

Adapting To The New Normal In The Workplace Page 10 >



B E R I T A IOI

The Official Newsletter of



IOI GROUP

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Staying Resilient

The global spread of the Covid-19 pandemic impacts all industries in all directions. IOI is not spared. The disruption, uncertainty and volatility of the crisis affects both IOI Corporation Berhad (IOIC) and IOI Properties Group Berhad (IOIPG). Yet while many corporations are reeling from the shock and facing a bleak or uncertain future, we are able to respond with resilience. Our strong fundamentals and foresight have enabled us to respond at the speed of Covid-19's impact.

Even before Covid-19, we have embraced automation, mechanisation and digitalisation in our plantation and property industries. Our transition towards mechanisation approaches in our estates has enabled us to conduct our operations with minor disruptions and still remain competitive. Over at IOIPG, our digital journey has started way before the implementation of the Movement Control Order. Our digital marketing capabilities coupled with aggressive sales and marketing strategies have enabled us to entice buyers even during the lockdown.

Turn to page 8 and 9 in the Cover Feature to view how we have utilised technology to sustain our performance.



Continue These Hygiene Practices And Habits To Prevent Covid-19



Wear Face Mask

The virus spreads through droplets so continue to mask up for protection to lessen the possibility of infection.



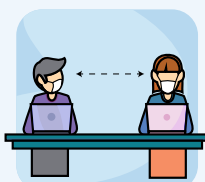
Limit Elevator Capacity

Continue to maintain safe distancing in the elevator. Put on a face mask and limit interaction in enclosed space.



Clean Your Hands

Cleanliness of hands plays a key role in cross-contamination prevention. Wash your hands thoroughly with soap and water, and apply hand sanitiser.



Practise Physical Distancing

Avoid close contacts and gatherings in common spaces, and avoid sharing office supplies and equipment.



Conduct Virtual Meeting

Take advantage of online platforms to conduct virtual meetings and discussions, which will lessen the needs of other precautionary measures.

**Do Not Let Your Guard Down.
Stay Safe By Staying Cautious!**

Source: The Star.



Dato' Lee Is The New MPOA Chairman



Dato' Lee Yeow Chor, Group Managing Director & Chief Executive of IOI Corporation Berhad, has been elected as the new Chairman of the Malaysian Palm Oil Association (MPOA), for the term 2020 to 2022 during its Annual General Meeting and Council Meeting on 29 June 2020. Dato' Lee was the Chairman of Malaysian Palm Oil Council (MPOC) from February 2009 to March 2020.

Dato' Lee's vast and long experience in a wide range of matters related to the palm oil industry will definitely give MPOA the added boost in addressing issues plaguing the plantation sector.

MPOA, established since 1999, is a national association comprising 121-member plantation companies which own and/or manage a combined total of 1.82 million hectares or 40% of oil palm planted area, making it the single largest association representing the industry in Malaysia.

Editor's Note

All around the world, everyone is impacted by Covid-19. All of us have to change our ways or adjust to a new normal of doing things. The spirit of resilience empowers us to cope and thrive amidst the adversity. Similarly, resilience enables IOI Corporation Berhad (IOIC) and IOI Properties Group Berhad (IOIPG) to respond positively during the Covid-19 crisis. The stories in this issue depict resilience, hope and our resolve to overcome the challenges together.

On 1 July 2020, Malaysia reported no new Covid-19 local transmissions. Though we can't wait to get back to the old normal, it is wise to continue our ways with a cautious and watchful attitude, knowing that Covid-19 is still lurking in the background. Some countries are still struggling with new cases almost every day while others are trapped in a dark Covid hole.

Let us look ahead together towards a positive future and adopt a resilient mindset to "conquer all obstacles thrown at us," just like our new CEO of IOIPG, and move forward in confidence.

"Success is a journey, not a destination. We must set our mind to conquer all obstacles thrown at us."

IOI Properties Appoints New CEO

IOI Properties Group Berhad (IOIPG) appointed Dato' Voon Tin Yow as the new Chief Executive Officer (CEO) effective 15 April 2020 while Mr Lee Yeow Seng was redesignated as Executive Vice Chairman to be responsible for the strategic direction in sustaining the overall growth of IOIPG.

Dato' Voon, who has 35 years of working experience in the construction and property development industry, played a key role in the success stories of SP Setia Bhd and Eco World Development Group Bhd. A leader who is equally committed to his work as well as to his health, fitness and nutrition, Dato' Voon strives for growth, excellence and success. We warmly welcome him into our IOI family. Read on to know him better:

1. As the new CEO of IOIPG, can you elaborate on your role?

My primary role as CEO of IOIPG is to lead the Team to achieve the goals and objectives set by the Board of Directors. To achieve that, I must:

- provide direction with clear communication to the Team;
- motivate the Team;
- provide support in terms of conducive work environment, infrastructure, training/coaching and leadership; and
- work with the Team to plan, strategise and execute our business operations.

2. What are your future aspirations for IOIPG and how do you plan to achieve them?

I envision IOIPG to be the leading property corporation with a strong brand name known for its quality excellence, innovation and dynamism. To achieve this, we start with building the Team by:

- inculcating a culture of excellence;
- developing competencies through training and coaching programmes;
- putting in place a performance management system to drive and reward high performance;
- promoting teamwork;
- engaging staff at all levels for effective execution and alignment of company interests;
- embracing technology for effectiveness and efficiency; and
- emphasising creativity and innovation.

3. You have led many property corporations to success. What is your definition of success?

Success is a journey, not a destination. Therefore, a company can be successful only if it can continue to be relevant to the marketplace. Successful companies would have some of the following characteristics:

- sound work and business ethics;
- a highly competent and engaged workforce;
- a culture of excellence and continuous improvement;
- strong teamwork and collaboration;
- fair and equitable reward system;
- staff work-life balance; and
- clear vision and direction from top leadership (Board of Directors, CEO, other senior leaders).



No mountain is too high when Dato' Voon sets his mind to conquer it.



4. How can employees model these successful fundamental practices across the corporation?

For one to embark on a successful journey in one's career, one would have to:

- be ethical in one's conducts;
- be willing to work hard;
- constantly self-improve;
- be a team player;
- take pride in one's work; and
- be mindful of one's own personal physical and mental well-being (eat right, exercise, relax and be happy).

5. What is your outlook for the property industry in light of the Covid-19 pandemic? What is your focus/priority now?

The property industry will remain to be challenging in the near future but I am hopeful that the Covid-19 pandemic will soon be brought under control. If we look back in history, humankind has overcome all odds, persevered and thrived. This time is no difference.

For all of us at IOIPG, we must remain vigilant to face the challenges of the new normal and set our mind to conquer all obstacles thrown at us. At the same time, we must focus on building a competent, highly engaged and dynamic Team, ready to take IOIPG on a sustained trajectory of growth.

Dato' Voon celebrated his birthday with IOIPG colleagues at IOI headquarters on 29 June 2020.

6. Can you share more of yourself to our IOI family members?

I am liberal in my thinking. I am friendly and approachable despite the cool facade 😊. I believe in collective wisdom in making decisions and inclusive policies for the greater good of society. I believe in equality and treat others with respect and dignity.

I believe that self-discipline is one of the key success factors in one's life. I watch my nutritional intake and exercise regularly. I do not drink tea or coffee.

Dato' Voon is into healthy diet but when it comes to musang king, he is a true Malaysian at heart.

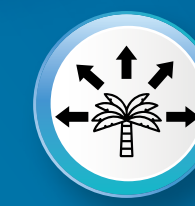


Advancing Our 5-Year Plan

The following are our medium-term goals and targets for five years from 2020 to 2024:



Increase group-wide oil palm yield through higher fresh fruit bunches yield & oil extraction rate.



Diversify crop plantings from 99% reliance on oil palm.



Increase profit contribution from oleochemical business through organic expansion & new product applications.



Reduce labour requirement in oil palm plantations by increasing land to labour ratio.



Exploit new business opportunities from by-products of oil palm cultivation, through value-added utilisation of empty fruit bunches fibres, palm trunks, methane gas, mill effluent, etc.



IOI Pan-Century (IOI Pan-Cen) has appointed Mr David Koo as the new Chief Operating Officer (COO) effective 3 February 2020, replacing Mr Gurdev Singh who retired from the company.

IOI Pan-Cen Welcomes New Captain

Mr David Koo joined IOI Group in November 2003, with his most recent posting being Chief Marketing Officer at IOI Oleo GmbH for three and a half years. He said: "I am very excited about this new chapter of IOI Pan-Cen. I have always been passionate about oleochemical business and our employees, and I look forward to building a highly successful, agile and focused company, capable of providing excellent services and products to customers, world-class opportunities to employees and creating value for our shareholders."

Mr Koo has taken notice of the 'can do attitude' that is prevalent in the IOI Pan-Cen culture and have begun motivating fellow colleagues to overcome operational issue through Kaizen and other continual improvement initiatives. In line with one of IOI's Core Values, Excellence in Execution, he makes it his priority to ensure that the company meets its business objectives efficiently. With the current Covid-19 pandemic, he acknowledges that the outlook of the oleochemical industry is somewhat unpredictable but he is confident that a growth in demand for soap products will align the company to meet market demands while remaining competitive.

Mr Gurdev Singh, previous COO, retired from IOI Pan-Cen on 31 March 2020 after 39 years of service to the company. He started as an Accounts Clerk in 1981 before working his way up to the COO post which he officially took helm on 1 October 2013. Before his departure, he thanked all employees, customers, partners and stakeholders for their tremendous contributions, loyalty and support over the decades in which IOI Oleo has grown to be one of the largest oleochemical producers to cater to more than 80 countries worldwide.

Raising The Bar

Our high-achieving colleagues from various Project Teams at IOI Properties Group Berhad (IOIPG) received recognition for the exemplary quality in seven residential projects across four townships in Klang Valley. The awards took into consideration the internal and external QCLASSIC scoring by the Construction Industry Development Board (CIDB) Malaysia, and the winning recipients took home monetary incentive, an exclusive IOI Quality Star jacket and a certificate of achievement each.

IOIPG Chief Executive Officer Dato' Voon Tin Yow (pix) congratulated the teams from La Thea Residences and N'Dira Townhouse (16 Sierra), Sky Condominium and Park Villa Condominium (Bandar Puchong Jaya), Pavilion Service Apartment (Bandar Puteri Puchong), and The Clio Residences and Conezion Tower Phase 1 (IOI Resort City) during the IOIPG Quality Awards at Le Méridien Putrajaya on 18 June 2020. IOIPG Executive Director Ms Lee Yoke Har, Chief Operating Officer (Property Development) Mr Teh Chin Guan and Chief Operating Officer (Property Investment) Mr Cheah Wing Choong were also present.



Asia Sustainability Reporting Awards
Asia's Best Sustainability Report (Design)
FINALIST 2019



IOI Corporation Berhad's Sustainability Report (SR) is the only Malaysian finalist in the Asia Sustainability Reporting Awards (ASRA) 2019 in the category of Asia's Best Sustainability Report (Design). Focusing on Harnessing Sustainable Partnerships, our third SR demonstrated our strong collaborations to help build a more sustainable ecosystem.

This award, which is the most prestigious recognition for sustainability and integrated reporting in Asia, has enabled us to benchmark our reporting practices with other international participants.



Best Developer Award

The Cruise
RESIDENCE

BANDAR PUTERI PUCHONG

IOI Properties Group Berhad (IOIPG) bagged the Best Developer Award while The Cruise Residence in Bandar Puteri Puchong received the Best Modern Living Development Award at the ASEAN Property Developer Awards 2019/2020. This prestigious recognition exemplifies innovation and creativity in the property development sector; and all nominees are evaluated by a group of independent jurors. Both awards are a testament to our innovation and creativity in the property industry.



Soapfuls Of Hope & Care

Instead of disposing the raw soaps that are produced from IOI Pan-Cen Oleo Oleochemicals Sdn Bhd's (IOI Pan-Cen Oleo) Quality Control tests on soap noodles, IOI Pan-Cen Oleo repurposes them to help the community without letting them waste or go to the landfill. For the third time, IOI Pan-Cen Oleo will assist non-profit organisation, Kechara Soap Kitchen by supporting their *Soap for Hope* empowerment project.

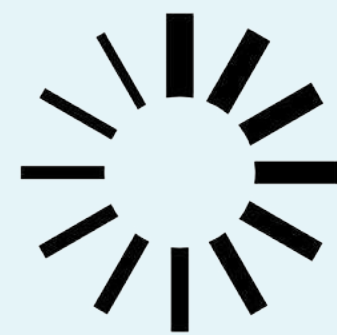


On 12 June 2020, IOI Pan-Cen Oleo collected 50 kg of clean soap scraps (*pix*) and contributed to Kechara. The soap scraps can be reproduced into fresh soaps to be donated to the homeless and the needy who need soap but have no access, or redeveloped into scented bars to be sold for proceeds to subsidise Kechara's operations, which include serving food, distributing clean used clothes, providing mobile medical treatment, and more. Either way, IOI Pan-Cen Oleo's Corporate Social Responsibility will help Kechara extend soapfuls of care, hope and love to the underprivileged.

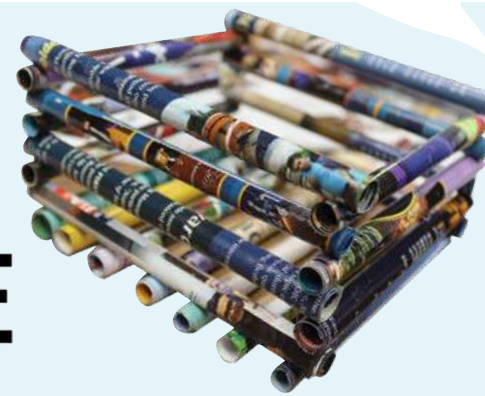


In April 2020, Sarawak was hit hard by Covid-19 and was declared a red zone. During that difficult time, IOI Pelita did not forget about the nine longhouses bordering our estates along the Tinjar River. These remote communities strictly followed Malaysia's Movement Control Order period and, by doing so, they found themselves isolated and dependent on external assistance in procurement of essential supplies. The State of Sarawak Government regularly provided them with food baskets while we complemented it with much-needed masks, hand sanitisers, and financial donations. In addition to further improving our relations with the communities, these provisions were timely and highly appreciated as they brightened up the celebration of the communities' *Hari Gawai Dayak* harvest festival.

Friends In Need, Friends Indeed



TIME FOR NATURE



On 5 June 2020, the world celebrated World Environment Day (WED) with a difference. Due to the Covid-19 pandemic, people in the 143 countries where WED is celebrated found themselves either stuck at home or under lockdown, and could not plant trees in the open area or participate in public events. Instead, the event was commemorated through online seminars and programmes.

Over at Four Points by Sheraton Puchong, 20 of our hotel associates celebrated the WED, themed *Time for Nature*, by grouping in pairs while maintaining social distance, and working together in a workshop to make baskets



Do you know "solastalgia" is an eco-language coined by Australian philosopher Glenn Albrecht from the words "solace" and "nostalgia" to evoke deep distress at the destruction of the environment?

from recycled materials. These baskets can be used as stationery holders, snack baskets or storage baskets. Currently, the United Nations' statistics show that one million plant and animal species are threatened with extinction. Let us also make time for nature instead of mistreating nature, and together, we can act *#ForNature* before it is too late.

Sowing Seeds Of Nutrition

Planting our own food is an activity that is as gratifying to our bodies as it is rewarding to our planet. While we get to enjoy healthy, nutritional and organic produce, the environment is benefitting from less carbon footprint and emission, which is in alignment with our United Nations Sustainable Development Goals 13 (Climate Action), 15 (Life on Land) and more. This *Plant Your Own Food Initiative* effort was introduced by IOI Corporation Berhad in December 2019.

Today, 50% of our frontline employees at Ladang Sabah Estates in Sandakan Region have fast-growing vegetables and fruit trees such as chillis, eggplants, okra, lemongrass, turmeric, sweet potatoes, papayas, bananas, coconuts and more that are planted within the community. Over in Kahang Estate in Johor, our employees are busy reaping a

healthy harvest of cucumbers, mustard greens, spinach, chillis, okra and sweet potatoes.

This green initiative encourages self-sufficiency and healthy eating habits among our employees as well as reduces our employees' living cost while promoting a closer-knit community. It was especially beneficial during the Movement Control Order period when worker movement was restricted and certain food was scarce. We will continue to support this green initiative by allocating planting areas, developing internal guidelines to guide the implementation of the initiative, monitoring the progress, and committing to support the welfare of our employees.



An employee preparing the soil for planting vegetables.



Employees tending to their vegetables and fruit trees at their own allocated planting plots.

From Yayasan Scholars To IOI Employees!

Tan Sri Dato' Lee Shin Cheng established Yayasan Tan Sri Lee Shin Cheng (Yayasan TSLSC) in 1994 with the objectives of contributing towards education, welfare and advancement of the country. Since 1998, Yayasan TSLSC has supported more than 280 students in their education by awarding more than RM9 million worth of scholarships. We spoke to four Yayasan TSLSC scholars to find out all that has happened thus far.



Esther Ang (right) graduated with a Bachelor of Accountancy from Universiti Putra Malaysia and is now an ACCA-certified professional. Esther joined IOI Plantation Services Sdn Bhd (IOI Plantation) as an Accounts Executive (Risk & Compliance) in 2019.

“Being in IOI, I would say I am one of the lucky few who has the exposure to a wider scope of work because I had the chance to go on numerous outstation trips for my internal audit assignments during my internship. I am currently attached with IOI Plantation. Aside from overlooking the plantation's risk and compliance side, I am also involved in the Systems, Applications, and Products in Data Processing (SAP) project despite having just joined the team in 2019. As a freshee in the plantation field, I constantly seek to challenge myself in finding breakthroughs in my learning curve and this has empowered me to keep building my interpersonal and technical skills.

Personally, IOI is a company that provides a variety of opportunities to its employees to grow with great extent of trust in completing their tasks independently. I am forever thankful to Yayasan TSLSC for offering me a scholarship which has given me an opportunity to grow into a stronger version of myself and I look forward to explore more areas of expertise in IOI.”



Lau Jin Jie graduated with a Bachelor in Chemical Engineering from Universiti Teknologi PETRONAS in 2016 and joined IOI Oleochemical Industries Berhad (IOI Oleo) as a Plant Engineer.

“I found out about the Yayasan TSLSC scholarship through the advertisement in the IOI Group website. As one of the recipients of the Yayasan TSLSC scholarships, I did eight months of internship with IOI Plantation in Bahau Estate and Regent Estate in Negeri Sembilan, which equipped me with valuable skills. Upon graduation, I joined IOI as a Cadet Assistant Manager in Regent Estate for two years. Then, I was transferred to the Sustainability, Safety & Health Department (Peninsular) in Gomali Estate, Johor as a Senior Sustainability Executive.



Mohamad Zulkarnain bin Zubir Ahmadi graduated with a Bachelor of Agricultural Science from Universiti Putra Malaysia in 2015 and started as a Cadet Assistant Manager in Regent Estate, Negeri Sembilan, before delving into Sustainability.

Currently, my team and I are responsible in validating IOI's best practices in all operating units. I believe that I have grown a lot over the past six years with the support and mentorship of my superiors who have stretched my abilities and experiences. Thank you, Yayasan TSLSC and IOI Plantation!”

“As an engineering student from a private higher learning institution, the high tuition fee was a constant concern. Thanks to Yayasan TSLSC, my family's financial burden was lightened and my student debts eased. I was able to complete my studies without any fear of academic delay or financial incapability.

I am building my career in IOI Oleo, which is one of the biggest players in the oleochemical industry in Malaysia. My working experience has exposed me to some of the best working culture and trainings in both technical and non-technical fields. I have gained many essential and technical skills in food, cosmetics and pharmaceutical processing standards, and others since 2016. I am also pursuing a part-time Master of Science in Process Integration and hope to continue my career progression with IOI. Looking back, my acceptance of the Yayasan TSLSC scholarship was a wise decision financially and career wise!”

“My aspiration to pursue a career in auditing became a reality with the scholarship I received from Yayasan TSLSC, and the job I received in the Internal Audit Department upon my graduation. I have been with IOIPG since 2015. To me, the company offers stability in my career path and at the same time, it is a stepping stone to the auditing field where I am hoping to pursue over a long period of time.

As an auditor, I am thankful to be given many learning opportunities to polish my communication skills as I have the chance to communicate with people from different backgrounds and levels. I am also grateful to have met many good souls along the way.

Apart from my work commitments, I also dedicate my time to volunteer with a NGO that provides educational assistance to underprivileged Tamil school students in the rural areas. I truly believe that education transforms children's lives by helping them overcome poverty and in turn, leads to better health and increased income opportunities. Without it, many children remain trapped in a life of poverty and hardship.”

Thanisha Indran (middle) graduated with a Bachelor of Accountancy from Universiti Putra Malaysia and joined IOI Properties Group Berhad (IOIPG) as an Internal Audit Executive in 2015.



IOI SCHOLARSHIPS 2020/2021

Fields of study available for application

Engineering . Real Estate Management . Property Development . Corporate Communication . Multimedia Advertising . Microbiology . Plantation Management . Agricultural Science . Horticulture Science . Biotechnology . Biology . Accounting . Finance . Mass Communication . Journalism . Public Relations . Geographical Information System . Construction . Information Technology . Building Technology . Architecture . Spatial Analysis & Modelling . Supply Chain Management . Quantity Surveying

CLOSING DATE : 31/07/2020

For further information: <http://yayasan.ioigroup.com/Scholarship>





Caring For Our Frontliners & Our Community

Our frontliners are all heroes as they risk their lives to keep everyone safe and healthy, especially during the Movement Control Order (MCO) period when everyone stayed at home. During the MCO period, IOI Properties Group Berhad (IOIPG) launched the *Think WE Not ME* campaign to actively support our nation's frontliners in their dedication and commitment. We also contributed to the community in need and reached out to the underprivileged.



On 13 April 2020, IOIPG donated 2,000 pieces of 3-ply surgical masks and 350 pieces of N95 face masks to Hospital Serdang to support and protect the health of our doctors, nurses and other healthcare workers.

On 9 April 2020, IOI Mall Puchong Complex Manager Mr Leong Chik Hou handed over various food items to Rumah Shalom Executive Director Reverend S. Arulandu, which brought much needed relief to the home.

To keep our police personnel safe and healthy on the field, IOIPG Johor Bahru General Manager of Sales & Marketing Mr Kelvin Tang handed over hand sanitisers and gloves on behalf of IOIPG to the Kulai District Police Chief Superintendent Mr Tok Beng Yeow on 24 March 2020.



IOI City Mall brought festive joy to Rumah Amal Baitul Barokah Wal Mahabbah on 22 May 2020 by distributing sponsored home items worth RM6,000 and *duit raya* to cheer up over 90 children.



IOI Mall Puchong collaborated with some of our tenants to bring joy during the *Hari Raya Aidilfitri* to 18 underprivileged B40 families in Puchong on 21 May 2020. The families were delighted with the dry groceries, including rice, flour, vermicelli, canned foods, condensed milk, biscuits, cooking oil and other essential items, that were worth RM9,000.



Raising Hope & Funds

"Takkan mungkin kita bertahan Hidup dalam bersendirian Panas terit hujan badai Kita lalui bersama..."

These are just lyrics to Dato' Siti Nurhaliza's famous *Seindah Biasa* song. Loosely translated, it means: "We won't be able to handle living in solitary, through hot and rainy weathers we walk through them together". But more than just a favourite pop number, it is a song that has a greater meaning, especially during the Movement Control Order (MCO) period when many were affected financially and emotionally.

It is also a song of hope chosen by Assistant Manager (Palm Products) of Commodity Marketing Department Ms Ferawaty to dedicate to 41 non-executive colleagues at IOI Edible Oils Sdn Bhd (IOIEO) and Tenaganita, a human rights organisation that protects and promotes the rights of women, migrants and refugees. Ms Ferawaty and her six-year-old daughter, little Celeste plus Marketing Manager Mr Alex Teh, Senior Marketing Executive Mr Tay Min Yang and the cheering team of the Commodity Marketing Department initiated a creative session via Zoom on 22 April 2020.

Featuring uplifting songs and instrumental pianist efforts, the one-hour session touched many hearts, provided a boost of hope and even raised an exceptional RM8,000 for our 41 IOIEO colleagues and Tenaganita.



Cut The Sugar, Keep The Taste



Whether it is a melting double scoop ice-cream cone or an irresistible dark chocolate bar, who does not enjoy guilty pleasure food once in a while but is not wary of the sugar-laden contents?

Believe it or not, it is now possible to satisfy our sweet tooth with guilt-free indulgence, thanks to Bunge Loders Croklaan's (BLC) *Sweetolin*.

Sweetolin, BLC's first-of-its-kind patent-pending breakthrough in the total fat system solution in the confectionery coatings and fillings applications, enables up to 50% less sugar in the final product without compromise on taste, quality and overall product experience. BLC Global Marketing Director Mr Rafael Zegarra said: "Sugar reduction is top of mind as consumers are increasingly looking for healthier choices with balanced nutritional profiles. *Sweetolin* is designed to meet the specific needs and ambitions of our confectionery customers and will help them deliver sugar-reduced innovations without

compromising on the taste and indulgence true to their brands."

The BLC Research & Development (R&D) team has been working tirelessly to find a way to tackle sugar content without compromising taste experience. "*Sweetolin* is the culmination of years of lipid and fats expertise combined with a cultivated understanding of our customer's challenges. It's a unique opportunity to co-create a tailor-made, ready-to-implement solution together with and for our customers," said BLC Global Innovation Lead Mr Imro't Zand. "This is a specialised fat system that can be integrated seamlessly into our customers' fat processing operations with our R&D support."

BLC launched *Sweetolin* in the European Union and North American markets in Q1 2020 (January 2020) onwards to key selected customers. The product will be supplied by BLC's production facilities in Channahon, USA and Wormerveer, The Netherlands. Over time, BLC will be able to roll out the concept to other facilities and regions as required.

Tune in to the special podcast where BLC talks about this breakthrough solution: <https://www.confectionerynews.com/Article/2020/06/01/Breakthrough-solution-from-Bunge-Loders-Croklaan-promises-50-less-sugar-in-confectionery-LISTEN>

Empowering Teaching & Learning

Students and teachers of Sekolah Jenis Kebangsaan (SJK) Tamil Ladang Sagil in Johor will have a better access to a smart learning environment using computer technology as a teaching and learning platform. Thanks to the generous donation from Yayasan Tan Sri Lee Shin Cheng (Yayasan TSLSC), the school received six used computers, reprogrammed into functional computers by our IT Department.

Sagil Estate Senior Manager Mr Choi Nyuk Choi (*centre*) presented the computers to Yang Dipertua Persatuan Ibubapa & Guru of SJK Tamil Ladang Sagil Mr G. Loganathan as part of Yayasan TSLSC's Corporate Social Responsibility to support the advancement of human capital and enrich the learning environment of the less fortunate. Also present at the handover ceremony on 10 June 2020 was the Headmaster Mr Kanthasamy Subramaniam who expressed his gratitude to Yayasan TSLSC for the timely donation.



Cut the sugar, keep the taste:

- Create innovative confectionery with up to 50% less sugar in the final product
- Maintain the recognizable texture and taste performance of your product
- Avoid lingering off-taste as associated with sweeteners
- Maintain and even possibly lower calorie content
- Fully customize and integrate Sweetolin in existing recipe and production process

Sweetolin guarantees taste and guilt-free indulgence true to your brand

Innovating The Plantation

Resilience Through Mechanisation

In February 2020, Dato' Lee Yeow Chor, Group Managing Director & Chief Executive of IOI Corporation Berhad (IOIC) said in an interview: "The emphasis for the palm oil industry should be looking at how to increase the utilisation of technology in order to improve yields," and "the industry was also increasing mechanisation to cut reliance on foreign labour".

In March 2020, when the Movement Control Order (MCO) was implemented, the plantation industry faced labour shortage as a result of closure of borders that prevented workers from returning from their home countries, and new workers from being recruited. But not IOIC. We were able to address the issue of labour shortage through mechanisation, automation and digitalisation of our estate operations.

Despite a 17-day MCO closure order from 25 March till 11 April 2020 on our estates and mills in Lahad Datu, Kunak and Kinabatangan districts in Sabah (where nearly 40% of our plantations are located), we were still able to generate RM165.4 million on the back of higher crude palm oil and palm kernel prices realised, which is 25% higher than our Q3 FY2019's RM132.6 million. Our shift from a total dependency on manual labour to more mechanisation approaches was able to help us rebound from the adversity.

In 2019, we implemented a revitalised estate mechanisation plan to reduce our reliance on foreign labour and increase our productivity

as well as operational efficiency. With a Fresh Fruit Bunch (FFB) Main Line Evacuation system, we are able to mechanically load 30 to 40 MT of FFB a day using tractor grabbers, which will unload the FFB into bins, and despatch them to the mills via tractor hooklifts. In comparison, conventional operations can only load 10 to 12 MT/day. Presently, 17 of our estates are using this system, and our pilot study at Gomali Estate showed a 50% reduction of labour usage. We are also employing mechanical buffaloes and power wheelbarrows at difficult terrains and hilly terraces (in estates such as Bukit Dinding, Merchong, Pukin and Mekassar) for FFB collection in replacement of buffalo-assisted and conventional wheelbarrows which need to be pushed with the full energy force of workers.

According to IOI Plantation Services Sdn Bhd Head of Mechanisation Mr Kumaresh a/l Raganathan, we will actively expand and integrate both our FFB Main Line Evacuation and Mechanical Assisted In-field Collection within the next five years to reduce our labour dependency by 20% to 25%. On top of our Electronic Plantation Monitoring System (ePMS) that effectively enhances our operational efficiency, we are exploring the use of working drones for faster pesticide spraying as compared to non-aerial methods. These are just some of the numerous technologies that are used in our estates, but they will certainly help us to remain competitive and future-ready to sustain our progressive growth.



Mini excavators, that are used in Leepang A Estate, are one of the mechanisation tools used to clear terraces, improve road conditions as well as speed up harvesting operations.



Depending on the area and terrain of the estate, we have to employ different mechanisation approaches for the collection of our FFB.



The ePMS system provides relevant, updated and real-time information that can be used to monitor and optimise production, in line with our digital transformation.



The FFB Main Line Evacuation system, which is currently used in 17 estates, is expected to be used in all our estates within three years.



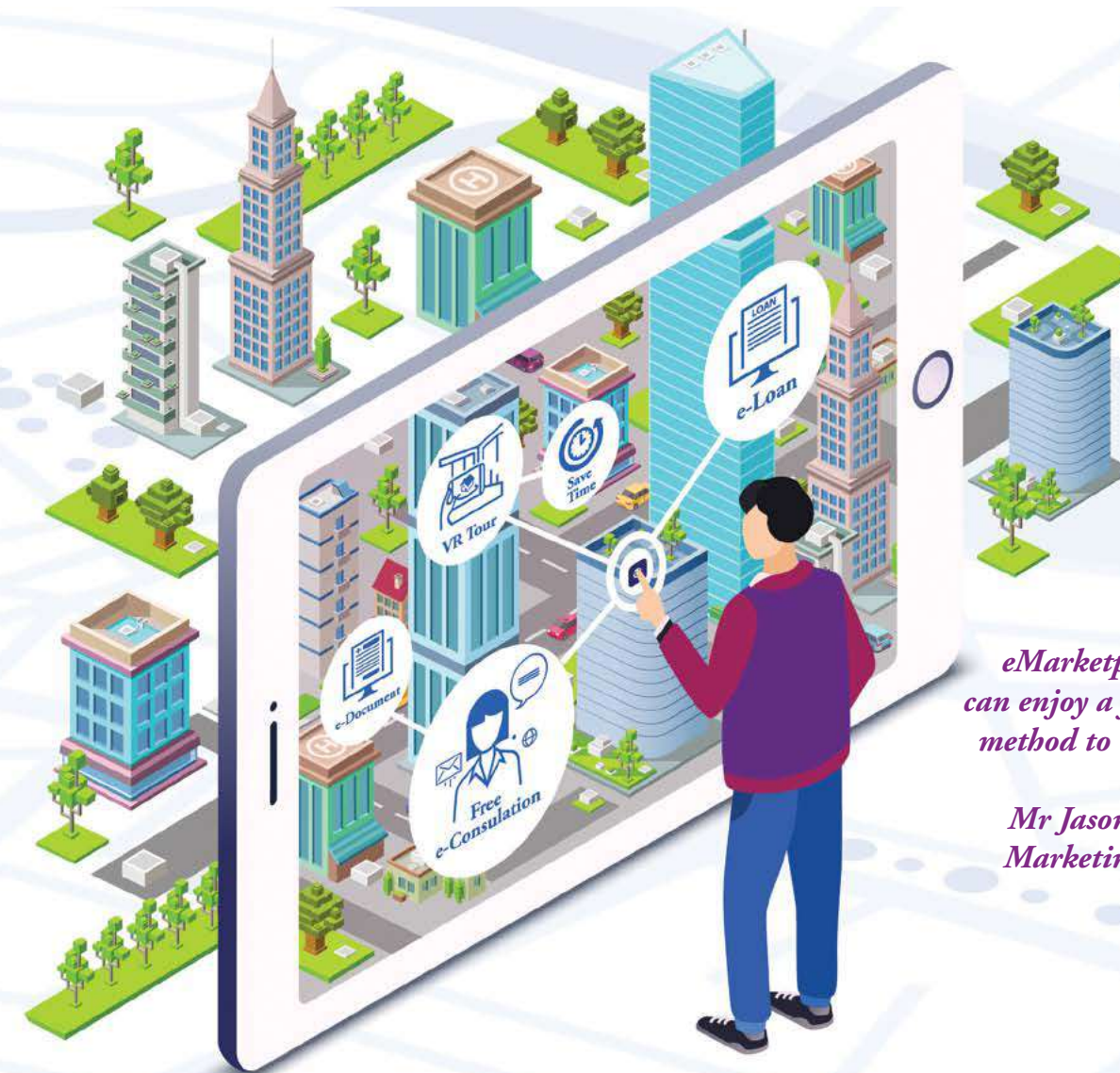
Our pilot study at Gomali Estate showed that our FFB Main Line Evacuation system resulted in lowered supervision cost (from RM6.35 to RM5.65), labour cost (from RM42.18 to RM37.54 per MT of FFB) and overall diesel usage.



We train new harvesters to use modern motorised tools such as power wheelbarrow, which require less manpower and improve harvesters' productivity, making us more efficient.

And Property Landscapes

Resilience Through Digitalisation



"Through our IOI eMarketplace, our customers can enjoy a fast and convenient method to buy their properties from their homes."
Mr Jason Tie, Chief Sales & Marketing Officer of IOIPG



28 year-old Andy Ng has just tied the knot with his fiancée, and is looking forward to an affordable dream home, conveniently located to shopping malls, complete with two bedrooms, that will be perfect for a little boy or girl. Andy, along with many earnest home seekers, found their plans interrupted with the Covid-19 outbreak and the subsequent Movement Control Order (MCO) in Malaysia. But the road to property purchase begins and ends now from the comfort of the home, thanks to IOI Properties Group Berhad's (IOIPG) IOI eMarketplace digital platform. Conceived when the market was still relying on traditional and conventional methods to manage property transactions, IOIPG devised a one-stop platform for IOIPG purchasers to keep track of every stage in their property purchase(s) process.

This self-service feature allows purchasers like Andy to book, sign all related documents and make online payment. So, Andy no longer needs to be physically present at our sales office to make payment or sign any documents. Moreover, this platform enables purchasers to track the progress of every stage after booking is made such as loan application, loan documentation, Sales & Purchase Agreement (SPA) signing and loan disbursement. We will update our purchasers through notifications on the app as well as by email, and this is made possible as our appointed panel of bankers and solicitors are also participating in this single platform. The app is accessible anytime and anywhere, serving as a useful tool for all parties to track or follow up with all parties within

the ecosystem, thereby helping to expedite and smoothen the otherwise complicated buy and sell process.

Property transactions which are typically time-consuming, tedious and daunting on pen-and-paper can now be easily transformed to a digital platform. IOIPG Chief Sales & Marketing Officer Mr Jason Tie (pix) said: "What took three to six months to complete can now be accomplished easily, speedily, effectively and conveniently in less than a month."

Prospective buyers like Andy can explore our vast properties in Klang Valley and Johor – from Conezion Residences in IOI Resort City and La Thea Condominium in 16 Sierra to Marina Cove and The Platino in Johor – and

access everything at the fingertips. All our virtual showrooms can be viewed interactively while our sales and marketing team is ready to provide a personalised consultation and assistance. All that is needed for Andy to close the deal and get his dream home is a digital signature on the booking form and other purchase related documents in IOI eMarketplace.

During the MCO period, we notched RM180 million in domestic sales. As of 30 June 2020, close to a total of 800 units amounting to RM485 million have been booked. With such an encouraging result, we are looking into enhancing all our digital platforms to provide a more personalised, enriching and seamless experience to our residents in our community.



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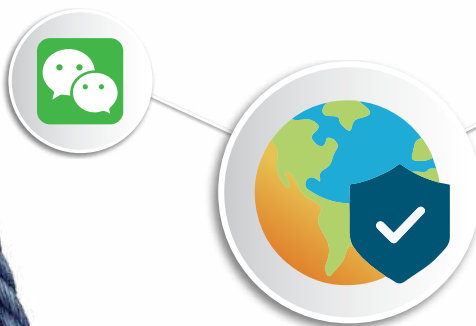
MARKETING & SALES OFFICE
IOI Galleria @ Bangi
No. 1, Laman Puteri 2, Bandar Puteri Bangi, 43000 Kajang, Selangor.



All information contained herein are subject to amendments without notification as may be required by the authorities or the developer's consultants and are not intended to form and cannot form part of an offer or contract. *Terms & conditions apply.

Actual show unit.

Accelerate Smart Work



Whether virtual, on-site or in a hybrid environment, technology provides a boost to smart work which keeps employees engaged and productive.



No matter how near or far each other is, with Zoom, all it takes is a click.



Instant connectivity is vital, especially for rapid-response teams during this Covid-19 outbreak.



Check in with ease via a one-time scan and temperature check, be it at the offices or across all IOI Malls.



Guests are to utilise their Marriott Bonvoy™ mobile app to check in at our Putrajaya Marriott Hotel, Le Méridien Putrajaya and Four Points by Sheraton Puchong.



Adapting To The NEW NORMAL In The Workplace

IOI Corporation Berhad (IOIC) and IOI Properties Group Berhad (IOIPG) have been taking extraordinary measures throughout all our operations to prevent the spread of Covid-19. From offices to plants, estates to mills, malls to hotels, we are committed to adapt to the new normal to ensure our employees, guests, customers, suppliers, contractors and more are constantly safe, healthy and productive.

Enhance Health & Hygiene



Mitigate People Risk



1. Keeping a safe distance is the new normal while getting temperature checks at IOI HQ and IOIPG, Johor Bahru, as we make our way into the office.
2. Reducing the number of tables and people seated on a table ensures social distancing in the cafeteria at IOI Oleochemical Industries Berhad.
3. A non-chemical-based sanitation tunnel has been set up at Morisem Palm Oil Mill's entrance.
4. No spot is considered too high when it comes to ensuring hygiene at Ladang Sabah Palm Oil Mill.
5. Our medic and special task force teams at PT Berkas Nabati Sawit (Indonesia) in Indonesia are all suited with full Personal Protective Equipment suits for their routine maintenance and inspections.
6. Handmade cloth masks (with pockets to insert masks) were made and distributed to harvesters, loaders and drivers, while IOI HQ colleagues received reusable cloth masks.
7. We care for our customers too by implementing mandatory temperature checks, ensuring masks are put on as well as providing hand sanitisers at all entrances and around the premises vicinity.
8. Instead of the traditional door handle, IOI Edible Oils Sdn Bhd went a step further with a hands-free door.

1. Various infographic signages on Covid-19 preventive measures are put up in all IOI Malls and offices to raise public awareness.
2. Associates at Four Points by Sheraton Puchong adopted the 'Bring-Your-Own' food container, whereby lunch will be packed by the culinary team and associates can then enjoy their meals at the staff canteen, while observing physical distancing.
3. Cleaning and disinfecting high-touch surfaces is a norm at all IOI Malls to ensure they are safe and hygienic.
4. Encouraging cashless transactions in all IOI Malls will limit the use of physical cash.
5. Morning briefings are never conducted at estates and offices without compliance to social distancing.
6. Price monitoring at a sundry shop to prevent price hike especially on essential items, pictured in Syarimo 5 Estate.
7. Regular disinfection around the premises of all IOI business operations to safeguard employees as seen here at Pamol Barat Estate.

Celebrating Our Customer Service Heroes



Let us applaud our six IOI Properties Group Berhad (IOIPG) colleagues for going the extra mile to provide a memorable service experience to our valued customers. Our Chief Executive Officer of IOIPG Dato' Voon Tin Yow (fourth from right) and Senior Customer Relations Manager Ms Jessica Chan (fourth from left) proudly congratulated our six IOIPG Customer Service Heroes – (from left) Mr Lee Teck Lam (Project/16 Sierra), Mr Ahmad Nazri Bin Abdullah (Project/Bangi), Ms Azzila Binti Mohd Sair (Building Services/Klang) and (from right) Mr Nethiananthan (Project/Klang), Ms Suzalina Binti Ibrahim (Project/Puchong), Mr Chan Siew Wah (Building Services/Puchong).

Voted by the Heads of Departments of the respective townships based on feedback and comments from IOIPG property owners, these six frontliners demonstrated excellent customer satisfaction by embracing the IOI Service Ownership and practising the RATER (Reliability, Assurance, Tangibles, Empathy and Responsiveness) service attributes to deliver our IOI Branded Customer Service Experience to our valued customers. Well done to our Customer Service Heroes!

Excellence In FTP

A total of 28 teams, which are constantly committed to *Kaizen* and *Continuous Improvement*, team management, KRA/KPI achievement; and hold fast to good 5S Total Productive Maintenance implementation, leadership qualities and more, presented their six-month performance to 10 Quality Council members on 25 and 26 February 2020. After an evaluation, cash awards were handed out to 24 Exemplary Teams while nine teams were placed in the *Good Performance* category and 15 teams in the *Exceeding Requirement* category in May 2020.

Let us give a round of applause to the top three teams: Electrical & Instrumentation (E&I) Refinery, E&I Soap Noodles and Refinery Dry Fractionation. A Trophy Award was accorded to the Store (*Team Achievement Award*), E&I Refinery (*Key Performance Award* and *Best Presentation Award*), Refinery Physical (*Best Improvement Award*), Refinery Oil Filling (*Best 5S/TPM Implementation Award*) and E&I Soap Noodles (*Best Leader Award*). Congratulations to all teams for their continuous contributions and improvements!



Let's Continuously Improve Together

Kaizen is a Japanese philosophy that focuses on continual improvement throughout all aspects of life, and at IOI Pan-Century (IOI Pan-Cen), the *Kaizen* concept provides an inclusive and conducive environment from garnering ideas and implementing projects to improving safety, reducing waste, and increasing productivity; from the floor to the top management.

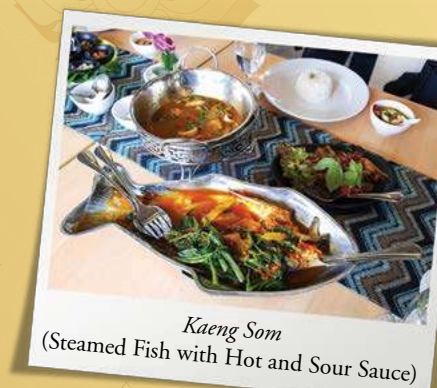
Since its inception in 2017, a total of 558 projects have been completed with the most recent inclusion of Gap Identification (to close the gap between current and desired operational performance). A total of 22

out of 51 *Kaizen* projects were completed between July and December 2019 which were then selected for award evaluation based on relevance to the respective department objectives, involvement of team members, innovativeness, possibility for widespread adoption and other criteria. Only 16 surpassed the stipulated requirements: *Improvement of Palm Fatty Acid Distillate Purity by Process Parameter Optimisation*, *Improvement of High-Pressure Boiler Standby Mode*, *Improvement of Fire Protection System*, and more. Each project received RM200 cash incentive at the end of May 2020.



A total of 10 Quality Council members (front row) assessed and evaluated the teams at the IOI Pan-Century Oleochemicals Sdn Bhd's Excellence Centre.

Sawadee-ka! กินข้าวหรือยัง



Kaeng Som
(Steamed Fish with Hot and Sour Sauce)



Kow Neae Kanoon
(Thai Sticky Rice in Jackfruit)



Tom Yam Nam Kon (Talay)
(Red Tom Yam Seafood)



Let's Dine With Some Basic Thai 101 Words:

Start with:

'Sawadee': Hello
'Sawadee-ka' (end it with 'ka' if you are a woman)
'Sawadee-krab' (end it with 'krab' if you are a man).

Respond with:
'Kin khao reu yang?': Have you eaten yet?
'Kin Laew': Yes or 'Yang': No

When you leave Aroi Dee:
'Kob khun kalkanab': Thank you

Check out the full menu at <https://www.facebook.com/aroidethairstaurant/menu/>.

As Malaysia moves forward with the Recovery Movement Control Order, Aroi Dee at Palm Garden Hotel officially reopened its doors and welcomed Mr Rutch Soratana (middle), Minister & Deputy Chief of Mission, Royal Thai Embassy in Malaysia, as a special guest on 1 July 2020.

During the launch, Aroi Dee revealed its new menu where you can indulge in Thai favourites from its famous starter platter of *Maeng Kam* (Betel Leaf Wrap) to a warm bowl of *Tom Yam Nam Kon (Talay)* [Red Tom Yam Seafood] to the catch-of-the-day *Kaeng Som* (Steamed Fish with Hot and Sour Sauce). One of the must-try is the special dessert, exclusively curated by Chef Ruchiree (second from right), *Kow Neae Kanoon* (Thai Sticky Rice in Jackfruit). Aroi Dee is available for both dine-in and takeaways. So, what are you waiting for?



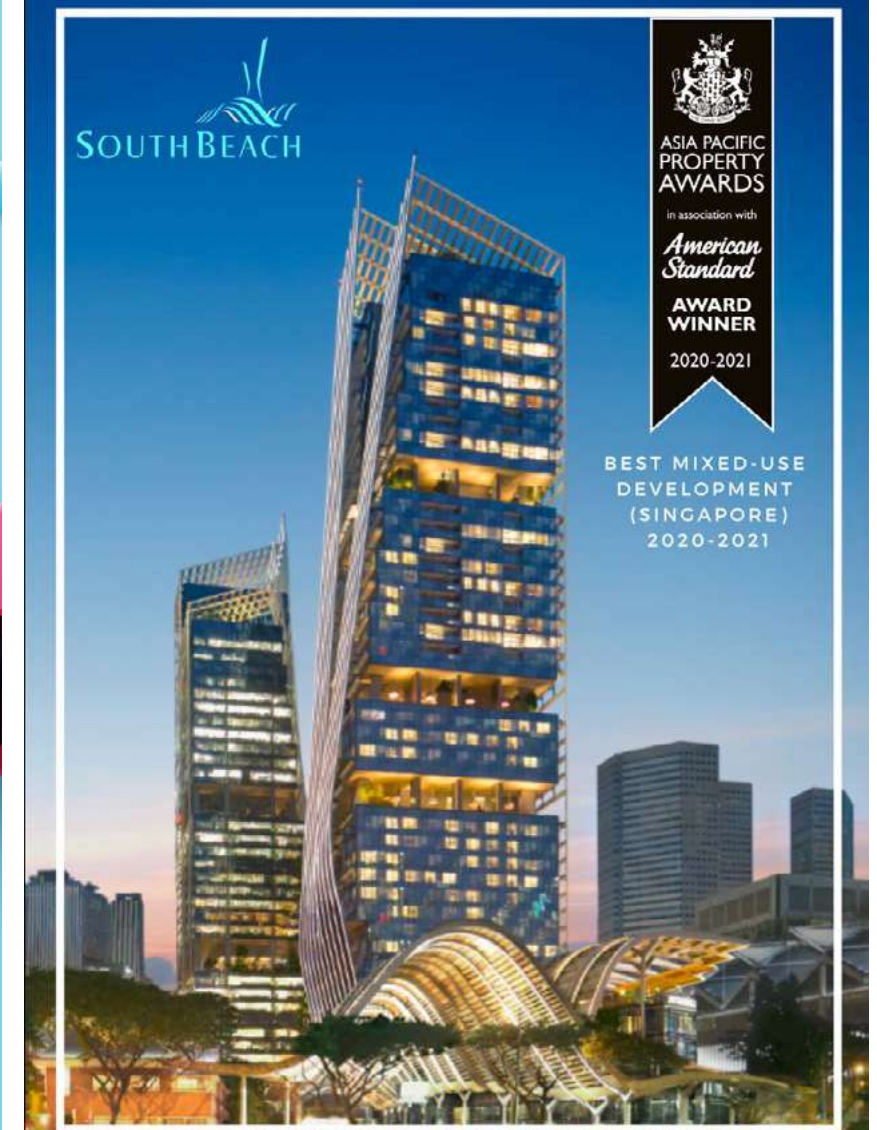
Father's Day is a treasured day to celebrate the role that fathers play in our lives – a provider, protector, role model and more. Fathers have a large impact in shaping how a child becomes; and Father's Day is celebrated to remember their sacrifices and contributions.

Putrajaya Marriott Hotel

At Putrajaya Marriott Hotel, our associates sung a special song to Mr Azrul (pictured with his family) and rewarded him with a complimentary cake and a 2D/1N stay at the hotel for being the lucky draw winner at the Father's Day celebration at Zest Lifestyle Restaurant.

Over at IOI Mall Kulai, we honoured fathers by distributing a total of 300 cookies that came in various shapes and colours to mark Father's Day.

IOI Mall Kulai



South Beach Residences soared to new heights at the prestigious *Asia Pacific Property Awards 2020 – 2021* with an award win under the *Best Mixed-Use Development (Singapore)* category. Developed as a joint venture between IOI Properties Group Berhad and City Developments Limited, South Beach is one of the largest and most iconic integrated development located in the heart of Singapore's buzzing Civic District. South Beach is a landmark live-work-play destination with a premier residential, luxurious hospitality, Grade A office spaces, and an exciting array of dining and lifestyle establishments. To date, the ultra-luxurious South Beach has already sold more than 70% and is now home to many discerning local and foreign owners.

Teamwork Makes The Dream Work

Team Spirit Is Essential

It is critical for everyone to understand the concept of teamwork and to consider his or her job as part of a team effort for no man is an island. Team Spirit is one of IOI's Core Values and it is the belief that the interest of the organisation which we belong to is greater than our self-interest and our own sense of belonging. A team excels when the members communicate, share responsibilities with clear roles among themselves, are accountable and work together towards a common goal under effective leadership.



“It takes both sides to build a bridge.”

Test Your Team Spirit

Are you a good and reliable team member? Part of being a good team member is learning to understand your personal strengths (what you have to offer) and personal weaknesses (where you need to admit and ask for assistance). Below are 10 characteristics that make a productive team member. Rate your level of confidence (HONESTLY) by putting a tick on each skill – and then devise a plan to improve the areas in order to be a valued team player:

Skill	Not so confident	Sort of confident	Really confident
RELIABLE (You can be counted on to get the job done)			
EFFECTIVE COMMUNICATOR (You express your thoughts & ideas clearly & directly, with respect for others)			
ACTIVE LISTENER (You listen to & respect different points of view. Others can offer you constructive feedback – & you do not get upset or defensive)			
PARTICIPATES (You are prepared to get involved in team activities. You are a regular contributor)			
SHARES OPENLY & WILLINGLY (You are willing to share information, experience & knowledge with the team)			
COOPERATIVE (You work with other team members to accomplish the job – no matter what)			
FLEXIBLE (You adapt easily when the team changes direction or when you are asked to try something new)			
COMMITTED (You are responsible & dedicated. You always give your best effort!)			
PROBLEM SOLVER (You focus on solutions. You are good about not going out of your way to find fault in others)			
RESPECTFUL (You treat other team members with courtesy & consideration – all the time)			

“Collaboration is not the absence of conflict. It is learning to deal with it in a compassionate way and growing together in the process.”

10 Reasons Why Teamwork Fails

- Unclear direction/task/role
- Lack of leadership
- Insufficient knowledge/skills/expertise
- Silo mentality: “me, myself and I”
- Poor relationships
- Viewing each other as rivals
- Groupthink: convenient group consensus
- Lack of trust & transparency
- Lack of accountability
- Poor communication

Answers:

Mostly “not so confident”:
You are still developing your confidence as a team player. These skills take some time to develop. The first step is acknowledging your lack of teamwork skills and be willing to work on them instead of ignoring them or passing the responsibilities to others. Focus on working on some of the skills in which you would like to be more confident. Asking for help is another great skill of a productive team player.

Mostly “sort of confident”:
You are pretty confident in your teamwork skills but could use some support or development in a few areas. Learning the strategies to become a good team member takes time, energy, and dedication. Invite someone close to you (someone you know and trust) to work with you on the areas you would like to improve.

Mostly “really confident”:
Great, you are truly confident in your ability to be a good team player. Figure out an area or two where you would like to see improvement and focus on how to further grow those skills. Also try to offer support to someone you know who might be struggling with building his or her own level of teamwork confidence.

Now consider your teamwork skills' confidence levels:
I am most proud of my ability to:

I want to improve my ability to:

I will reach out to some of these people for guidance:

Think About It: Critical Thinking

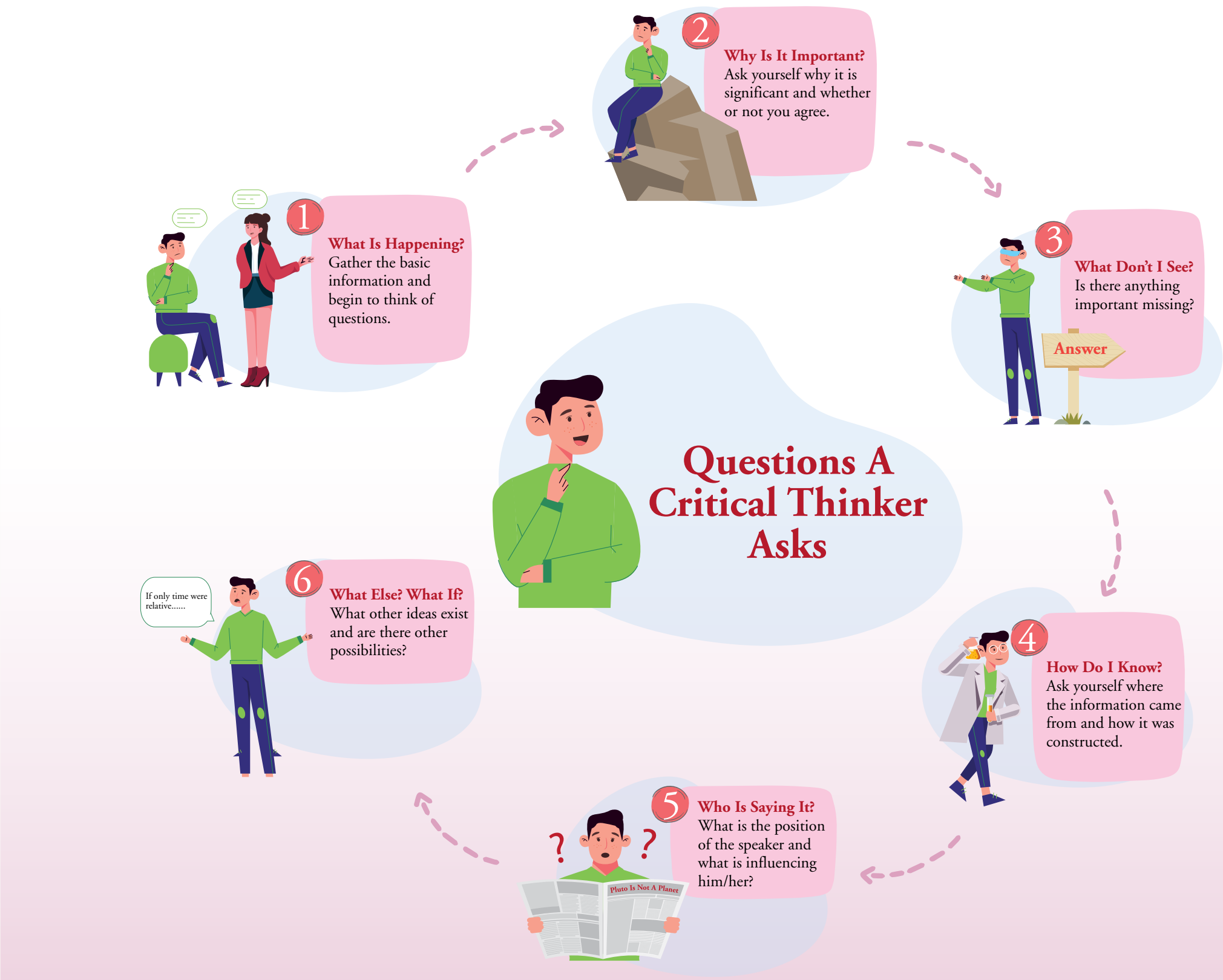
Learning never stops even during the Movement Control Order (MCO) period because with the advancement in technology and ease of communication, the Corporate & Organisational Development Department organised a series of *Work from Home Learning Bites* from 16 April to 14 May 2020 for our

employees. Let us learn some useful tips on how to improve our critical thinking through this learning bite on *Critical Thinking & Problem Solving*:

The term ‘critical thinking’ is commonly used today but does it mean that you think

negatively about everything, that you are overly critical? Or maybe it means you are really into logic and puzzles? According to Pearson's 2030 research, critical thinking is a top skill and a great one to cultivate because thinking critically leads to complex problem-solving, fluency of ideas, active learning and

true collaboration. Here are six questions to ponder over, which will help you to focus on relevant information, ask the right questions, separate reliable facts from false assumptions, and learn to make decisions with the right amount of thought and logic.



Motivating Learning During MCO

During the MCO period, we received 165 enrolments from our colleagues who participated in our learning bites (focusing on competencies such as the above, People Management, Service Orientation and Communication & Emotional Intelligence) that consisted of bite-sized videos, articles, reflective questions and a feedback form in each module.

Well done to our four colleagues who were each awarded a Certificate of Achievement and Tesco cash voucher for taking the time to upskill themselves. It was an honour to have both our Group Managing Director & Chief Executive of IOI Corporation Berhad Dato' Lee Yeow Chor and Chief Executive Officer of IOI Properties Group Berhad Dato' Voon Tin Yow who presented the tokens of appreciation to them.



1st Remote Audit

IOI Acidchem Sdn Bhd successfully completed its first ever remote audit for ISO 50001:2018 re-certification and upgrading of Energy Management System with SIRIM QAS International Sdn Bhd on 18 and 19 May 2020. The new approach of employing virtual and teleconferencing technologies in light of the movement restriction was easier, efficient and cost-effective.



DIY Hand Sanitiser

In view of the Covid-19 pandemic, we are practising more good hygiene habits and taking precautions by wearing masks and using hand sanitisers. On 28 May 2020, IOI Corporation Berhad Corporate Communications Department organised a virtual *DIY Hand Sanitiser Workshop*, where each participant received an ingredients kit to make hand sanitiser.



178 Adopted Students

Yayasan Tan Sri Lee Shin Cheng awarded RM147,300 to 178 deserving students (104 IOI employees' children and 74 non-employees' children) in Peninsular Malaysia and Sabah under its Student Adoption Programme 2020. The foundation also distributed school bags to these children from 14 schools and various IOI subsidiaries on 15 January 2020.



Let's Save Mother Earth

From car pooling, eating less meat and buying local fruits to using coffee grounds as fertiliser, doing more physical exercise and practising the 5Rs of waste management, our colleagues from various divisions were full of creative ideas as they shared their green habits and tips on how to embrace a low carbon lifestyle to save Mother Earth in our educational *IOI Earth Month 2020 Pop Quiz* video.



Recycling With Tzu-Chi

Back in March 2020, Tzu-Chi Recycling Centre in Kota Kemuning welcomed our colleagues and family members as well as children from Sathya Sai Baba Centre to an enjoyable educational trip to learn all about recycling. In appreciation of this, IOI Corporation Berhad was pleased to donate RM800 to Taiwan Buddhist Tzu-Chi Foundation Malaysia in support of the charity organisation.



Wear Green Day

Our colleagues supported and celebrated the 50th anniversary of *Earth Day* on 22 April 2020 by participating in IOI Corporation Berhad's #IOIWearGreenChallenge. They made a green statement by putting on their favourite green attires, footwears and accessories or using green-coloured objects. Winners who posted their most creative photos on social media won earthly gifts.



Origami Rose Tutorial

Our colleagues enjoyed a relaxing and therapeutic boost during the Movement Control Order period as they learnt how to fold *angpow* packets into beautiful roses during an origami rose tutorial session. Conducted by IOI Corporation Berhad Corporate Communications Department, the eco-friendly activity was part of the *IOI Earth Month 2020* campaign initiated in March 2020.



Impacting Schools

Mr Siva and Mr Tinakaran represented IOI Oleochemical Industries Berhad's Community Service Committee and donated 35 reams of A4 papers to SK Khir Johari, SK Tamil Prai and SJK Tamil Ladang Prye Prai on 13 March 2020. This is our continuous Corporate Social Responsibility in supporting students in the matter of education.

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