

Topping Out At ICM

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B E R I T A IOI

The Official Newsletter of



IOI GROUP

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Turning The Page On The New Year



Double Win In Corporate Performance



Despite the uncertainty caused by the Covid-19 pandemic, IOI Corporation Berhad (IOIC) has stayed on a firm footing as the leading player in the plantation industry, and has beaten its peers to emerge as the prestigious recipient of the *Highest Return on Equity Over Three Years* and the *Highest Growth in Profit After Tax Over Three Years* awards. Our double win was accorded during the 11th annual *The Edge Billion Ringgit Club (BRC) 2020 Awards* in recognition of our performance throughout the evaluation period from FY2016 to FY2019. The Edge BRC recognises excellence in

Malaysia's biggest and best-performing companies, and we are among the top 35 companies to receive a total of 45 awards this year. Currently, we are one of the 161 elite members whose combined market capitalisation constituted 90.8% of the total market cap of companies listed on Bursa Malaysia as at end-March 2020. With our five-year plan in motion, we aim to stay resilient, and continue to achieve responsible and sustainable commercial success within a volatile working environment.



IOIC Group Managing Director & Chief Executive Dato' Lee Yeow Chor (left) with Plantation Director Mr NB Sudhakaran.

QLASSIC Homes



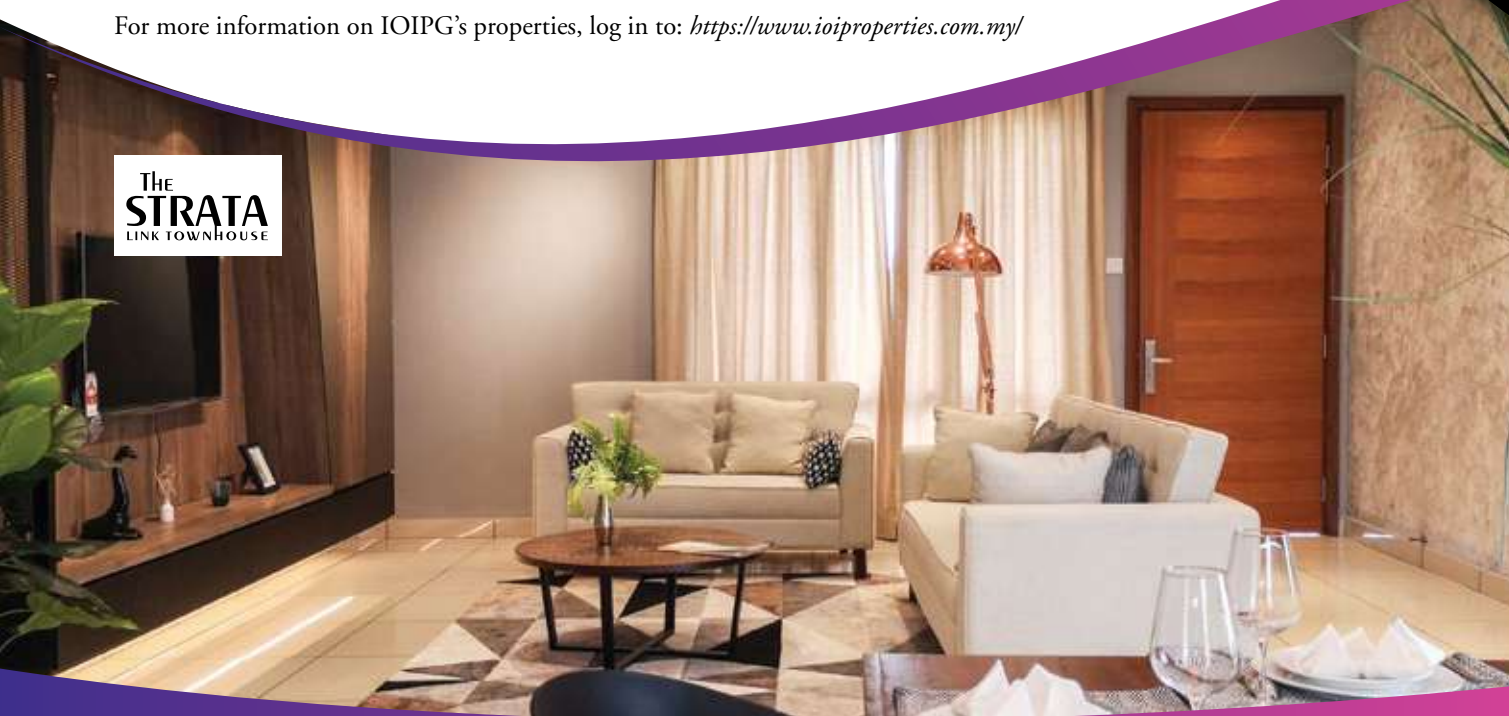
By "doing things right the first time and every time," IOI Properties Group Berhad (IOIPG) excels in quality workmanship, and has proven its commitment to home purchasers when its *Ayden* and *The Strata* are accorded high QLASSIC scores of 84 and 83 respectively.

The Quality Assessment System in Construction (QLASSIC) is an assessment to evaluate the workmanship quality of a building construction work based on Construction Industry Standard (CIS). Scorings are given based on the first inspection carried out.

For more information on IOIPG's properties, log in to: <https://www.ioiproperties.com.my/>

Ayden is our three-storey 24' x 70' modern minimalist township, which is a well-planned freehold township in Kota Warisan, Sepang. It has 344 units with practical designs that are suitable for growing families.

The Strata, which is located in Bandar Puteri Bangi, is our hybrid terrace that is ideal for young families to start a new chapter, families of two generations who choose to live together or even empty nesters. It merges the design of terrace house and townhouse in Bandar Puteri Bangi to offer a refreshing home concept twist.



IOI PROPERTIES
Building Trust, Inspiring Lives



Most Attractive Graduate Employer To Work For in 2021

About 24,000 undergraduates from public and private universities in Malaysia have cast their votes for their preferred employer of choice. Once again, IOI Properties Group Berhad (IOIPG) has emerged as one of Malaysia's *Most Attractive Graduate Employer To Work For in 2021* in the Property Development Sector. We are proud to be selected during the *Graduates' Choice Award* on 16 November 2020. The award, which is 100% voted by university students, recognises excellence in the graduate recruitment landscape across various industries. We will continue to demonstrate continuous commitment to engage with and nurture youths in Malaysia, in line with our Sustainability Strategic Theme of *Young Urbanites* as well as bolster our commitment on *People and Culture* in our business and workplace.

Editor's Note

2020 will definitely go down as an unexpected, alarming and unforgettable year for us, thanks to the ups and downs caused by the Covid-19 pandemic. 2020 has been a turmoil, yet as we turn the page to a new year, can we welcome the possibility of a better year in 2021? Far from the doom and gloom that unsettled our lives, let us continue to embrace the best practices and stay safe from Covid-19. Come, let us move forward and challenge ourselves to seize some cheer or fulfilment each day as we look towards better days. Here's to a brighter and resilient 2021.

IDC ANALYZE THE FUTURE

IDC DX Awards Digital Transformation



Dato' Lee Yeow Chor
IOI Corporation Berhad
2020 DX CEO

For more information, visit www.idcdxawards.com

For more information, visit www.idcdxawards.com

Three years ago, IOI Corporation Berhad (IOIC) made a pivotal decision to implement the SAP platform and the digital plantation monitoring system into its plantation division. Today, thanks to the vision of our Group Managing Director & Chief Executive Dato' Lee Yeow Chor, this Group-wide SAP system has unified our diverse and standalone systems into a single ONE IOI Integrated Platform, involving 107 business units across 170,000 hectares of land over 2,000 users (many of whom are based at remote areas with unstable Internet connectivity).

In recognition of Dato' Lee's bold vision and dynamic leadership in embracing digitalisation technology, he has been presented with the *2020 Digital Transformation (DX) CEO - Malaysia* award by renowned International Data Corporation (IDC). The announcement was made at the *IDC DX Summit and Awards 2020* ceremony which was held virtually at the *IDC Arena*, an integrated content hub, on 12 October 2020.

We have successfully completed our final SAP Roll-Out 4 ahead of our planned schedule in January 2021 despite the Covid-19 pandemic, with the commitment and teamwork of our Group Chief Financial Officer



Mr Lee Tuan Meng, Plantation Director Mr NB Sudhakaran, Financial Controller Ms Daphne Goh and colleagues plus consultants, to 85 estates, 14 mills and four research centres.

Dato' Lee further explained: "This digitalisation programme was conceptualised before the advent of the Covid-19 pandemic. With the pandemic, technology and digitalisation have become critical business success factors. At IOI, having completed this programme, we have become more resilient and ready to transform to the next stage of efficiency and innovativeness."



Teamwork is key for our colleagues from IOI Plantation Services headquarters, Lahad Datu and Sandakan regional offices to complete the final roll out.

Listen to Dato' Lee's full award acceptance speech at: <https://youtu.be/rxliY2N5rDY>

Topping Out At ICM

Get ready to shop till you drop when IOI City Mall (ICM) expands with more *Tastes, Trends and Adventures* come November 2021. With the completion of an added 1.0 million sq. ft. of retail space to the existing 1.5 million sq. ft., you will find everything you ever need and want under one roof in ICM – from running your errands and indulging in good foods to enjoying fun activities and creating memorable experiences.

On 6 October 2020, IOI Properties Group Berhad (IOIPG) celebrated the completion of ICM Phase Two's building structural works with a *Topping Out Ceremony*. IOIPG Chief Executive Officer Dato' Voon Tin Yow was joined by Chief Operating Officer (Property Development) Mr Teh Chin Guan, Senior General Manager (Mall Operations) Mr Chris Chong, Assistant General Manager (Project) Mr Calvin Sew, PI Architect Director Datuk Tan Pei Ing and China Construction Third Engineering (M) Sdn Bhd (CCTE) General Manager Mr Bai Jin Song who poured concrete into a construction beam to commemorate the milestone.

Dato' Voon and Mr Bai also presented several recognitions to our outstanding sub-contractors while Mr Teh presented a certificate for achieving *Five-Million Manhours*

Without Lost Time Injury to CCTE Site Safety Manager Mr Lu Wen Kang.

ICM Phase Two will include an indoor shopping mall, canopy-covered outdoor street retail promenade, 40,000 sq. ft. exhibition hall, IMAX cinema, stylish al fresco dining arcade, edutainment and entertainment centres, rooftop sports centre and gymnasium, about 9,000 parking bays and more.



Dato' Voon (third from right) said: "A topping-out ceremony is a tradition that celebrates the process of building and completing a project. Therefore, today's ceremony acknowledges this pinnacle of achievement."

Watch the ceremony video at: <https://drive.google.com/file/d/1KTL9jCwKXNV91CSra9EI7mgNOGjnyAA/view>



ICM, which is one of the largest malls in Malaysia, is built upon IOI Resort City's concept of stay, work and play. The construction of Phase Two, which started in June 2018, is scheduled to be completed by November 2021.

CEO Talks With Dato' Voon



Since the appointment of Dato' Voon Tin Yow as Chief Executive Officer (CEO) of IOI Properties Group Berhad (IOIPG) on 15 April 2020, we have had an insight into his commitment, motto, self-discipline and more as he shared about himself with us. We have also continued to learn about his aspirations to develop IOIPG into a TRUSTED brand through our previous *Berita IOI* newsletters.

Dato' Voon recently spoke with EdgeProp.my Editor-in-Chief & Managing Director Ms Au Foong Yee in an exclusive live interview via *Facebook* and *YouTube* on 26 October 2020 at the debut of the *EdgeProp Malaysia CEO Talks* series. If you have missed the interview, tune in and find out more about his new position and his plans to move IOIPG forward. Catch his advice on property buying, his tip on how you can adopt a stress-free lifestyle, and more.

Tune in to: https://drive.google.com/file/d/1CfYO58NbQnzNmu7RyV_e11tqSF44IkjN/view



IOI PROPERTIES
Trusted.

Top 10 Property Developer

Congratulations to IOI Properties Group Berhad (IOIPG) for being one of the *Top 10 Property Developers* again at *The Edge Malaysia Property Excellence Awards 2020*. While the Covid-19 pandemic brought unprecedented challenges for the property sector, we were not spared from its many effects. Yet we have undertaken various measures to build greater resilience in order to exceed our stakeholders' expectations and deliver excellence across all our products and services in our journey towards *Building Trust, Inspiring Lives*.

IOIPG Chief Executive Officer (CEO) Dato' Voon Tin Yow (*right in pic*) proudly received the coveted award from The Edge Media Group Publisher and Group CEO Datuk Ho Kay Tat (*left in pic*) during a presentation ceremony at our IOI headquarters on 8 December 2020. Executive Director Ms Lee Yoke Har, Chief Operating Officer (Property Development) Mr Teh Chin Guan, Financial Controller Ms Michelle Shen, Chief Sales & Marketing Officer Mr Jason Tie and General Manager of Corporate Communication & Sustainability Ms Kristine Ng were also present.



ParGolf PEOPLE'S CHOICE AWARDS 2020

Best Corporate Tournament Venue
Best Customer Service

★ Tee Off At The ★ Award-Winning Greens

Tee off at the first premier public golf course that is completely redesigned and facilitated with buggy on course, and you will delight in Palm Garden Golf Club's (PGGC) commitment to excel in every aspect of its operations. No wonder golfers find the golfing greens such a swinging adventure. The 18-hole golf course was voted the top three in the *Best Corporate Tournament Venue* and *Best Customer Service* categories at the 2020 ParGolf People's Choice Awards. An annual public poll which ran from 9 December 2019 to 25 February 2020, it represents the best of Malaysian golf in the eyes of golfers.

Marked Improvement In ESG Ratings

IOI Corporation Berhad's committed focus to expand its green footprint in its sustainability journey has seen marked improvement in its Environmental, Social and Governance (ESG) dimensions. Compared to the previous year, we have enhanced our performance in the environmental dimension from 39% to 82% this year. The *SAM Corporate Sustainability Assessment 2020* (CSA) also showed our increased social dimension performance from 31% to 61% this year, as well as our governance and economic dimension from 47% to 65% this year.

Among our top green efforts are our operational eco-efficiency through improved disclosure of greenhouse gas (GHG) emissions and better energy utilisation from our operations. We also achieved better scoring through the formalisation of our *Climate Change Action Initiative*, which further strengthened our commitment in reducing our operations' GHG emissions. The scoring also reflected the lower overall risk exposure within our supply chain due to high volume of sustainable raw materials sourcing.

Our marked performance has led us to be ranked at the top 35 among 112 assessed companies, which have the highest market capitalisation in the Food Products industry grouping under the emerging markets category. As a result of our improved ranking, we are currently positioned at the 71st percentile as compared to the 45th percentile last year.

The CSA is an annual evaluation of companies' sustainability practices on ESG dimensions. A total of 4,710 public listed companies with the highest market capitalisation across 61 industries worldwide were assessed, and the most sustainable companies will eventually be selected as a constituent of the *Dow Jones Sustainability Indices* (DJSI).

We will continue to improve our ESG performance and aspire to be included as one of the top industry leaders in the DJSI.



Our Continued Support For *Dual Blessing*

Our support and friendship with Dual Blessing Bhd (Shuang Fu) have continued to blossom with our recent visit to their new IT hub in Jalan Pisang, Old Klang Road on 10 December 2020. Dual Blessing Bhd is a social enterprise for the disabled where there are various sustainable businesses running in aid of their residents. They have a sustainable computer skills division, a bakery and a recycling centre among other efforts.

Dual Blessing Bhd has recently completed their renovation of a house in Old Klang Road that was owned by our late Chairman, Tan Sri Dato' Lee Shin Cheng. This location serves as an IT hub where training and skills are

provided to the disabled community in order that they may gain income through those skills. A bakery has been set up at the back of the house where cakes, cookies and other confectionery are sold daily. Some of you may have tasted the yummy handmade *Blessing Nougats* that we purchased from them last year.

Yayasan Tan Sri Lee Shin Cheng has recently donated another RM30,000 towards the cost of interior fittings for the house as well as 10 computers worth RM20,000. We wish them all the best as they strive to assist the disabled in empowering themselves to be independent and productive individuals.

Instead of giving fish, Dual Blessing Bhd teaches their residents to fish.



Distributing Fertiliser To *ILHAM* Smallholders

Smallholders who are committed to the *ILHAM Smallholder Programme* (*Program ILHAM*) are actively participating in the programme's next phase of fertiliser distribution. In February, May and August 2020, Bunge Lodars Coklaan (BLC), IOI Corporation Berhad, Kilang Kelapa Sawit Fortuna Sdn Bhd (Fortuna) and Kerry Group continued to advance their three-year *Program ILHAM* in spite of the Covid-19 pandemic.

The programme, which was initiated in 2018, supports the inclusion of smallholders in the supply chain and helps to boost the productivity of farmers (whose farm sizes are between 40 hectares and below) through sustainable agricultural practices. Currently, 40% of the total worldwide oil palm production is managed by smallholders, and this programme is an essential tool to assist smallholders.

So far, several engagements have been conducted at various smallholder locations while adhering to local Covid-19 measures. Data that had been earlier collected from committed smallholders was instrumental in determining the recommended fertiliser to the participating smallholders in the north-eastern district of Sabah.

A copy of the ILHAM's Standard Operating Procedures and a standard scoop to use for applying fertiliser have been provided to all the participants. In total, more than 150 metric tonnes of fertilisers has been distributed to farmers from five different communities. About 85% has been allocated to farmers who are supplying directly to the Fortuna mill while the remaining has been distributed to Fortuna's collection centres at Nangoh and Paitan districts. Ground checks have also been conducted by the BLC and Fortuna teams to ensure they continue to apply the fertiliser accurately and effectively.

A soil and foliar resampling exercise to analyse nutrient improvement will be initiated in farms that have completed the three cycles of the fertiliser distribution phase to affirm the yield increase due to proper fertiliser input. This will encourage the farmers to continue participating in *Program ILHAM* in order to improve their livelihood and income.



One of the smallholders at Fortuna Mill, collecting his fertiliser.



Fighting The Good Fight

Since constant negative publicity on palm oil has become heavily ingrained in the minds of Western consumers, Dato' Lee Yeow Chor, IOI Corporation Berhad (IOIC) Group Managing Director & Chief Executive, who is also the Chairman of the Malaysian Palm Oil Association (MPOA) has made it his goal to defend oil palm cultivation from anti-palm oil agenda and enhance the palm oil sector's reputation for sustainability.

Dato' Lee dismissed much of the criticism against palm oil as unfounded and shallow. He said: "The main allegations against palm oil are that it causes deforestation and the loss of wildlife habitat. However, when you look at it on a global scale, oil palm plantations account for just 1.7 percent of agriculture land globally. And that is not significant when you look at the global picture," during an exclusive one-on-one interview with International Business Review (IBR) Asia Group's Chief Executive Officer Dato' Nirmala Beatrice on 12 November 2020.

IBR Asia Group is a renowned media agency which publishes the International Business Review, a leading business to business publication based in Malaysia.

For the full interview, visit: <https://www.ibrasiagroup.com/fighting-the-good-fight/>

To those who criticise and condemn palm oil, he recommends this alternative: "If we rely on other vegetable oils to fulfil global demand, we will need to use six to 10 times more land area, because oil palm has a yield that is six to 10 times more than alternatives such as soybean and sunflower."

To palm oil industry players, he encourages them to ramp up the effort to improve on their sustainability credentials based on facts and figures. Together, we can fight this battle and win the war.



Actively Cleaning Up The Environment

Plastic bottle caps, beverage cans, plastic bottles, plastic bags and cigarette butts commonly litter our environment. And they are the top five waste items that were collected in a total of 3,795 waste items weighing 352.2 kg by our colleagues during the *IOI-Active Citizens: Clean Up Challenge* organised by IOI Properties Group Berhad (IOIPG).

From 27 October to 10 November 2020, our colleagues from IOIPG, Palm Garden Hotel, Putrajaya Marriott Hotel, Le Méridien Putrajaya, Four Points by Sheraton Puchong, IOI City Mall and IOI Mall Puchong as well as those based in Penang, Johor and Putrajaya offices responded to the call to be active citizens in this clean-up challenge to raise awareness on marine pollution and how everyone can play a role to make a difference. During the two-week challenge, participants formed teams comprising up to five members to identify a clean-up location for the challenge. Each team then segregated, weighed and uploaded data of the waste items collected to an app, *Clean Swell*.

The challenge was held in conjunction with the *World Clean Up Day*, *International Coastal Clean Up Day* and *National Environment Day*. On 27 October 2020, IOIPG collaborated with Reef Check Malaysia to conduct a webinar for our employees and the public that touched on marine debris and plastic pollution, the importance of protecting coral reefs and marine ecosystem, and daily actions that can be taken by individuals.

This clean-up challenge encouraged volunteerism in the community and supported the efforts of local non-governmental organisations. It was in line with IOIPG's Sustainability Strategic Themes of *Mindset Change* and *Urban Green* to inculcate the spirit of sustainability, and encourage responsible consumption and production among employees and the online community. It also contributed towards supporting the United Nations Sustainable Development Goal (SDG) 11 – Sustainable Cities and Communities, SDG 12 – Sustainable Consumption and

Production, SDG 13 – Climate Action and SDG 14 – Life Below Water.



Our fellow colleagues working closely with one another to clean up the surrounding environment.

Lead | Act | Inspire
For A Sustainable Future



Congratulations to our colleagues at Palm Garden Hotel who are the winner of the IOI-Active Citizens: Clean Up Challenge.

Minimise Our Waste

How do we reduce our daily waste? How can we play our part to save the environment? We are encouraged to live a sustainable lifestyle and minimise waste in our daily lives, thanks to a *Waste Minimisation Month* campaign by IOI Properties Group Berhad (IOIPG) Sustainability Department in December 2020.

We can make it our habit to Refuse, Reduce, Reuse, Repurpose and Recycle in order to reduce the amount of rubbish that we generate in our daily lives. We can also grow our own food, learn how to compost our food waste, and practise segregating our waste properly. All these green tips were shared in webinars that were organised by IOIPG in a collaboration with Eats, Shoots & Roots (a social enterprise to empower urban communities with the necessary skills and tools to grow their own food) and Cenviro Sdn Bhd (an innovative and sustainable waste management and renewable energy solutions provider) on 7 and 17 December respectively.

Find out more on how you can lessen your waste via IOI Sustain Facebook page: <https://www.facebook.com/ioisustain/>



Waste
Minimisation
Month

Together We Create

Our associates from various departments at Putrajaya Marriott Hotel came together to create a memorable experience using cardboard boxes. From 2 pm to 5 pm, we joined a *Santa Workshop* to recycle ornaments for our Christmas tree. On 30 November 2020, a beautiful Christmas tree was created using over 100 cardboard boxes that were cut into various shapes and glued together! What a memorable Christmas adventure.



Recycle E-Waste Responsibly

Who does not want the latest handphone, electronic gadget and device, but what do we do with our unwanted, outdated or broken devices? Most people will just throw away their broken televisions, computers, mobile phones and other electronic devices. In Malaysia, we are accumulating about a million tonnes of e-waste every year. Worst of all, this improper dumping poses serious threats to public health and pollutes the eco-systems because of their toxic substances.

Do you know that e-waste can be reused, refurbished or recycled? IOI Oleochemical Industries Berhad (IOI Oleo) participated in a *Household E-Waste Recycling* competition to instil a recycling culture and encourage proper e-waste recycling habits among its employees. Organised by the Department of Environment in Penang, it was held in conjunction with *World Environment Day 2020* on 5 June 2020, and was open to all companies.

From 13 to 16 October 2020, everyone brought their non-working and obsolete televisions, computers, cameras, electric kettles, handphones and other electrical items, which were then sent to a licensed e-waste collector. The total collection was an amazing 721.59 kg and IOI Oleo was declared the e-waste champion!

Let us practise good e-waste recycling habits too. Want to know where to recycle your e-waste?

Go to: <http://www.doe.gov.my/lhbew/collection-points/>

The way to properly recycle e-waste is to disassemble, separate and categorise the contents by material, and clean them.



Let's Reduce, Reuse & Recycle

It was a green day every day at Palm Garden Hotel as the Social Welfare and Activities Team (SWAT) promoted the 3R concept (Reduce, Reuse, Recycle) among the employees. From the Movement Control Order period in March till November 2020, our colleagues participated by collecting recyclable items and storing them in a designated area in the hotel.

Through this green initiative with Alam Flora, a total of 5 kg of mixed papers, 2,055 kg of tin, 55 kg of aluminium, 22 kg of plastics plus electrical items and some recyclable items were successfully collected on 18 November 2020. Let us all continue to cultivate this habit to reduce, reuse and recycle in our lives!



Healthier Without Contaminants

Our infants, toddlers and children below 10 years old are potentially higher at risk from contaminants such as 3-MCPDE and glycidyl esters (GE), which are found in vegetable fats and oils. We cannot see these contaminants with our naked eye because they are colourless and are produced during the process of refining.

This health concern was highlighted in a recent high-level webinar workshop themed *Mitigation of 3-MCPDE & GE: Industry Perspective* on 15 October 2020. IOI Edible Oils Sdn Bhd General Manager Ir Mr Shyam Lakshmanan participated in this knowledge-sharing platform that was attended by over 150 participants. Organised by the Malaysian Oil Scientists' and Technologists' Association (MOSTA) with the support of the Palm Oil Processing Special Interest Group, it also featured industry experts such as MOSTA President Tan Sri Emeritus Prof Datuk Dr Augustine S.H. Ong, Sime Darby Plantation Research Sdn Bhd Chief Engineer Ir Mr Mervin Chew Chien Lye and IChemE Malaysia Board Member Ir Mr Qua Kiat Seng.

With crude palm oil (CPO) washing, we have been able to reduce the 3-MCPDE level to below 1.5, and the GE level to below 3 parts per million (ppm). We have further achieved GE levels to below 1 ppm in post-refining treatment, but this requires further testing to determine oil safety. For our palm kernel oil and fractions, operational fine-tuning has even helped us to achieve 3-MCPDE and GE levels that exceed the current European Union standard requirements.

We will continue to strive to mitigate 3-MCPDE and GE levels for the safety of our consumers!



Look at how the CPO washing dilutes the inorganic chlorides.

Mr Shyam (top right) sharing his perspective on IOIEO's 3-MCPDE and GE mitigation strategies.

Dear colleagues at IOI Edible Oils Sdn Bhd,

We are proud of all your sacrificial love and selfless effort in extending the necessary help to our frontliners during this Covid-19 pandemic. When the Fire & Rescue Department was facing great difficulties in obtaining Personal Protective Equipment, all of you supplied 10 pairs of goggles to protect the officers in their hazardous duty to disinfect the Sandakan district.



The additional frontliners who are stationed at PPR Batu Putih Quarantine Center are grateful for the steel beds.

Even with the rise of Covid-19 cases in October 2020, all of you continued to reach out and support the Fire & Rescue Department. When their safety equipment failed, all of you did not turn a blind eye but provided spray equipment to aid them in their duties. When the Sandakan Health Department faced lack of amenities, all of you did not hesitate but purchased 15 units of steel beds and had them delivered the next day.

Thank you all for setting an excellent example of solidarity and commitment.



Thank you for your swift action to support our frontliners with the needed spray equipment.



We use proper Personal Protective Equipment during our spraying operations.

Never Stop Learning & Improving

Learning never stops even in the face of movement restrictions caused by the ongoing Covid-19 pandemic. That is why PT Sawit Nabati Agro (SNA) in Indonesia conducted various internal trainings on best agricultural practices in October 2020. It was a great opportunity for our colleagues to beef up their knowledge and operational skills in harvesting, spraying and manuring. Safety was important as everyone learnt to protect themselves from chemical hazards through proper control measures. All were also keen to learn about the basic elements of mechanisation during an introductory training session on mechanisation, with an eye on PT SNA's future direction to employ mechanisation technologies and reduce dependency on manual labour.



To move with the times, we need to embrace mechanisation.

A Time To Give & Share



The underprivileged children at Rumah Shalom, a foster home located in Puchong, are thankful for the Christmas gifts.



From Aeon to Popular, the tenants joined hands with us to bring a festive cheer to Rumah Shalom.

Amid the Covid-19 pandemic, we celebrate this Christmas without forgetting those who are in need of our help. Our IOI Mall Puchong and IOI City Mall employees spent some heart-warming moments with children and their caretakers at Rumah Shalom on 18 December 2020, and Cornerstone Orphanage Home on 22 December 2020. Under IOI Properties Group Berhad's *Think WE Not ME* campaign, each mall, together with their pool of sponsors (mainly mall tenants), gave out gifts ranging from delicious meals and mouth-watering desserts to toys and accessories to books and stationeries, as well as essential and household items.

Closing the year with a jolly holly Christmas for 21 children and five caretakers at Cornerstone.

MESSAGES OF GRATITUDE FROM OUR 2020 SCHOLARS



"This internship will provide real-world experience that enables me to put everything that I have learned into action and can help me to gain skills that can be applied to my future jobs to gain valuable work experience."

Ms Schubavani a/p Sathiaselalan
Bachelor of Accounting
Universiti Malaya

Congrats, Yayasan TSLSC Scholars

Schubavani and Wong Choon Lye are two of the 19 students who excitedly poured out their gratitude when they were told they have been selected as Yayasan Tan Sri Lee Shin Cheng's (Yayasan TSLSC) scholars. Over RM625,000 worth of scholarships have been awarded to these outstanding students who will be completing their various fields of studies in selected universities. To date, we have awarded over RM9 million worth of scholarships to 302 students since its introduction in 1998. Check out their gratitude speeches at: <https://www.facebook.com/yayasantansrileeshincheng>

"With this award, I am able to pay more focus on my studies instead of working part-time during my semester breaks and exams. I promise to strive for good results in coming semesters and contribute my abilities to the IOI Group in the future"

Mr. Wong Choon Lye
BEng (Hons) Mechanical Engineering
Universiti Tunku Abdul Rahman



Learning To Be Resilient

The Covid-19 pandemic has not deterred IOI Properties Group Berhad from actively engaging with youths and helping them to prepare for digital leadership. By co-organising an *International Youth Development Virtual Conference 2020* with Universiti Tunku Abdul Rahman, we have successfully reached out to over 600 youths from 19 different universities across seven countries. From 21 to 22 November 2020, they participated in the virtual conference and learnt how to be *Resilient Youth in a Post-Pandemic World: Digital Transformation & Urban Living*.

The platform covered topics such as digital transformation, quality education and opportunities, and skills development in the digital era, which are important tools for many of the youths who would be joining the workforce soon. More importantly, we are glad that it was an eye-opening session for them to gain insights into how to grow positively and stay resilient amidst the pandemic. In line with our *Young Urbanites' Sustainability Strategic Theme*, we will continue to commit to our mission on youth engagement.

Bunge Loders Croklaan's Sweet Favourite In Fi Europe



It is a key industry challenge to formulate products that offer the same taste and overall experience but with less sugar. Oils and fats play an instrumental role in retaining the consumer's taste experience in sugar-reduced products. *Sweettulin* is a total fat system that processes unique combinations of ingredients to preserve the overall taste and mouthfeel that sugar brings to a final product. The integrated formula of ingredients supports each other in unlocking natural flavours for an optimal sweet taste experience.



Bunge Loders Croklaan's (BLC) breakthrough solution, which promises 50% less sugar in confectionery, was a favourite contender in the recent *Fi Innovation Awards*. BLC's *Sweettulin*, which was introduced in May 2020, is the first-of-its-kind total fat system solution offering guilt-free indulgence of up to 50% less sugar in final confectionery products without compromising on taste, quality and overall product experience.

The cutting-edge solution was among the six nominees for the *Ingredient Innovation Award* in the prestigious *Fi Innovation Awards*. Organised by Fi Europe in December 2020, the awards celebrate companies and organisations breaking new ground in the food and beverage industry.

Thanks to *Sweettulin*, the melting property of the final product is optimised, resulting in a higher sweetness perception and experience without any lingering off-taste while maintaining the texture and product performance. It can be integrated seamlessly into customers' fat processing operations with the BLC Research & Development team support, helping them deliver sugar reduction innovations with pace while guaranteeing their brands' indulgence.

Karibon

First 100% shea-based premium cocoa butter equivalent (CBE)

Following the sweet success of *Sweettulin*, Bunge Loders Croklaan (BLC) further raised the standard in chocolate confectionery with the first, shea-only premium Cocoa Butter Equivalent (CBE). Hailed as a breakthrough for its plant-based, nutritionally balanced and sustainably-sourced ingredient, *Karibon* is everything that food manufacturers are looking for in a premium CBE. While delivering indulgence and a label-friendly product, they can now meet consumer demands for health-conscious and sustainable options that do not compromise on taste and quality.

Because *Karibon* is 100% shea-based, it has more stearic acid and lower levels of saturated fats compared to cocoa butter and other commonly-used CBEs. In addition, it offers better heat stability, fast crystallisation and great sensory experience. BLC Global Confectionery Innovation Lead Mr Imro 't Zand added: "Shea has a stronger compatibility with cocoa butter and improved bloom stability, enabling smoother processing." This versatile innovation was unveiled on 3 December 2020.

Healthy Kids, Happy Parents



Is Your Child A Picky Eater?

When your child makes a fuss about eating, it is not the food, but his/her behaviour.

Common Eating Behaviour

- 1 Only eat food prepared/presented in a certain way.
- 2 Eat the same food all the time.
- 3 Snack all day long.
- 4 Refuse to eat anything and only drink milk.
- 5 Refuse to eat veggies or fruits because they look or taste "yucky".
- 6 Spit and spat out new food.

Tips To Help Your Child Eat Nutritiously

- 1 No distractions (handphones, toys, books, TV, etc) during mealtimes.
- 2 Eat as a family and at the same time.
- 3 Sneak fruits/veggies into child's favourite food.
- 4 Make it fun. Make fruits/veggies look cute and eye-catching. Serve them creatively or with yummy dips/sauces.
- 5 Prepare meals together.
- 6 Introduce unfamiliar food with familiar food.
- 7 Avoid snacks before meal.
- 8 Reduce snack times.
- 9 Never pressure, trick, bribe or punish. Don't praise and reward too much and too easily.
- 10 Don't give up. Be patient and keep trying.



Yummy Frozen Fruity Yogurt Bites



- 1 Put yogurt into each muffin cup.
- 2 Press few pieces of fruit into yogurt.
- 3 Put muffin cups into freezer for two hours. Or freeze overnight.
- 4 Once frozen, remove muffin cups and serve. Or put in air-tight plastic bag into freezer for up to two weeks.
- 5 Your child will love it.

Extracted from IOI Properties Group Berhad's Webinar on Healthy Kids, Happy Parents on 18 December 2020.

Transforming Oil Palm Trunks Into *High Quality Sustainable Materials*

Some have tried and failed. Others find it way too difficult, troublesome and a hassle, preferring to rely on subsidies. But not Mr Peter Fitch. With a love for projects and innovation, coupled with his personal motto of “Where there is a will, there is always a way to succeed”, he has held on to the belief that oil palm trunks (OPT) can be economically developed into value-added wood products. More than that, his concern about the environment and desire to make a positive difference to the world has driven him to keep on trying for the past 25 years. But a viable system has still not been found. Until three years ago...

Lighter, Stronger & Eco-Friendly

Although Malaysia has almost 10 million acres of total plantation area for oil palm, and an abundance of palm trees that are felled due to replanting, it is painstakingly challenging to recycle them into usable timber-like materials. Unlike commercial rubberwood or solid woods such as tropical timbers and temperate lumber, oil palm has vast structural differences because of its monocotyledon nature. Palm wood has high moisture content, ranging from 150% to 600% that is four to five times higher than other timbers like rubberwood. As for density, it varies from 150 kg/m³ to 700 kg/m³.

As rubber plantations are declining along with the decrease in the usage of rubberwood as a sustainable material in the

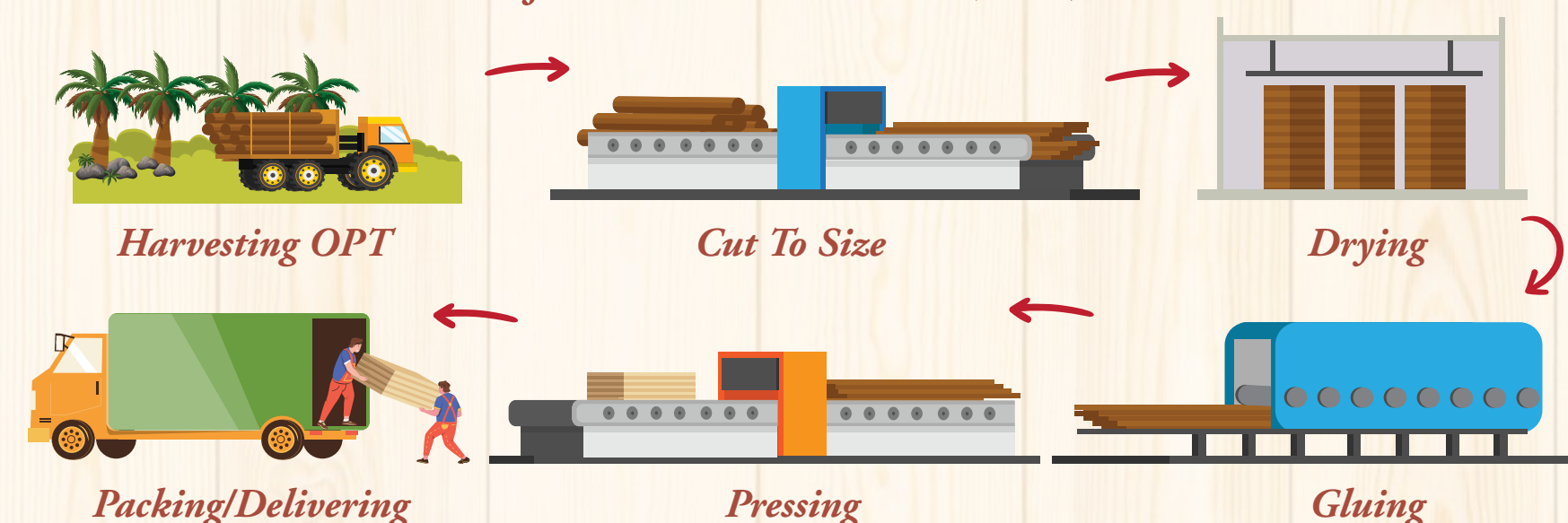


Mr Fitch said: “Palm wood’s core material makes it a viable material for lightboards which are a great element for the production of furniture.”

furniture, construction and building materials industries, it seems necessary that someone should find a way to use OPT as the next option.

With a 25-year experience in the rubberwood industry and a love for projects, our avid explorer finally discovered a commercially viable system to harvest and process OPT by thinking out of the box and working alongside a consortium of European machinery manufacturers. This innovative business model won the first prize in the *AmBank BizRACE 2018 Challenge* and is the backbone of a joint venture with IOI Corporation Berhad (IOIC) called IOI Palm Wood Sdn Bhd.

How IOI Palm Wood Transforms Oil Palm Trunks (OPT) Into Sustainable Materials



Making Profit With A Purpose

IOI Palm Wood will be the first and only corporation in the world to commercially and sustainably produce engineered wood panels from unused OPT. With a 15-acre factory equipped with kiln drying and panel production expertise and technology, located at Gomali Estate in Segamat, Johor. This facility will be able to produce high-performance lumber and panel products that are environmentally sustainable, lightweight, dimensionally stable, with a high strength and good screw holding, and comparatively higher fire resistant than traditional timber.

Chief Executive Officer of IOI Palm Wood Mr Fitch emphasised the positive impact of OPT on the environment: “For every cubic metre of palm wood produced, we are in effect capturing approximately 250 kg of carbon, which would otherwise be released into the atmosphere as carbon dioxide or methane. Furthermore, when

we utilise the otherwise redundant OPT and substitute them for traditional timber, we are in effect preventing the logging of natural forests.” We are also contributing to the circular economy by eliminating waste as we are using practically everything from a palm tree.

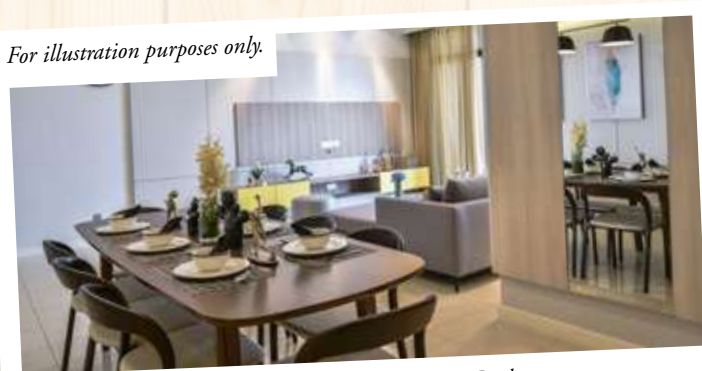
This scalable, sustainable and profitable business model is in line with Group Managing Director & Chief Executive Dato’ Lee Yeow Chor’s diversification strategy and vision to increase our non-crude palm oil segment. Through IOI Palm Wood, we expect to produce 80,000 m³ of premium grade kiln dried palm lumber, blockboards and palm wood panels under our *OnCore* brand to be marketed to an expanding demand of office and household furniture.

Mr Fitch looks forward to the completion of the factory which targets to open by the end of 2021, and envisions to replicate this model to our other plantation estates. As his effort finally bears fruit, this risk taker sums up his passion to persist: “I live to perform to the best of my ability in all aspects of my life. It is worth it and I believe it is worthwhile because I just enjoy what I do.”

“This palm wood is not such a beautiful wood with all its rough and heavy fibrous texture. But the core is beautiful because of its inner fibres that are like reinforced concrete that give the wood its ultimate strength.”

Mr Fitch describing the origin of the name, *OnCore*.

For illustration purposes only.



IOI Properties Group Berhad, Puteri Hills Condo, Puchong.

Welcoming Royalty To Sagil Estate

When we learnt that the younger brother of our King of Malaysia is interested to know more about our cash crops at Sagil Estate in Tangkak, Johor, we are honoured and pleasantly surprised. We eagerly waited and welcomed the arrival of the charming Young Prince. The dashing Yang Amat Mulia Tengku Arif Temenggong Tengku Fahd Mua’adzam Ibni Al-Marhum Sultan Haji Ahmad Shah arrived with an entourage of friends at our estate

on a sunny Wednesday afternoon on 25 November 2020. The visit was led by IOI Paya Lang Regional Office General Manager Mr Leang Hon Wai. After enjoying a knowledgeable and enlightening session on the intercropping of pineapples, the ways to cultivate cash crops, the methods of planting and more, our 26-year-old royal guest and his friends were all smiles as they left our estate.



Showing the right way how pineapples are grown and cultivated.



Taking a closer look at how each pineapple plant is carefully planted.



Prince Charming learning how to do it the right way.



The tour ended at the coconut breeding section.



Mr Leang (right) handing a gift to our visitor before his departure.

Beyond Oil Palm To Other Crops

Naturally sweet, rich in aroma, containing up to four times more Vitamin C than other variations, this global favourite roots all the way from Costa Rica. Here in Malaysia, do you know it is hailed as the *Musang King of Pineapples*? MD2 pineapples are currently the most popular variety planted in Malaysia due to the high domestic demand and global demand, specifically from China.

With the tenacity and persistency of our Sagil Estate team, 25,000 MD2 pineapples

have been planted each month since August 2020. By December 2020, a staggering 125,000 MD2 pineapples have been successfully planted with minimal workforce. These pineapples are intercropped between rows of aromatic green dwarf/pandan coconut trees and other crops such as bananas and kenaf at Sagil Estate. Within the early months of 2022, we expect to reap a bountiful harvest of deliciously golden and tasty MD2

pineapples as well as other cash crops when they are ripe for harvest.

Instead of relying solely on oil palm, IOI Corporation Berhad’s (IOIC) strategic priority to diversify to other crops was envisioned by IOIC Group Managing Director & Chief Executive Dato’ Lee Yeow Chor in his five-year plan which was introduced in March 2020. As we diversify our crops from 99%

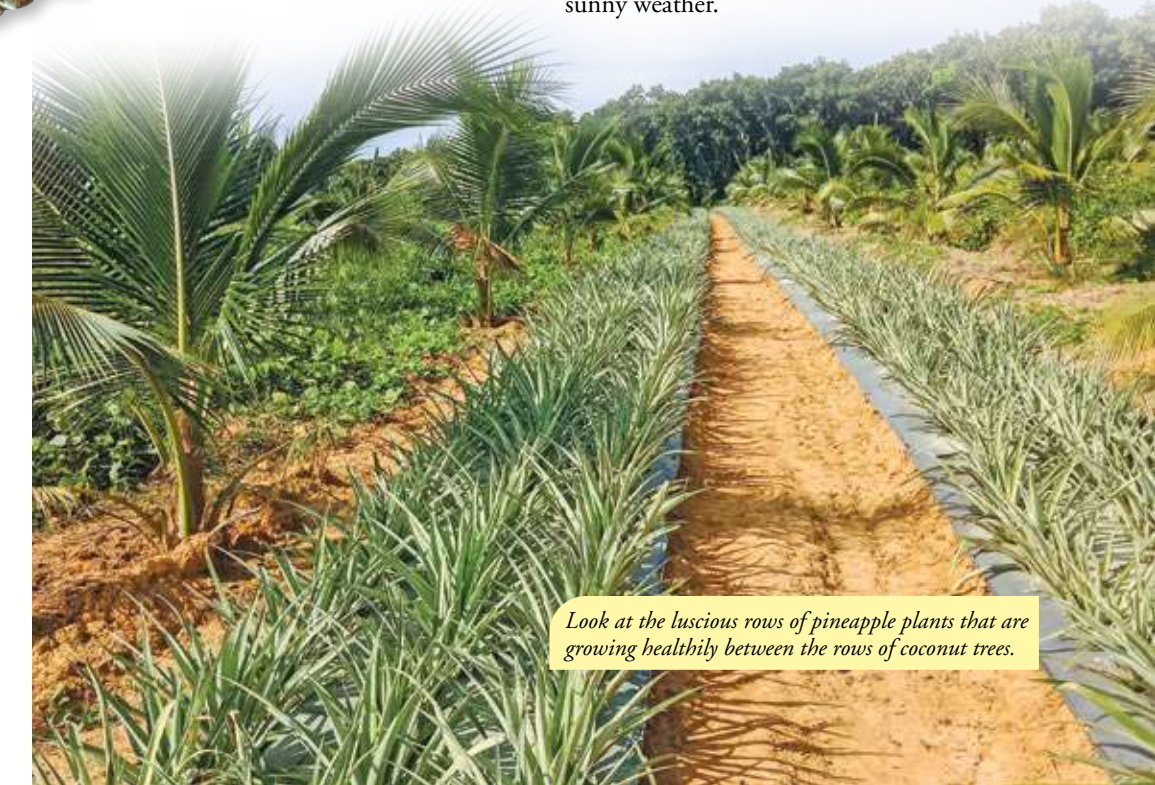
reliance on oil palm to other crops, we will be limiting our exposure to palm oil price volatility as we grow and yield a field of profitable cash crops. Intercropping pineapples with other fast-growing crops will also improve our soil conservation and increase our land output.

Pamol Acting Manager (Agronomy) Mr Mohan Subramaniam is confident that this pilot project will be a fruitful success due to the determination of our Sagil Estate team, the guidance of Senior Business Development Manager Mr Lawrence Lor and of course, the sunny weather.



Holes are prepared on a plastic mulch film that prevents the growth of weeds.

Then, each pineapple plant is carefully rooted within each hole.



Look at the luscious rows of pineapple plants that are growing healthily between the rows of coconut trees.



IOI E-SPORTS FIFA21 CHALLENGE

Building townships is IOI Properties Group Berhad's (IOIPG) forte, but engaging with the millennials is IOIPG's latest strategy that is successfully ongoing. Look at the 800 youths who eagerly waited to hone their e-sports skills when Malaysia's professional FIFA player Luqman "Fenrir" Haziq invited them to challenge him in IOIPG's inaugural *IOI E-sports FIFA21 Challenge*.

Fresh upon the success of our *IOI Hackathon* back in July 2020, this online tournament ran from 18 to 25 October 2020. It was an exhilarating week where the players pitted against each other in two qualifier matches that saw eight winners from each qualifying round move forward to battle in knockout rounds of Quarter Finals, Semi-Finals, and the Finals.

In addition to the tournament, Luqman offered his insights into e-sports, and shared gaming techniques, tips and challenges during a live sharing session on 19 October 2020. He also played matches against selected members during a live stream on IOIPG's Facebook on 21 and 22 October 2020. Two players, Putera Suffie Nizam Bin Subardron and Roshand Shane, showed off their FIFA21 competitive gaming skills in the Finals, with the former

winning the champion title and RM5,000 cash prize money.

IOIPG Chief Sales & Marketing Officer Mr Jason Tie summed it up: "We are pleased to be able to help build a strong foundation for e-sports skills, one of the increasingly popular interests amongst youths. With this competition, we are providing equal opportunity to all by facilitating grassroots participation; a valuable segment which is often overlooked."



PVTERA
IOI E-SPORTS
FIFA21 CHALLENGE
MEET THE NEW FIFA21 CHAMP

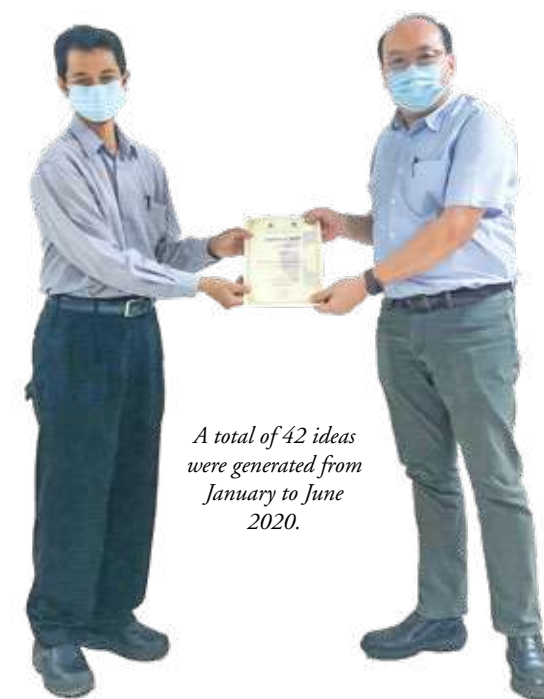
Excellence In FTP



Congratulations to all the teams for your contributions and constant improvements!

Housekeeping Appreciation Week

Let us put the spotlight on the men and women who are at the heart of the house who have ensured the cleanliness of the rooms and the comfort of our guests' stay in our hotel throughout this pandemic period: the Housekeeping Department. Housekeeping Week at Le Méridien Putrajaya was celebrated with much activities such as a karaoke competition, a treasure hunt and a sumptuous treat. A round of recognition awards were also given out to them to laud their hard work and commitment.



A total of 42 ideas
were generated from
January to June
2020.

Bringing Creative Ideas To Life

The idea was to divert sweet water continuously from IOI Pan-Century's (IOI Pan-Cen) Splitter 1 plant to Glycerine 2 and 3 plants without any interruption or the need for Glycerine 1 plant to stop operation.

The innovative, productive and cost-saving idea was the brainchild of our Fatty Acid production team, comprising Mr Zulkiflee Ahmad (left in top pic), Mr Mohammad Izzat and Mr Cheng Kai Cong. At a cost of merely RM5,200, the trio managed to help our company save RM20,000 a year by maximising production at the plants and improving the quality of the USP glycerine.

This creative idea, along with nine other ideas, were recognised during a *Kaizen Award Ceremony* on 26 November 2020. IOI Pan-Cen Chief Operating Officer Mr David Koo (right in top pic) applauded the winning teams' efforts in improving the quality and competitiveness of the company while reducing wastage and increasing overall productivity and efficiency.

Bunge Sells Its BLC Rotterdam Refinery

Bunge Limited announced on 3 November 2020 that its Bunge Lodders Croklaan (BLC) joint venture has entered into an agreement to sell its refinery located in Rotterdam to Neste Corporation (Neste) for €258 million in cash, excluding working capital. Bunge Limited will lease back the facility from Neste in a phased transition through 2024 so that it can continue to supply its customers with its products. The transaction is expected to close in the first quarter of 2021, subject to regulatory approvals.



IOI Pan-Century (IOI Pan-Cen) continues to foster a culture of excellence by holding a half-yearly *Functional Team Programme* from January to June 2020 which drew the participation of 28 teams. On 5 November 2020, IOI Pan-Cen Chief Operating Officer and Quality Council Chairman Mr David Koo, along with Council Members, presented cash awards to 18 Exemplary Teams while six teams were placed in the *Good Performance* category and 12 teams achieved the *Exceeding Requirement* category.

Well done to the top three teams: IOI Pan-Century Edible Oils Sdn Bhd's Electrical & Instrumentation (E&I) team, IOI Pan-Century Oleochemicals Sdn Bhd's E&I and Mechanical teams. A Trophy Award was conferred to Fatty Acid – Spl 2 and Gly 2 (Team Achievement Award), E&I Refinery (Key Performance Award), Refinery Oil Filling & Operation (Best Improvement Award and Best 5S/TPM Implementation Award) and Refinery Physical (Best Presentation Award and Best Leader Award).

Vote for
IOI
Service
Heroes!

1 Sept 2020 – 28 Feb 2021

For more information:

8064 8833

Happy To Serve



MCT Oils: Made In Germany



Some are adding it to their morning coffee to kickstart their metabolism. Stars such as Halle Berry and Kourtney Kardashian are known to incorporate it into their ketogenic diet. Athletes claim it gives them more energy and turns their bodies into a mean, fat burning machine. People are buying medium chain triglyceride (MCT) oil to integrate it into their favourite food and drinks.

MCT oil is different from normal dietary fat. With a chain length of C6 to C10, it is easily absorbed into the body. This positive dietary effect is why MCT oil is so often used in food and nutritional supplements. That is why the global market for MCT oil has not dwindled with the arrival of Covid-19. In fact, it is poised to grow by USD256.95 million during 2020 and 2024 in North America, while Asia Pacific is emerging as the fastest growing

regional market due to the rising consumption of dietary supplements offering weight loss and blood sugar regulation. Whether as carriers for flavours or vitamins, or as glazing and coating agents, or as components of special dietary and ketogenic nutrition – IOI Oleo GmbH is a leading supplier of MCT oils in Europe.

Our MCT oils are produced under IOI Oleo GmbH's *Nutrition* business unit. They are developed in our state-of-the-art esterification plants at our production sites in Wittenberge and Witten with multi-step short-path distillation, as well as a highly efficient single plant for manufacturing MCT oils.

Our palm-free varieties are based on coconut and are marketed worldwide under the well-known WITTARIX® and MIGLYOL® brands. As for our palm-based MCT, they are based



Witten Plant

on palm kernel oil and are available with Roundtable on Sustainable Palm Oil (RSPO) certification because we are RSPO Supply Chain Certification Standard (SCCS) certified and committed in the local Forum for Sustainable Palm Oil (FONAP). With production expertise and product excellence, our versatile MCT oils are ideal and adapted to respective requirements because they are *Made In Germany*.

Wittenberge Plant



As one of the largest manufacturers of MCT oils in Europe, we increasingly serve our customers with individual solutions to meet their special requirements.

Rather than throwing away pre-loved items and piling up the landfills, what better way to deck the halls than to give these recycled items a new lease of life and lift the spirits amid a challenging year? This Christmas, South Beach Singapore is bringing sustainability to new heights by recycling pre-loved items and incorporating them into the festive decoration across the development.

Pre-loved clothes, accessories, toys and books have been collected in a partnership with EcoBank. They have been creatively repurposed and beautifully displayed through an actual spinning Ferris wheel, Christmas trees and display boxes across the South Beach development.

With close to 3,000 pre-loved items on display, South Beach has been awarded the *Largest Christmas Decoration of a Building using Recycled Materials* by the Singapore Book of Records. After the Christmas display period, the unutilised items that are still in good condition will be donated to non-profit organisations for the underprivileged.

Congratulations to South Beach! This initiative is a testament to South Beach's long-term commitment to sustainability. It also showcases that indeed everyone can do their part to contribute to a more sustainable planet.



Introducing *IOI Grow*!

Albert Einstein once said: "Wisdom is not a product of schooling but of the lifelong attempt to acquire it." IOI Corporation Berhad (IOIC), through the Corporate Learning & Organisational Development Department, is taking a step closer to help its employees learn continuously and unleash their full potential.

Unveiling for the first time, *IOI Grow* made its big bang launch on 17 December 2020, bringing IOIC closer towards adapting technology and digitalisation in its employees' capability building as well as personal and professional development.

IOI Grow is an online Learning Management System (LMS) by Disprz which opens access to over 50,000 courses of GOI subscribed contents. An alternative to physical classrooms, *IOI Grow* reduces time and location constraints. In line with IOI Vision and three IOI Core Values (*Innovation, Team Spirit* and *Excellence in Execution*), this digital innovation opens the door for our employees to learn at their own pace with unlimited content at hand.

The first batch of employees in IOI headquarters will be able to access this e-learning platform for the next 12 months, anytime and anywhere through self-directed or curated learning will be able to access this e-learning platform for the next 12 months, anytime and anywhere through self-directed or curated learning. They will have a more targeted learning experience in various subjects related to their current role such as operational management, technical skills and leadership as well as acquire various personal development skills such as healthy living, meditation and stress management.



"It is my aspiration for you to take the opportunity to actively learn and upskill yourself in order to be more effective and efficient in your given role. The benefits you will gain is tremendous and will not be limited to just the workplace, but in your own personal development as well."

~ IOIC Group Managing Director & Chief Executive Dato' Lee Yeow Chor during the virtual launch of *IOI Grow*.

Living Life Wonderfully

The Covid-19 pandemic has affected our lives and left many of us struggling to feel optimistic. We may find it hard to stay hopeful when many of the things we have been looking forward to – vacations, weddings, family visits, concerts, sporting events, graduations, birthday parties, baby showers and other celebrations – have been cancelled or delayed as a result of the crisis.

But just because it is difficult, challenging and unpredictable, it does not mean we should give up. In fact, it is even more important than ever to try and cultivate hope and look towards the future, no matter how uncertain things might look. This is the time to build your resilience and be prepared to move forward.

"Imagine a new potential future — one with good times and challenges overcome instead of a bleak, powerless tomorrow."

2 **Imagine a brighter future with all of its positive experiences.**
This drives you to keep going even when you want to give up.

3 **Enjoy smaller treats rather than fear of missing out.**
This enables you to appreciate every little thing and moment in life.

4 **Learn to practise gratitude and be appreciative.**
This shifts your focus to what you do have, instead of what you do not have.

5 **Look forward to a positive future, where anything is possible.**
This helps your brain consider other possibilities and makes you stay hopeful.

1 **Anticipate something good coming your way.**
This pushes you to accomplish tasks you may not necessarily want to do.

Give & Take Feedback Positively & Constructively

Effective feedback is beneficial to the giver, the receiver, and the wider organisation. It is valuable information that will be used to make important decisions as well as to highlight strengths and weaknesses. It is also required if individuals and teams are to continuously improve in order to capitalise on valuable learning opportunities. Unless you are working on improving a toxic workplace, chances are that everyone on your team wants the best for the company, better team communication and even more opportunities to recognise hard work.

5 Steps To Give Good Feedback

Giving feedback is hard but important. Don't wait. Providing prompt and specific feedback rather than avoiding or postponing it shows that you are dealing with the issues at hand and this will have a positive impact on the individual, team and organisational performance.



1 Ask For Permission

(Be Respectful and Sensitive)

Start with a simple "Hey, do you have a minute for some quick feedback?" to help your receiver be mentally ready for it, whether it will be a positive or negative feedback.



2 State What You Observed

(Be Specific and Clear)

Saying "The report that you turned in yesterday was well-written and understandable about the budget" is more positive than just saying "good report". Or saying "We have completed many assignments and have two months to go to meet all our targets" is more constructive than saying "you haven't met your deadline."



3 Explain The Impact

(Specify Potential Direct Impacts)

Describe subjectively on how the person's behaviour has impacted you, the team or the organisation. Use "I" or "we" to make a point, and avoid playing the blame game.



4 Pause

(Allow A Two-Way Conversation)

When you have said your piece, stop. Give the other person time to think through what you have said in order to respond to it.



5 Suggest Concrete Next Steps & Follow Up

(Describe the Behaviour, Not the Person)

Give several actionable suggestions that the other person can undertake. They will appreciate that you are giving them the first step to improve the situation. To ensure your feedback is well received, follow up and monitor progressively on the steps that are taken.

5 Steps To Take Feedback Like A Pro

Receiving feedback is hard but inevitable. Taking it well is a crucial key to success in your professional life. Learning how to use it wisely can be a game changer as it shows that you are humble and willing to give serious consideration to other people's suggestions.



1 Recognise Good Intentions

(Be Open and Calm)

Recognise the goodwill in whoever is offering the feedback. Don't take it personally. Instead of fuming inside or being defensive, take a deep breath and remind yourself that this person is only trying to help.



2 Listen Actively

(Disconnect Feelings and Be Perspective)

Try to understand what you are told, so you can address the issue. Different perceptions could play a role here, hence you want to get down to the facts, rather than opinions.



3 Accept Your Imperfections

(Ask Questions and Suggest Solutions)

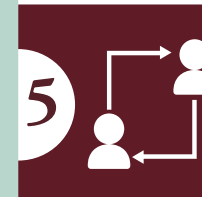
If you initially struggle when receiving the feedback, ask for time to process the information and schedule another meeting. Then, come prepared with questions to help you better understand the feedback, or which points you could improve on. But never feel threatened or too proud and deny or ignore the feedback.



4 Be Gracious

(Acknowledge Mistakes and Grow Positively)

Thank the giver for the feedback, irrespective of the content or whether you agree with it or not. Remember, constructive criticism exists to help you.



5 Follow Up

(Strategise Accordingly and Seek Support)

Use the feedback constructively by seeking guidance or working together with your giver to come up with an action plan on how to improve. Demonstrate professionalism through your informed next steps and show effort that you are willing to grow.



Celebrating Customer Service Week

During the *International Customer Service Week*, we at IOI Mall Puchong rewarded our amazing customers with baby succulents on the first week of October 2020, to thank them for being our loyal patrons.



Donate Blood, Save Lives!

Because every drop counts! IOI Mall Kulai and Hospital Sultanah Aminah successfully drew in more than the targeted 70 donors at its blood donation drive on 30 November 2020. We are pleased that the giving spirit of the public has helped sustain a sufficient blood supply during this pandemic.

Protect Kids From Drugs



Shahzan IOI 2 Estate, represented by Cadet Assistant Manager Mr Muhd Nashrul bin Darto (*right*), is helping Sekolah Kebangsaan LKTP Selancar 1 to tackle drug abuse among adolescents and youths by creating early awareness through a school-based drug-prevention education. We believe that this campaign will effectively help school children and has since presented a small token of support to the school.



ioi Kids Club

Great news! IOI City Mall has launched its *ioi Kids Club*, and is now open for registration. With a one-time RM30 registration fee, young patrons aged 12 and below can sign up as members and receive exclusive membership gifts, special invitation to workshops, events and movie screenings, as well as entitled to great deals at participating outlets in the mall. So, what are you waiting for? Head to the nearest Information Counter to register.



IOI LiVO Includes malls

Have you signed up for IOI LiVO? Do you know that a world of benefits awaits you, exclusively for IOI Properties Group Berhad's buyers? And now, members get to enjoy special privileges and collect points while shopping at IOI City Mall, IOI Mall Puchong and IOI Mall Kulai.

International Chef Day



Le Méridien Putrajaya.

For all the delectable dishes we have had on special and ordinary days, we owe a simple 'thank you' to the person who has prepared the food for us. And there is a special day dedicated to honour their work: *International Chef Day*, which is usually observed on 20 October annually.



Four Points by Sheraton Puchong.

Le Méridien Putrajaya and Four Points by Sheraton Puchong celebrated this day by gifting a slice of burnt cheesecake as well as snacks to all associates. Not only that, the chefs were given recognition awards for their dedication and delicious contributions.

The Colours Of Deepavali



Beautiful *kolams* and colourful decorations lit up IOI City Mall, IOI Mall Puchong and IOI Mall Kulai during the *Festival of Lights* in November 2020.



Joyous Christmas Spirit

It is a jolly holly Christmas with the presence of lovely festive candies and desserts decoration uplifting the mood of Christmas at IOI City Mall, IOI Mall Puchong and IOI Mall Kulai. Definitely insta-moment worthy!

CHINESE NEW YEAR

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