing, upgrade public utilities, and organise community programmes.

Infrastructure Investment and Development

We utilise our industry knowledge to develop and enhance infrastructure for the local community. This year, we continue to invest in our communities through the:



In the year under review, Aberfeldy LLP, a joint venture between EcoWorld London and Poplar HARCA, secured a £36 million development facility from Lloyds Bank, to deliver 223 new residential units, a community centre and ancillary retail units at Oxbow. This development currently comprises 1,176 homes across six phases. The three-year financing will support the build-out of Phase 3B of the development. Since Oxbow's conception in 2013, Lloyds Bank has to-date funded 445 homes across previous phases with over £60 million in financing.

Community Development

We conducted community programmes to improve the livelihoods of individuals within the communities in which we operate. Through the Eco World Foundation and EcoWorld London's CSR Strategy Framework, the Group undertakes humanitarian projects to alleviate poverty and focus on education, literacy, health, well-being, and address the lack of community infrastructure.

Eco World Foundation

Eco World Foundation was established in 2014 to carry out the EcoWorld Group's CSR projects with a focus on underprivileged children, their education and health needs.

"A good education has the power to change someone's life for the better. This is the main reason why we are focused on providing education assistance to the schools that need our help."

Tan Sri Lee Lam Thye,

Chairman of Eco World Foundation

Students Aid Programme ("SAP")

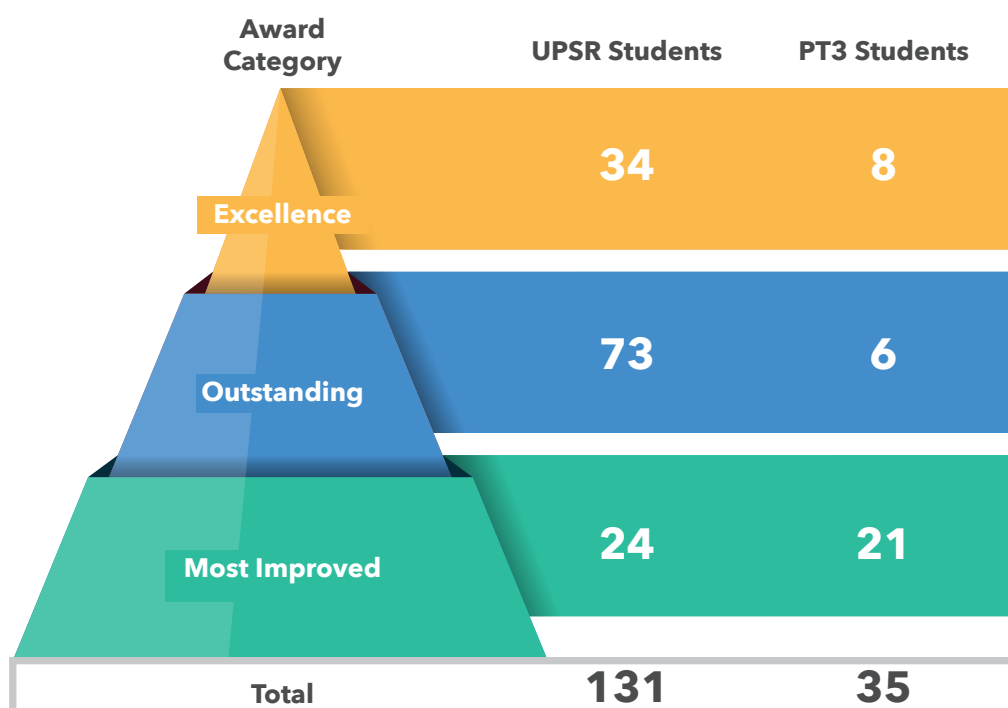
In 2020, the Eco World Foundation supported nearly 3,000 primary, secondary and tertiary students under the Foundation's core SAP pillar by providing financial aid for their education expenses. The breakdown of number of students and the respective contributions made are summarised in the table below.

Education Level	No of Students	Annual Contribution
Primary	2,594	RM1,000 per student in the form of fee payment and in-kind contribution
Secondary	333	RM1,000 per student for Form 1 to Form 3 students; RM1,400 per student for Form 4 and Form 5 students; and RM5,000 per student for pre-university students; In the form of education expenses.
Tertiary	31	RM6,000 per student for diploma in the form of financial aid; and RM8,000 to RM18,000 for the entire course attended

Recognising Excellence

In January and February 2020, Eco World Foundation held its Excellence Awards Ceremony to celebrate the success of top scorers in the 2019 national Primary School Achievement Test ("**UPSR**") and Form Three Assessment ("**PT3**") examinations under its SAP.

Four ceremonies were held across four different regions: Northern, Southern, Central, and Eastern (Sabah). A total of 166 students were recognised for their academic performance during the national examinations. The UPSR students were awarded a Malay-English dictionary, motivational book titled "A+B=C Attitude + Behaviour = Character" and RM300, RM200 and RM150, according to award categories. The PT3 recipients were awarded cash prizes according to award category, amounting to RM500, RM400 and RM250 respectively.



SOCIAL AND RELATIONSHIP CAPITAL



Eco World Foundation's Excellence Awards Ceremony

Eco World Foundation also recognised 23 teachers for their commitment to the SAP and guiding students to achieve academic excellence. Eight schools were recognised for their support to the SAP, four of which were selected for the Best School Award category and awarded RM10,000 each. The other four schools received the Eco World Foundation Award and received RM8,000 each.

As of FY2020, through the SAP, 75 students have been given the opportunity to pursue tertiary education, of which 45 have graduated with degrees and are currently in the workforce, while the remaining 30 are still pursuing degrees in local universities.

Additionally, as of FY2020, Eco World Foundation has cumulatively contributed a total of RM885,000 for the replacement and upgrading of school facilities and furniture, including furniture for special schools.

Education for Orang Asli

Eco World Foundation supports the *Orang Asli* community by providing educational assistance. We worked with *Persatuan Kebajikan Suara Kanak-kanak Malaysia ("SUKA")*, a non-governmental organisation to ensure *Orang Asli* children have access to education despite socioeconomic challenges faced.

With the 'Empower 2 Teach' programme, we sponsored school materials and study sessions worth RM125,700 for pre-schoolers in Kelantan and Pahang. Details on the sponsorship are listed below:

1. Syllabus and school materials for 10 *Orang Asli* pre-schoolers
2. Training cost for 10 *Orang Asli* pre-schoolers
3. Supervision cost for 10 *Orang Asli* pre-schoolers
4. Operation cost of 3 *Orang Asli* pre-schoolers

In March and June 2020, we partnered with the 4X4 Relief Malaysia for a charity event, *Kembara Amal 2020* that looked to improve the livelihood of the *Orang Asli* communities in Malaysia. Through this event, EcoWorld Malaysia, alongside EcoWorld International, contributed grocery items, toys and clothing for 200 selected *Orang Asli* families.



'Empower 2 Teach' programme

Corporate Social Responsibility

Despite the limitations and restrictions brought on by the pandemic, the Group found ways in which we can contribute to local communities.



EcoWorld International UK

Christmas Market at London City Island



Ice rink in Hopewell Square

In December 2019, EcoWorld Ballymore organised a Christmas Market at LCI where festive food, beverages and gifts were among the items sold. The artisan market was also equipped with a 45-person ice rink in Hopewell Square, making it one of the few ice rinks in East London.

As part of EcoWorld Ballymore's contribution to the local community, schools were given exclusive access to book slots for their students to utilise the rink at a discounted price. Students from the following eight schools partook in the Christmas festivities at LCI:

- Cubitt Town Junior School
- St Paul's Way Foundation Primary School
- St Paul's Way Trust School
- Beatrice Tate School
- George's Green
- Eastlea Community School
- Smithy Street Primary School
- Shapla Primary School

In May 2020, LCI launched a new podcast in partnership with local commercial occupiers, The Woods Studios and Three Bears Entertainment. The City Island podcast was aimed at supporting the creative industries during what has been a difficult year for the arts. The episodes were light-hearted, jovial, and entertaining, with the underpinning narrative being about the positive impact music has on mental health. To date the podcast has seen over 10,000 streams across all platforms in over 21 countries and was the top searchable podcast in London on iTunes.

LCI hosted an online Halloween pop-up event in October 2020. People were invited to book tickets to join online pumpkin carving workshops and the winner of the best pumpkin carving won an LCI branded bicycle. This free virtual event attracted the attention of over 200 attendees.

During the summer, Warden partnered with influential gardening experts, The Botanical Boys, to run weekly workshops. The Botanical Boys hosted a series of their popular "terrarium workshops" followed by a live Q&A via a link on their website. The series was featured in the Financial Times' "How to Spend It" magazine as part of their report on how to beat stress in lockdown.

SOCIAL AND RELATIONSHIP CAPITAL

#EcoWorldAtHome Campaign

During the movement restriction orders as a result of the COVID-19 pandemic, EcoWorld London saw an opportunity to engage with individuals and contribute towards their well-being through social media.

On 25 April 2020, EcoWorld London launched an Instagram-exclusive campaign known as #EcoWorldAtHome that lasted a month. The campaign aimed to provide useful ideas to help people to stay healthy, calm, and entertained during the lockdown period, with a focus on using items already found in most households. The topics covered were inspired by National Gardening Week, Self-care Sessions and EATertainment. The campaign saw contributions from well-known names such as BOSH!, The Doctor's Kitchen, Jasmine Hemsley, Zaleha Olpin and more. As a result, we garnered over 700 new followers and almost doubled the engagement on our Instagram page.

Using this platform, we encouraged participants to donate to various local charities in need of support during these challenging times, including the York Road Project, The Open Kitchen, Mental Health Foundation and Colindale Food Bank.

Zaleha Olpin (@zaleha.olpin), RHS National Gardening Week Celebration - Finding kitchen inspiration in the garden, April 2020



In celebration of National Gardening week, Master Chef UK finalist Zaleha a.k.a "That Rendang Lady" showed our followers how to get creative and find kitchen inspiration in the garden.

The Botanical Boys (@botanicalboys), RHS National Gardening Week Celebration - How to grow food and plants using food scraps and how to care for your plants, April 2020



The Botanical Boys demonstrated to our followers how to grow food and plants using cooking scraps and how to care for the plants in your home.

Em Sheldon (@EmShelx), How to create calm and declutter, May 2020



Em Sheldon, an award-winning beauty, fashion and fitness blogger, shared her top tips with our followers in May 2020 on how to declutter your home and create calm and relaxing environments.

Jasmine Hemsley (@jasminehemsley), Relaxing Gong Bath wind-down, May 2020



Jasmine Hemsley, founder of Hemsley+Hemsley and all round wellness expert asked our followers to join us for a soundbath in the comfort of their own home. It was a calming experience, with therapeutic sounds from crystal alchemy bowls to send our followers into a meditative state of complete relaxation.

**Mindful Soul Pilates (@mindfulsoulpilates),
Stress-Free Stretching, May 2020**



Mindful Soul Pilates hosted a live Power Pilate Session for our followers.

**Olivia Cowley (@olivia.cowley), Ballet Barre,
May 2020**



Olivia Cowley, a soloist of The Royal Ballet, hosted a Ballet Fitness Session for our followers.

Green Dragon Primary School Landscape Project, October 2020

The Green Dragon Primary School Landscaping project was a tremendous success with over 25 EcoWorld London employees volunteering their time and working tirelessly alongside Kings Landscapes Contractor to revamp the school playground. The work was completed over a five-day period leaving the children, parents and children extremely happy with the improvements that were made.



Primary School Health and Safety and Careers Virtual Presentations

ECOWORLD INTERNATIONAL
CREATING TOMORROW & BEYOND

presents

Health & Safety Talks

with Nivene

SOCIAL AND RELATIONSHIP CAPITAL

Health and Safety Presentation

We also produced an interactive Health and Safety presentation for primary schools which was distributed to all schools associated with EcoWorld London projects which were welcomed by parents during the lockdown period.

Careers Presentation - Virtual

Being in a pandemic forced us to create innovative methods of engagement with schools, colleges and universities. The Community Engagement Team hosted an Online Careers event for secondary schools, featuring a number of employees showcasing their roles and responsibilities including the opportunities of working within the industry. It was well received and attended by students and teachers.

St Nicolas Church Homeless Project - GrowTH Night

The employees at Oxbow volunteered their time supporting St Nicholas Church, working alongside church staff cooking meals, installing beds, providing laundry services for the homeless by washing clothes and bed linen. We also engaged with the homeless (maintaining physical distancing) to ensure that they felt socially connected. This also gave our employees an opportunity to help disadvantaged people in the hope of them having the greatest chance of finding a home with the assistance of the church.

COVID-19 Charity Donations

EcoWorld London donated £10,000 to seven charities, all based in the boroughs where our projects are located. These donations were made to alleviate the financial burden brought on by the COVID-19 pandemic and resulting lockdown. Beneficiaries include The Passage in Westminster, Open Kitchen in Hounslow, Newham Food Bank, The York Road Project, First Love Foundation, St Mungo's and North Paddington Food Bank.

START HERE Business Development Scheme



Aberfeldy LLP commissioned a business development scheme known as START HERE in East London. The scheme aims to transform Aberfeldy Street in Poplar, by revamping the area and providing attractive opportunities for businesses looking for trading space in a post-COVID-19 market.

START HERE provides rent-free retail spaces to local businesses and organisations for a one-year trial period as well as business support to all businesses on the street. Through this initiative, we hope to boost local businesses and positively contribute to the local economy.

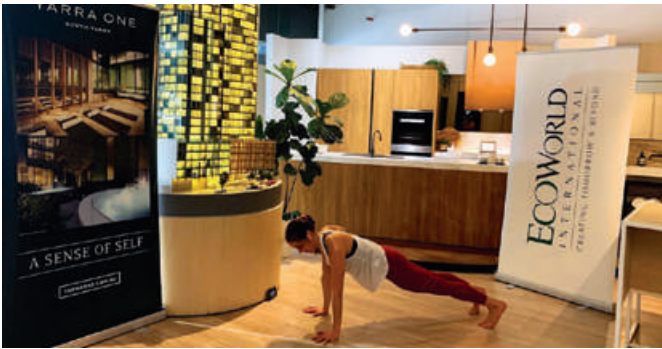
Workspace for PPE Production at Kew Bridge

EcoWorld London facilitated the production of PPE (which was in short supply and high demand during the pandemic) by providing a workspace at Kew Bridge to a local Hounslow business, The Maker Station. The Maker Station carried out their charitable work of cutting PPE for National Health Service ("NHS") staff and were able to make up to 20 sets of pre-cut scrubs within a few hours.



EcoWorld International Australia

Move, Connect and Heal Yoga Session



Virtual yoga session

To alleviate the idleness imposed by lockdown restrictions, Yarra One organised a 45-minute virtual yoga session which was accessible to residents from home. This session was led by a qualified practitioner and broadcasted from the Yarra One display suite.

CONCLUSION AND GOING FORWARD

Despite the challenges brought on by the COVID-19 pandemic, EcoWorld International remained resilient and committed to our endeavours to promote sustainable practices in all our operations. We appreciate the efforts of our employees and leadership teams across Malaysia, UK and Australia, for their zeal and support during this challenging year.

Looking forward, we aim to strengthen our economic, environmental and social performance and to sustain positive growth while addressing shareholder and stakeholder concerns. We hope to continue to foster trust among our stakeholders and contribute to the global agenda of sustainable development.



Embassy Gardens, London

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