

SUSTAINABILITY STATEMENT

At WCT Holdings Berhad (hereinafter referred to as “WCT” or the “Group”), we adopt a progressive approach to our sustainability journey that is centred on delivering shared value for our key stakeholders. Throughout this statement, we highlight the importance we place on delivering collective economic growth, responsible environmental stewardship, and impactful community engagement. We continue to take steps to measure and monitor our progress against our impacts in these spheres. In this fifth year of sustainability disclosure, we reflect on how our progressive sustainability efforts have driven operational resilience and how our various business divisions have responded to the challenges faced throughout the COVID-19 pandemic.

SCOPE

This statement includes disclosures on our approach to addressing material topics for WCT Group and its core business divisions operating in Malaysia including Engineering and Construction, Property Development, and Property Investment and Management Divisions. Unless otherwise stated, the scope of this report covers the financial year ended 31 December 2020.

STAKEHOLDER ENGAGEMENT

We conduct regular communication with our stakeholders to ensure transparency and maintain trust. To understand our stakeholders’ perceptions and respond effectively to their needs and concerns, we communicate across multiple channels and platforms. Our approach, together with a summary of key areas of interest are set out below.

Stakeholder Groups	Engagement Platform	Our Areas of Interest
Employees	<ul style="list-style-type: none"> Internal communications Face-to-face meetings Performance reviews Code of conduct & ethics Interviews Community development programmes Conferences, seminars and workshops Whistleblowing channel 	<ul style="list-style-type: none"> Health and safety Human capital development Protecting employment during the COVID-19 pandemic
Customers	<ul style="list-style-type: none"> Satisfaction surveys Suggestion boxes Social media Newsletters Campaigns Exhibitions Mobile and email communications Company website Customer service concierge counters 	<ul style="list-style-type: none"> Customer experience Product delivery Site visit safety during the COVID-19 pandemic Loan approval to purchase properties
Investors, analysts, and fund managers	<ul style="list-style-type: none"> Quarterly analyst and fund managers briefings Face-to-face meetings Conferences Media releases and interviews Annual reports and sustainability reports Company website 	<ul style="list-style-type: none"> Interest in the Group’s financial and operational performance Strategy and risk management ESG risks and opportunities
Local Communities	<ul style="list-style-type: none"> Town-hall meetings Community development programmes Media releases Social Media 	<ul style="list-style-type: none"> Investment in community growth Sustainable developments and project impacts
Regulators and local authorities	<ul style="list-style-type: none"> Face-to-face meetings Regular engagement for knowledge sharing Media releases Conferences Surveys Attending seminars and training sessions 	<ul style="list-style-type: none"> Good practices in compliance with laws and regulations Supporting government policies related to affordable housing

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Stakeholder Groups	Engagement Platform	Our Areas of Interest
Media	<ul style="list-style-type: none"> • Community development programmes • Media releases • Advertising • Conferences 	<ul style="list-style-type: none"> • Corporate growth strategy • Financial and non-financial performance • Community initiatives • Joint events for public awareness
Industry	<ul style="list-style-type: none"> • Surveys • Conferences • Interviews • Face-to-face meetings 	<ul style="list-style-type: none"> • Sharing industry knowledge • Building strategic partnerships
Suppliers	<ul style="list-style-type: none"> • Face-to-face meetings • Annual re-assessment of supplier performance • Surveys 	<ul style="list-style-type: none"> • Occupational health and safety practices • Worker wellbeing and welfare • Environmental compliance • Design, quality, and workmanship • Management and the timely payment of fees



We aim to provide satisfactory customer experience across our businesses

In 2020, we took swift measures to respond to the ongoing COVID-19 pandemic through close engagement with key local authorities to prioritise the safety of our workforce as well as other key stakeholders. Across the Group we have a broad spectrum of business interests and activities, with very different challenges and risk mitigation activities required to respond to the pandemic with resilience. For each business division, we applied specific strategies, ranging from regulatory compliance through to safety and health measures.

Our project teams in the Engineering and Construction Division proactively worked with regulatory bodies and local authorities such as the Construction Industry Development Board ("CIDB"), Ministry of Health ("MOH"), Kuala Lumpur City Hall ("DBKL"), and the Department of Occupational Safety and Health ("DOSH") to make certain our compliance on COVID-19 safety measures at project sites. Our SkyPark Aviation business engaged on a daily basis with the MOH, Immigration Department of Malaysia, Royal Malaysia Police ("PDRM"), Malaysian National Security Council ("MKN"), Civil Aviation Authority of Malaysia ("CAAM"), and Malaysia Airports Holdings Berhad ("MAHB") regarding compliance on the enforcement of standard operating procedures ("SOP's") relevant to the aviation industry.

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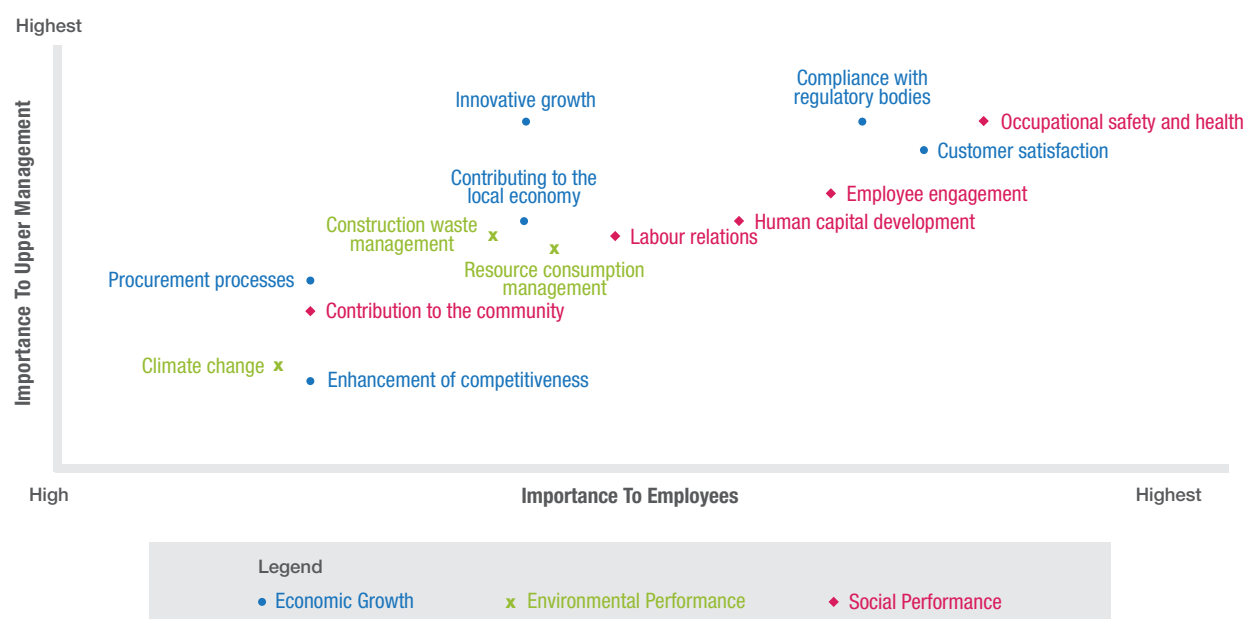
Our Property Investment and Management Division also collaborated with various government agencies, further highlighted below:

gateway@klia2	Paradigm Mall Johor Bahru ("Paradigm Mall JB")	Paradigm Mall Petaling Jaya ("Paradigm Mall PJ")	SkyPark Terminal
<ul style="list-style-type: none"> As an airport mall receiving travellers entering the country, our operations team collaborated closely with Aviation Security ("AVSEC") and the MOH on preventive measures to detect and mitigate the spread of COVID-19 within the premises. As a member of the <i>Jawatankuasa Perunding Penduduk</i> ("JPP") of Sepang district, we distributed face masks, hand sanitiser and mineral water to police personnel, customs, and immigration officers. Assisted AVSEC to set up security measures in the airport. 	<ul style="list-style-type: none"> Hosted the Johor Bahru City Council ("MBJB") <i>Kesihatan Team</i> regularly at our mall to ensure tenants' staff follow SOP's. As part of our effort in adhering to SOP's, we worked closely with the police in managing the riders from food delivery services. 	<ul style="list-style-type: none"> Liaised with relevant bodies such as MOH, MKN and the Petaling Jaya City Council ("MBPJ") on preventive measures, mitigation procedures and SOP's required to be adhered to and implemented. Hosted the task force of local authorities comprising MBPJ, PDRM, and the Ministry of Domestic Trade and Consumer Affairs ("KPDNKK") to check on the adherence of SOP's compliance. 	<ul style="list-style-type: none"> Our operations team worked closely with regulators and local authorities such as the AVSEC, MOH and Malaysia Airports Sdn. Bhd. ("MASB") on COVID-19 preventive measures and mitigation steps at the airport. Assisted police, MOH, MASB and AVSEC to set up security measures in the airport mall for the health and safety of airport staff, crew, and passengers in a bid to reduce the spread of COVID-19.

MATERIALITY

Identification and prioritisation of material sustainability topics sits at the core of our management and advancement of our economic, environmental and social impacts. Our last materiality assessment was conducted in 2018 via a survey distributed to internal stakeholders.

In 2020, we reviewed material topics against current industry trends to ensure the continued relevance of our existing topics. Our assessments indicate our current materiality matrix sufficiently reflects our stakeholders' interests.



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In line with our industry peers, we recognise that the safety and health of our workforce and our labour practices, as well as operational resilience strategies will require concerted focus as we continue into 2021. In addition to our material topics, we have included disclosures on our response to the COVID-19 pandemic as well.

With the operational challenges brought about by the ongoing COVID-19 pandemic in 2020, we have opted to conduct a refreshed materiality assessment in 2021. As we progress to further integrate sustainability into our operations, we seek to improve our materiality processes by securing feedback from wider external stakeholders to gain a more comprehensive understanding of our material topics, and their relative priority to our operations across our value chain.

SUPPORTING THE UN SUSTAINABLE DEVELOPMENT GOALS

The UN Sustainable Development Goals ("UNSDG's") call for corporate action to advance sustainable development through their business practices, encouraging companies to prioritise positive contributions and reduce negative impacts.

In 2020, we have enhanced our reporting against the UNSDG's by mapping out key contributions to other additional indicators that are aligned with specific UNSDG targets. As we look to place more emphasis on climate change and innovation, we have begun reporting for specific targets in UNSDG's 9 and 13 in addition to UNSDG's 8 and 12.

UNSDG's We Support		Our Commitments	Our Contributions in 2020
<div>8</div> <div>DECENT WORK AND ECONOMIC GROWTH</div> <div></div>	Target 8.8 - Protect labour rights and promote safe and secure working environments for all workers, including migrant workers.	We manage health and safety risks, ensuring employees understand and adhere to appropriate health and safety measures.	Achieved a cumulative of more than 16 million manhours worked with zero fatalities across our Engineering and Construction and Property Development divisions.
<div>9</div> <div>INDUSTRY, INNOVATION AND INFRASTRUCTURE</div> <div></div>	Target 9.1 - Develop quality, reliable, sustainable and resilient infrastructure.	We aim to increase our Green Building development projects as we progressively embed sustainability across our organisation.	Completed a total of four Green Building projects under the Engineering & Construction Division to date. There are an additional three ongoing projects from our Engineering and Construction Division with plans to introduce sustainable elements to our Property Development projects.
<div>12</div> <div>RESPONSIBLE CONSUMPTION AND PRODUCTION</div> <div></div>	Target 12.2 - Achieve the sustainable management and efficient use of natural resources.	We pledge to move towards the use of sustainably sourced construction materials in our projects.	Utilised over 19% recycled materials and about 5% of sustainable timber across our projects in the Engineering and Construction Division.
	Target 12.5 - Substantially reduce waste generation through prevention, reduction, recycling, and reuse.	We are increasingly practicing waste recycling, reduction, and reuse throughout our operations.	Successfully collected and recycled 1,000kg of waste via our newly introduced Landfill Waste Reduction programme.
<div>13</div> <div>CLIMATE ACTION</div> <div></div>	Target 13.1 - Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries	We strive to minimise our impact on the environment by optimising our operations and implementing more carbon-reducing fixtures such as solar lighting systems.	Reduced carbon emissions by utilising renewables which avoided the consumption of over 761,300 litres of diesel at our Engineering & Construction project sites.

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TOWARDS GOOD SUSTAINABILITY GOVERNANCE

SUSTAINABILITY OVERSIGHT AND OWNERSHIP

The Group has in place a good sustainability governance structure to further our economic, environmental, and social agenda as we progressively move beyond compliance. The Board provides oversight of sustainability related guidance. In implementing the strategic guiding policies and control mechanisms which set the direction for our approach towards good business conduct and ethics, we continue to enhance the education and awareness of employees, suppliers, and contractors to have a clear understanding of our commitment to operate ethically and sustainably.

An overview of the WCT sustainability governance structure is detailed below.



In 2020, our Board Risk and Sustainability Committee met every quarter to review our resource consumption performance, sustainability indicators and discussed sustainability-related issues, with members raising a series of recommendations. Our Engineering and Construction and Property Development divisions have identified environmental matters such as biodiversity and conservation impact and activities as areas of particular focus. For our business areas with public-facing premises, such as our malls and hotels, recommendations included exploring waste management initiatives with further opportunities for customer engagement and interaction.

TASK FORCE ON CLIMATE-RELATED FINANCIAL DISCLOSURES

We are mindful of climate change-derived impacts across our operations and have a responsibility to manage the carbon footprint generated by our business. Responding to the recommendations by Bursa Malaysia, we continue to strengthen our disclosures in line with the recommendations of the Task Force on Climate-related Financial Disclosures ("TCFD").

In the second year of our TCFD disclosures, we have included disclosures on our risk management process.

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Governance

Our Board Risk and Sustainability Committee, Group Sustainability Committee and QESH Department, respectively:

- Oversees the implementation of the Group's sustainability strategies, initiatives, policies, and practices.
- Reviews and communicates the overall strategy and implementation of sustainability.
- Implements and monitors the performance of QESH programmes.

Risk Management

Risk owners, Group Risk Management Committee, Board Risk and Sustainability Committee, and the Board with assistance from Risk Management Department actively participate in the Group's enterprise-wide risk management process in managing risk to an acceptable level and achieve business objectives. In 2021, we are targeting to initiate the first steps towards incorporating climate and environmental-related considerations in our risk assessment processes.

Metrics & Targets

We track energy consumption across our divisions to measure impact of operations. For more information, please refer to Energy Consumption Management section of this report. We have also set future targets to track and report our Scope 1 and Scope 2 greenhouse gas ("GHG") emissions within the next two financial years.

GOOD BUSINESS CONDUCT

We are governed by a robust set of policies covering key stakeholders throughout our business. Our corporate policies provide guidance in running our operations ethically and responsibly.



For more information on our policies, please refer to the website below:



<https://bit.ly/3mW7yUD>

WCT believes that the integrity of our business, employees and stakeholders serve as the foundation of our growth and reputation. The Code of Conduct and Ethics of Employees sets out the ethical behaviours that are expected from all our employees. Similarly, our Code of Ethics for the Company Director provides ground rules and standards of conduct that we expect of our Board members. WCT upholds a zero-tolerance policy for any misconduct, particularly related to bribery and corruption.

To reinforce ethical business conduct in our day-to-day operations, we conduct various training courses for our employees. In 2020, we conducted Anti-Bribery and Anti-Corruption awareness training for a total of about 2,660 training hours targeted at 872 employees over 11 sessions.

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Whistleblowing Mechanism

All employees and third parties are encouraged to report any misconduct, fraud or malpractice through our whistleblowing mechanism. Reports of improper conduct are directly channelled to the Audit Committee Chairman. In 2020, we received a total of seven reports via our whistleblowing channel, all of which were resolved via our internal procedures comprising inquiries, investigations and reporting followed by implementation of recommendations.

PROCUREMENT MANAGEMENT

Enabling sustainable practices across our value chain necessitates close analysis of the goods and services that we procure from our contractors, sub-contractors and suppliers across a range of services. We are committed to selecting our partners with proper due diligence.

All suppliers and contractors are held to our high QESH standards and are appointed on condition of meeting our robust selection criteria. As we move beyond regulatory compliance, we have progressed to integrate sustainability assessments into our vendor selection criteria. To maintain the integrity of our supply chain, we evaluate our appointed suppliers annually.

Our Engineering and Construction and Property Development divisions updated their ISO policies by revising the tender evaluation criteria for contractors, sub-contractors, and suppliers, incorporating a series of sustainability requirements. Significant conditions include compliance with OSH measures designed to prevent workplace-related injury and illness, as well as compliance with environmental requirements.

Observance of environmental obligations include adherence to regulatory guidelines established by the Department of Environment ("DOE") and local authorities, conformity with procedures and systems set out in ISO 14000, and to practice proper materials and waste management through implementation of the 3R's. To reaffirm our efforts to minimise the environmental impacts of our operations, contractors, and suppliers are encouraged to use green, locally sourced materials, and wood-based materials that have been certified by the Forest Stewardship Council.

Given the additional operational complexities over the course of the year due to the COVID-19 pandemic, we took specific measures to protect and mitigate potential risks to our supply chain. We increased our pool of service providers permitted in the approved list of suppliers, diversified our supplier base of specific products, and continued to deliver cost effective solutions according to project needs, without compromising on quality or delivery performance.

STRATEGIES IN OPERATIONAL CONTINUITY

In 2020, WCT promptly mobilised internal mechanisms to maintain operational resilience in response to the ongoing impacts of the COVID-19 pandemic. Utilising guidelines outlined in our Risk Management Policy and Risk Management Framework, our Risk Management Department conducted quarterly risk assessment workshops with risk owners from all business divisions. The objective of these workshops was to enable our business divisions to identify risks in relation to the COVID-19 pandemic, its impacts and consequences, and initiate necessary action plans.

To manage the safety and well-being of all our employees and to protect the interests of our stakeholder groups, we set up a group-wide COVID-19 Task Force to coordinate and monitor initiatives undertaken by WCT Group in managing the risks arising from the COVID-19 pandemic. Our COVID-19 Task Force issued regular COVID-19 related advisories as government directives and SOP's evolved.

Business Continuity Across the Group

Group-wide COVID-19 Task Force

Engineering and Construction Division

13 project sites set-up a **COVID-19 Response Team** to manage COVID-19 related matters with support from our headquarters in line with SOP's.

Property Development Division

The **Safety and Health Committee ("SHC")** coordinated and discussed the issues surrounding the COVID-19 pandemic such as SOP's for employees and visitors, workplace arrangements, staggering work hours and the management of site logistics.

Property Investment and Management Division

New World PJ Hotel and Première Hotel Klang set up the **Pandemic Team** and the **Pandemic Task Force** respectively to manage the safety of employees and guests.

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ENABLING SUSTAINABLE GROWTH

Our projects, ranging from national infrastructure, large-scale buildings and construction, property development, retail malls and hotels are designed to provide our customers with a fulfilling experience while also contributing to the nation's growth and development.

INNOVATIVE GROWTH

The adoption of innovative technologies in the industry continues at pace. In 2020, we leveraged existing digital technology from within the Group and adopted new digital-based solutions to support operational resilience and further drive business growth in responding to the impacts of the COVID-19 pandemic.

DIGITAL CONSTRUCTION SOLUTIONS

Our suite of digital solutions utilised by our Engineering and Construction Division enables us to optimise the overall planning and execution processes, yielding multiple benefits such as reducing waste as well as achieving cost and manpower efficiencies. The digital solutions we utilise in our projects include Virtual Design and Construction ("VDC"), Building Information Modelling ("BIM") and Industrial Building Systems ("IBS"). Further details are available in the Annual Report 2019 on page 47, accessible via the link below:



<https://bit.ly/3a1Y84w>

Achieving Increased Productivity and Efficiency via Digital Construction Solutions

Reduced Project Lead Time and Manpower Dependence via BIM and IBS

BIM tools have enabled the project team to realise greater efficiencies. The software has resulted in the elimination of manual tasks such as counting components with an estimated 50% reduction in errors and omissions within documentation and an estimated reduction of 30% in overall rework time.

The use of IBS on the other hand, has delivered superior construction quality with significant time reduction for defect rectification, and cost savings realised through faster delivery times. On-site efficiencies include alleviation of manpower requirements, and cutbacks in wastage.

Reduced Consumption via BIM

The introduction of BIM has eliminated conventional practice methods using paper copies for checks. Through 3D modelling, all changes can be implemented directly on the virtual model. For the BIM team, this has significantly reduced paper consumption by at least 50%.

Improved Efficiency via VDC

Through the VDC process, which integrates BIM with construction planning and cost information, we are able to develop data-led strategies for any given project. Solutions such as this enable us to achieve project goals while collecting key data, and tracking workflow progress.

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To weather the impact of the COVID-19 pandemic on our business continuity, we adopted new digital best practices to enable remote collaboration. We conducted regular virtual meetings via Microsoft Teams for our Merdeka Mall, MRT2 and Lendlease Mall projects to enable seamless collaboration between our BIM team and external parties.

We have invested in GPS tracking and monitoring systems across our fleet of heavy machinery with our subsidiary, WCT Machinery Sdn. Bhd., expanding the system to its logistics management of transport trucks. This technology helps signal early fault detection, which allows us to promptly initiate maintenance procedures and minimise machine idle time, thus improving our on-site productivity. We fitted 37 of our heavy machines with these systems in 2019, with additional installations on 32 of our busses, lorries, and trucks in 2020.

ADAPTIVE INNOVATION

Whilst the COVID-19 pandemic has introduced complexity in terms of adapting operational norms, we have adopted new innovative technologies in these unprecedented times as we endeavour to respond to the needs of our customers and wider stakeholders with agility. The digital leap has shown us the potential for business growth through enhanced customer experience.

As a response to the onset of the pandemic in 2020, our Property Development Division launched the Virtual Sales Experience microsite to showcase our projects - Renai Jelutong Residences in Shah Alam, Waltz Residences and The Maple Residences at W City OUG @ Kuala Lumpur, and our Paradigm Residence in Johor Bahru. The microsite gives customers the opportunity to learn about our projects from the comfort and safety of their own homes. Throughout the year, we received positive response from this platform by recording a total of 15,000 users. In early 2021, WCT Virtual Gallery was launched with additional features to enhance the 3D virtual home buying experience. As we look to further expand our virtual platforms, we have set future goals of complete contactless sales pitching to eventual unit bookings.



<https://vgallery.wctland.com/>



WCT Virtual Gallery

Our Property Investment and Management Division introduced the WCT E-Shop platform which allowed users to place orders from our food and beverage ("F&B") based tenants in Paradigm Mall PJ with pick-up or delivery options available.

This platform, complete with the necessary e-commerce tools, has helped our tenants achieve market expansion beyond the physical boundary of the mall in an effort to increase sales. Our WCT E-Shop also allows small and medium enterprises ("SME's") to benefit from the business-ready e-commerce marketplace at a reduced cost, instead of incurring additional cost to develop their own platform. In 2020, we registered a total of 248 users completing transactions with our mall tenants.

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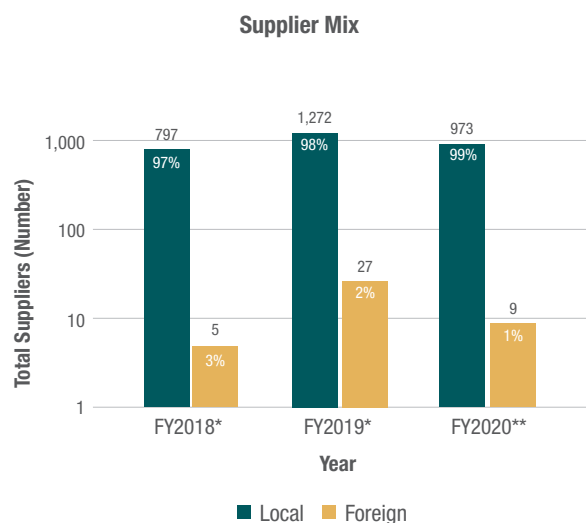
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LOCAL ECONOMIC CONTRIBUTIONS

We look for ways to positively impact local economic development via our various business divisions. As a sustainability-driven organisation, we recognise we have a responsibility to contribute to the growth of the local economy.

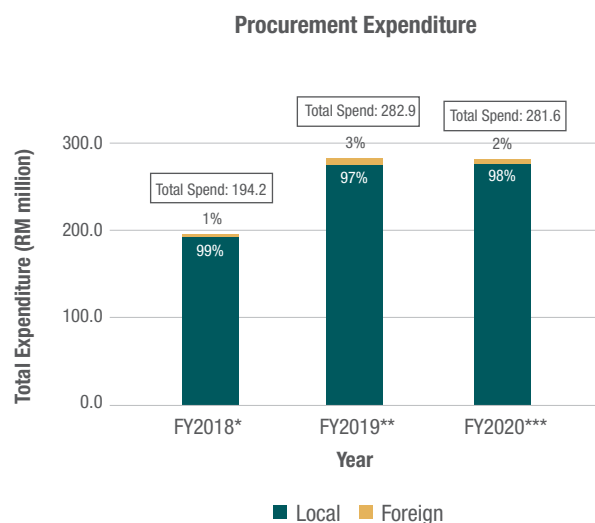
EMPOWERING LOCAL SUPPLIERS

As a key player in Malaysia's engineering and construction landscape, we consider opportunities to source locally which allows us to boost national economic development while actively reducing our environmental footprint.



* Comprising our Engineering and Construction and Property Investment and Management divisions

** Comprising our Engineering and Construction, Property Development and Property Investment and Management divisions



* Comprising four construction projects in our Engineering and Construction Division.

** Comprising nine construction projects in our Engineering and Construction Division.

*** Comprising nine construction projects in our Engineering and Construction Division, and the malls and hotels managed by our Property Investment and Management Division

Approximately 99% of our suppliers are local businesses; similarly, 98% of procurement expenditure, or more than RM276 million was spent locally, creating jobs and enabling national economic growth. In 2020, we expanded our scope to track sourcing practices across the malls and hotels managed by our Property Investment and Management Division.

Responsive Economic Contributions



Mak Cik Kiah Weekend Bazaar at Paradigm Mall PJ

In 2020, we introduced the *Mak Cik Kiah Weekend Bazaar* at Paradigm Mall PJ. Via this bazaar, local SME vendors were invited to market their unique products to consumers while adhering to strict COVID-19 SOP's. The bazaar saw an active participation of eight to ten vendors per weekend throughout the campaign. Similarly, we organised two weekend flea markets at our gateway@klia2 mall in December 2020 and plan for similar future events in 2021.

Cumulatively, a total of RM25,000 worth of goods and services were purchased over a period of four months via the bazaar and the flea market, ultimately providing a stimulus to the development of the SME industry in Malaysia during the COVID-19 pandemic.

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SUPPORTING TENANTS ACROSS OUR MALLS

As a result of the Movement Control Order ("MCO"), the retail industry experienced low footfall and reduced demand for its products and services. As part of our efforts to engage with our loyal shoppers and support our tenants, we purchased vouchers from the tenants and distributed them to our customers via campaigns in the mall. Our shoppers also enjoyed savings from the 'WCT Buddy E-Voucher Bonanza Sales', which allowed shoppers to purchase cash vouchers at 20% discount and shop at participating tenants at our malls. We liaise closely with our mall tenants and introduced a targeted rent assistance programme across four of our malls.

Paradigm Mall JB



346 tenants allocated rent assistance

Paradigm Mall PJ



241 tenants allocated rent assistance

gateway@klia2



104 tenants allocated rent assistance

SkyPark Terminal



68 tenants allocated rent assistance

PROJECT QUALITY TOWARDS ENHANCED DELIVERABLES AND CUSTOMER EXPERIENCE

Quality is at the forefront of our engineering and construction projects. Guided by ISO 9001 standards, quality assurance throughout our projects is an end-to-end process involving quality standards identification, project performance evaluation and quality compliance monitoring. Utilising our Project Quality Plan ("PQP"), we track progress and milestones of our projects.

The PQP encompasses planned, systematic actions for site layout, building materials, work quality and storage location. Material standards and quality of work are regularly inspected and tested to meet specifications. The effectiveness of a PQP is constantly reviewed to ensure that we deliver quality projects in a timely manner.



Similar quality management processes are implemented in projects carried out by our Property Development Division. In addition to these processes, we leverage on our Marketing Kits and the Vacant Possession ("VP") Process to deliver accurate information to our customers regarding our projects.

Marketing Kits

- Contain detailed information of projects.
- Equips our sales teams and agents with accurate information to share with potential customers.
- General Managers walk the floor to monitor that sales teams and agents convey information correctly.

Vacant Possession ("VP") Process

- To enhance the after-sales experience.
- Employees are briefed on how the building works to communicate the same to residents.
- Employees are required to inspect the unit during handover with purchasers to ensure satisfactory condition.
- During the VP, a briefing is also given to the residents on the dos and don'ts of community living.

As part of our continued drive to enhance customer experience, improve communications with our stakeholders and leverage technology to increase operational efficiencies, we successfully launched a property handover inspection mobile app in 2020 for the newly-developed Waltz Residences. Since its launch in July 2020, all residents at the Waltz Residences used the app, with a resolution rate of more than 95%.

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Azaria Apartments under the Rumah Selangorku affordable housing project in Bandar Parklands, Klang

Enhancing Accessibility in Our Property Development Division

We continue to enhance the accessibility of our properties by incorporating disabled-friendly and child-friendly features into our projects. All of the projects under our Property Development Division include ramps in common areas, disabled-friendly toilets in common facilities and disabled-friendly parking, where we adhere to local planning requirements to provision disabled-friendly car parks for our projects in Selangor, Kuala Lumpur and Johor Bahru. Our latest efforts in enabling better accessibility include the design of light switches at a lower height to enable easier reachability for our Paradigm Residence Johor Bahru, The Maple Residences as well as future developments. Our projects developed under the *Rumah Selangorku* programme are designed with a minimum of two residential units per block for people with disabilities ("OKU").

Enhancing Accessibility in Our Property Investment and Management Division

Our properties managed by the Property Investment and Management Division adopt similar best practices in enhancing accessibility for our customers. Our malls and hotels are equipped with disabled-friendly amenities including OKU toilets, handicap panels inside lifts and ramps within the premises.



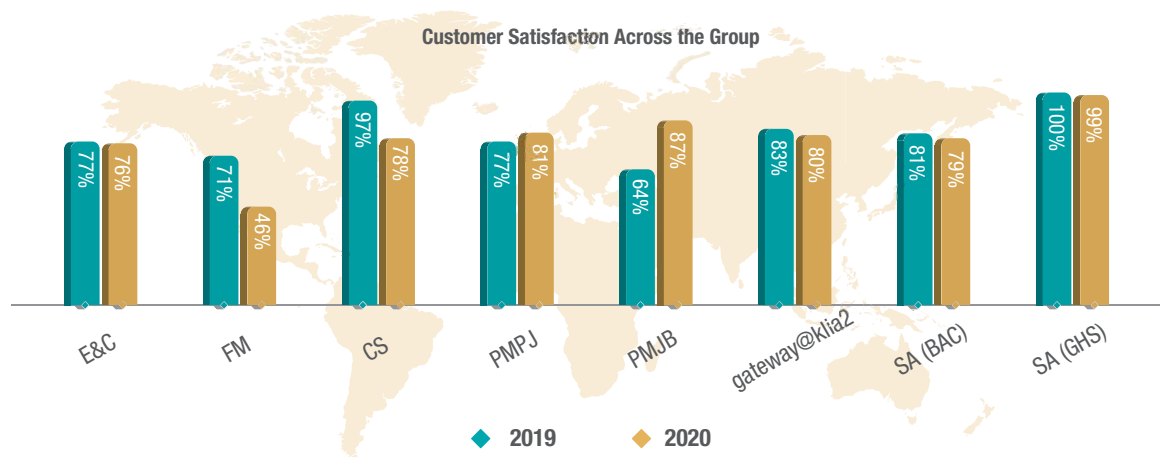
Our properties are equipped with disabled-friendly features



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We gauge the feedback from our mall and hotel customers via multiple digital channels such as social media, online sites as well as traditional methods such as formal surveys. In 2020, we recorded an increase in customer satisfaction across two of our properties with Paradigm Mall JB recording the highest increase in customer satisfaction. This achievement was attributable to the fact that we provided better customer service training to our concierge team, which resulted in a significant increase of 23% in customer satisfaction. We recorded lower satisfaction scores in our BBT One The Towers property. This was mainly attributable to reduced satisfaction in our carpark facility during the early stages of MCO which we have since rectified. We will continue our surveys in 2021 to monitor our customer satisfaction levels across the Group.



- E&C: Engineering and Construction Division
- FM: Property Development - Facilities Management (BBT One The Towers)
- CS: Property Development - Carpark Services (BBT One The Towers)
- PMPJ: Paradigm Mall PJ
- PMJB: Paradigm Mall JB
- gateway@klia2
- SA (BAC): SkyPark Aviation (Business Aviation Centre)
- SA (GHS): SkyPark Aviation (Ground Handling Services)

Tenant COVID-19 Testing Compliance Survey

Our operations at gateway@klia2 required careful handling, given the connectivity of the mall to klia2, a key entry point for travellers arriving in Malaysia. Additionally, national SOP's were announced requiring all non-Malaysian employees to undergo COVID-19 testing as a condition for tenants to open for business.

To proactively support implementation of the SOP's, we conducted a survey with our tenants and their employees to gain insight into compliance rates as well as secure feedback on their COVID-19 testing outcomes. The survey was sent in October 2020 to 118 tenants within the gateway@klia2 mall, with a 100% response rate confirming relevant employees had undergone COVID-19 swab testing.

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PROACTIVE CUSTOMER SAFETY

The safety and well-being of our customers, tenants and business associates have been, and remains, of paramount importance. We worked swiftly to mobilise mitigative infection controls in our malls, hotels, sales galleries and show units. Among the steps taken in our malls premises include MySejahtera scanning, regular and professional sanitisation, mandatory usage of face masks, limiting entry points for crowd management and implementing strict SOP's such as temperature screening and social distancing.



Our malls and hotels implement extensive and high standards of safety precautions and measures to keep the premises clean and hygienic

Similar safety protocols were implemented in our Première Hotel and New World PJ Hotel. We attached antimicrobial protective films on surfaces that are frequently touched, such as car park glass door handles, car park and guest lift button panels, and washroom doors. At New World PJ Hotel, we implemented visitor health declaration forms for guests to complete during check-in.

GREEN BUILDINGS

As the interest in sustainability-driven investments increases globally, green building certification has become an important standard to achieve. We have completed Green Building projects such as the gateway@klia2 airport mall, Ministry of International Trade and Industry ("MITI") Headquarters, Lot 2C5, and MyTOWN Shopping Centre. Below are some of our ongoing Engineering and Construction projects:

Project	Status	Certification*	Award
The Exchange TRX Retail ("TRX Retail"), Kuala Lumpur	Ongoing	<ul style="list-style-type: none"> LEED GBI 	Gold Gold
Superstructure works for Pavilion Damansara Heights (Parcel 1) ("PDH"), Kuala Lumpur	Ongoing	<ul style="list-style-type: none"> Green Mark (Office Tower) Green Mark (Podium & Residential) 	Gold Certified
Merdeka 118 - Retail Mall ("Merdeka Mall"), Kuala Lumpur	Ongoing	<ul style="list-style-type: none"> LEED 2009 for Core and Shell GBI GreenRE 	Gold Silver

* Target certifications upon completion of project

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MANAGING OUR ENVIRONMENTAL FOOTPRINT

At WCT, we recognise the impact that we have on the environment and are cognisant of our duty in protecting it for the benefit of our stakeholders and future generations. We closely consider the resources we consume throughout our value chain and work towards enhancing our operational eco-efficiency to minimise our actual and potential environmental footprint.



OPTIMISING OUR OPERATIONS

As we progressively embed sustainability into our business, we have improved the tracking of environmental indicators across our three divisions. In 2020, we expanded our boundary to include tracking for our project sites under our Property Development Division.

Energy Consumption Management

Managing the energy consumption from energy-intensive operations, particularly for our hotels and retail malls is an important challenge for the Group. We continue to incorporate energy efficiency solutions in our project as well as our managed properties such as the use of natural light and energy efficient fittings which helps us minimise our environmental footprint while delivering cost efficiencies.

In 2020, most of our construction sites were allowed to operate, with adherence to strict SOP's, despite the MCO implemented in response to the COVID-19 pandemic. Total electricity consumption for our Engineering and Construction Division in 2020 have shown an overall increase of about five times compared to 2019 figures, which is attributable to the fact that we tracked a greater number of project sites this year. We also recorded a 40% decrease in overall fuel consumption across all Engineering and Construction sites tracked. This is attributable to the MCO which resulted in lower usage of equipment in 2020.

In addition to our corporate offices, we have expanded our tracking of energy consumption across our Property Development project sites which resulted in the 25% increase of electricity consumption compared to 2019.

All our projects under the Property Development Division have been fitted with digital smart meters to monitor electricity usage in adherence to Tenaga Nasional Berhad's ("TNB") requirements. We have also installed these meters in our offices. Our technicians run daily checks on these meter readings to track our usage and to monitor for irregular readings which enables us to effectively monitor our efficiency.

In 2020, our managed properties experienced a more complex operating environment with COVID-19 MCO measures significantly restricting public movement, resulting in a 32% decrease in total electricity consumption.

SUSTAINABILITY STATEMENT

cont'd

Energy Consumption Performance Across Our Business Divisions

Engineering and Construction	2019	2020
Total active sites tracked	Energy tracking: 4 Fuel tracking: 6	Energy tracking: 11 Fuel tracking: 6
Total electricity consumption for project sites offices (kWh)	1,558,412 ¹	3,554,749
Total fuel consumption for construction sites (litres)	13,316,220	7,977,130

¹ Restatement due to recalculation of data

Property Development	2018	2019	2020
Total active sites/offices tracked	Energy tracking: 5	Energy tracking: 5	Energy tracking: 9 Fuel tracking: 5
Total electricity consumption (kWh)	1,064,216	1,168,607	1,464,404 ¹
Total fuel consumption (litres)	N/A	N/A	575,234
Average energy intensity (kWh/ft ²)	97.35	108.93	46.45 ²

¹ Consists of consumption in offices and project sites

² Consists of consumption in offices

Property Investment and Management	2018	2019	2020
Total managed properties tracked	5	7	7
Total electricity consumption (kWh)	117,433,742	120,256,478 ¹	82,283,072
Average energy intensity (kWh/ft ²)	127.49	74.75 ¹	54.21

¹ Restatement due to recalculation of data

During the MCO period, in which hotels and malls across Malaysia experienced lower operational capacities, we leveraged on our energy saving efforts and identified additional opportunities to optimise our energy consumption. By adopting several best practice energy saving efforts, during this period, we enabled cost savings, which has positively contributed to our overall operational resilience. We recorded a decrease of over 35 million kWh in energy consumption across Paradigm Mall JB, gateway@klia2, Première Hotel and New World PJ Hotel via these efforts. This has translated to an overall decrease of about RM17 million in operational costs in 2020.

Some Energy Saving Efforts in 2020	Location
Utilising 30%-40% of electricity during MCO and switched off electricity in non-movements areas	Première Hotel
Switched off fan coil unit, damper, and power supply for empty lots, rescheduled timing for all lighting, and increased the chiller set point	Paradigm Mall JB
Switched off non-essential lighting, minimised lighting at low traffic areas, shutdown of lifts and escalators at closed areas, switched off aesthetic lighting, and shutdown of air handling units for closed areas	Paradigm Mall PJ
Use of sensor activated escalators and travelators and switched off lighting and air conditioning at unused areas	gateway@klia2
Switched off non-essential air conditioning, lighting, and electrical equipment for public area, non-operational guest rooms, event spaces and back of the house. Reduced lifts and escalators operation based on requirement	New World PJ Hotel

SUSTAINABILITY STATEMENT

cont'd

Water and Effluent Management

We are cognisant of the water-intensive nature of our operations and we strive to optimise the volume of water that we consume on a daily basis. We have been tracking our water consumption since 2018, adding sites year-on-year with the ambition to track all sites and properties that we manage by 2020. We are pleased to confirm that we achieved this ambition, and we are now able to report on our water consumption in totality across our businesses.

Our Engineering and Construction Division has recorded a total water consumption increase of 15 to 16 times more, having expanded its tracking scope from four sites in 2019 to 11 in 2020. This increase is also due to the COVID-19 sanitation works as well as SOP compliance in order to maintain a high level of cleanliness.

In 2020, our Property Development sites have reported higher water consumption as we now track consumption at our project sites in addition to our offices. We now track water consumption across nine sites and offices compared to five offices in 2019. We also recorded an increase of two to three times in water intensity.

The Property Investment and Management Division reported a decrease in total water consumption, reporting a reduction in consumption of 41% and an intensity reduction of 33% across all seven sites. This reduction is attributable to our key water initiatives as a result of public movement restrictions during the MCO.

Water Consumption Performance Across Our Business Divisions

Engineering and Construction	2019	2020
Total active sites tracked	4	11
Total water consumption (m ³)	16,128	254,037

Property Development	2018	2019	2020
Total active sites/offices tracked	5	5	9
Total water consumption (m ³)	999	3,740	26,782 ¹
Average water intensity (m ³ /ft ²)	0.01	0.02	0.05 ²

¹ Consists of consumption in offices and project sites

² Consists of consumption in offices

Property Investment and Management	2018	2019	2020
Total managed properties tracked	5	7	7
Total water consumption (m ³)	1,080,860 ¹	1,212,726 ¹	713,502
Average water intensity (m ³ /ft ²)	0.18	0.40 ¹	0.27

¹ Restatement due to recalculation of data

Similar to our prudent energy saving measures, during the low operational period throughout the MCO, we implemented several water saving efforts across our malls and hotels. We recorded about 6 million m³ less in water use across Première Hotel, New World PJ Hotel, and gateway@klia2 via these efforts. This reduced consumption resulted in lower operational costs of about RM2 million.

Some Water Saving Efforts in 2020	Location
Utilising 30%-40% of water during MCO, switched off water supply in non-movements areas, and rainwater harvesting for landscaping and building maintenance	Première Hotel
Reduced running of chillers and cooling tower	Paradigm Mall JB
Reduced water pressure during low operational load and reduced running of chillers	Paradigm Mall PJ
Monitoring and controlling chilled water circulation	gateway@klia2
Rainwater harvesting for landscaping and recalibrating swimming pool pump usage during pool closure	New World PJ Hotel

SUSTAINABILITY STATEMENT

cont'd

We strive to protect the environment adjacent to our sites such as rivers and other sources of clean water by preventing sediment-contaminated water overflow from our operational activities. DOE stipulations related to Total Suspended Solids ("TSS") values are observed and our Wastewater Treatment Plan ("WTP") is in place to monitor appropriate treatment of wastewater.

Effluent from our construction sites is managed through the use of silt traps before discharge. Our silt traps are desilted regularly to preserve efficient functionality. Aside from desilting we also conduct in-situ water quality tests, dam checks and the protection of exposed slopes, and the upgrading of best management practices for activities such as silt fence installation.

Waste Management

Good waste management practices are important towards reducing negative environmental impacts. The majority of the waste generated across our operations is from our construction sites, retail malls, and hotels. As we strive to divert waste from landfills, we adopt a structured process of reducing, reusing, and recycling to better manage the volume of waste generated.

WCT operates efficient waste management practices and recognises the importance of maintaining well-ordered construction sites, so that disposal costs are minimised and that approved landfill sites are not unnecessarily burdened. Waste at construction sites are segregated into construction, domestic and scheduled waste.

We operate in strict compliance with the Environmental Quality (Scheduled Wastes) Regulation 2005 for scheduled waste disposal to comply with proper handling and disposal practices as required by the DOE, with waste disposal documented according to DOE's electronic scheduled waste information system ("eSWIS"). Our team of Environmental Officers inspect project sites and operations regularly.

We commission licensed collectors to transport construction waste to prescribed landfills. We select our waste contractors according to strict requirements, including licence and registration letters from local regulatory bodies including *Jabatan Pengurusan Sisa Pepejal Negara* ("JPSPN") and *Perbadanan Pengurusan Sisa Pepejal dan Pembersihan Awam* ("SWCorp"). Additionally, we prioritise contractors with previous experience working on projects with sustainability requirements such as GBI, GreenMark, GreenRE, and MyCrest.

Scheduled Waste Generated by our Operations*

Spent lubricating and hydraulic oil (W305 & W306)

Spent mineral oil-water emulsion (SW307)

Contaminated soil or sand from spillage of diesel or petrol-based machinery (SW408)

Containers, bags or equipment contaminated with chemicals, pesticides, mineral oil or scheduled wastes (SW409)

Rags, plastics, filters or papers contaminated from scheduled waste (SW410)

* Waste broken down by codes stipulated by the Environmental Quality (Scheduled Waste) Regulations 2005

In 2020, our Engineering and Construction Division registered an increase of approximately 24% of total waste produced, compared to 2019. This was due to an increase in activity in certain sites compared to 2019 and an increase in damaged wood used for construction that was eventually recycled.

Despite this, we recorded about 37% increase in recycled and reused waste as we emphasise in reducing our waste directed to landfills in tandem with about a 1% increase in recycled content used in our projects, further discussed in the Sustainable Construction Materials section.

We began tracking our waste generation for our Property Development Division as well. Our data tracking currently accounts for five project sites with targets to include tracking for future projects. We plan to expand tracking across all our offices as well as in line with the establishment of our new Landfill Waste Reduction programme.

Property Investment and Management reported a 14% drop of total waste produced compared to 2019 figures and has noted waste reductions across its portfolio, particularly for the gateway@klia2 which registered about a 70% decrease in total waste for 2020 - a significant reduction on 2019 output. This drop is attributable to the MCO restrictions in place throughout the year.

SUSTAINABILITY STATEMENT

cont'd

Waste Management Performance Across Our Business Divisions

Engineering and Construction	2018	2019	2020
Total active sites tracked	10	13	12
Total waste (tonnes)	4,859.3	30,549.7	37,854.8
Non-hazardous waste (tonnes)	4,787.4	30,470.7	37,798.9
i) Recycled (tonnes)	2,451.9	3,956.1	9,686.2
ii) Reused (tonnes)	165.3	19,903.3	23,162.1
iii) Landfilled (tonnes)	2,170.2	6,611.3	4,950.7
Scheduled waste (tonnes)	71.9	79.0	55.8

Property Development	2020
Total active sites tracked	5
Total waste (tonnes)	1,511
Non-hazardous waste (tonnes)	1,511
i) Recycled (tonnes)	N/A
ii) Reused (tonnes)	N/A
iii) Landfilled (tonnes)	1,511
Scheduled waste (tonnes)	N/A

Property Investment and Management	2019	2020
Total managed properties tracked	5	5
Total waste (tonnes)	12,406	10,654
Non-hazardous waste (tonnes)	12,406	10,654
i) Recycled (tonnes)	552	300
ii) Reused (tonnes)	N/A	N/A
iii) Landfilled (tonnes)	11,854	10,354
Scheduled waste (tonnes)	N/A	N/A

SUSTAINABILITY STATEMENT

cont'd

At WCT Group, we make concerted efforts to support waste reduction, reuse, and recycling across our malls and hotels. Beyond inclusion of recycling facilities for use by our employees and patrons, we encourage initiatives such as repurposing of materials, procuring supplies that use recycled packaging, as well as efforts to address single-use plastics through WCT's newly introduced Landfill Waste Reduction Programme in 2020. We continue to collaborate with an external partner in repurposing used cooking oil from our malls and hotels. In 2020, we collected over 25,211kg of used cooking oil to be repurposed into new energy sources.

Landfill Waste Reduction Programme

Our flagship Landfill Waste Reduction Programme was developed as part of a strategic effort to sustainably manage our waste and to support the targets of SDG12. This programme was rolled out in 2020 across five selected offices with a two-pronged approach. Firstly, to install recycling stations and secondly, to significantly reduce single-use plastic water bottles.

We have installed a total of 15 recycling stations thus far. In 2020, a total of 1,000kg of waste was collected via the recycling stations located in our headquarters in The Ascent and was sent to a recycling centre. The items recycled included paper (used paper, cardboard boxes, shredded paper), plastics, and steel.

The programme is due to expand in 2021 to include New World PJ Hotel, SkyPark Aviation, our mall offices, and our project offices and sites in the Engineering and Construction Division.

Total Recycling Stations in 2020

Offices	The Ascent	WCT Land	Première Hotel
Recycling Stations	3	11	1



Recycling stations at the respective WCT offices

The programme also saw a drop in the consumption of single-use plastic water bottles across our offices, thanks to the installation of water dispensers and the Company's effort in encouraging employees to bring their own bottles. Our ambition is for all offices, project sites, and sales galleries to have realised a usage and purchase reduction of plastic bottled water of 50% by 2021 and 100% by 2023.

UNSDG's We Support



Target 12.5 - Substantially reduce waste generation through prevention, reduction, recycling and reuse.

Our Contributions in 2020

Successfully collected and recycled 1,000kg of waste via our newly introduced Landfill Waste Reduction programme.

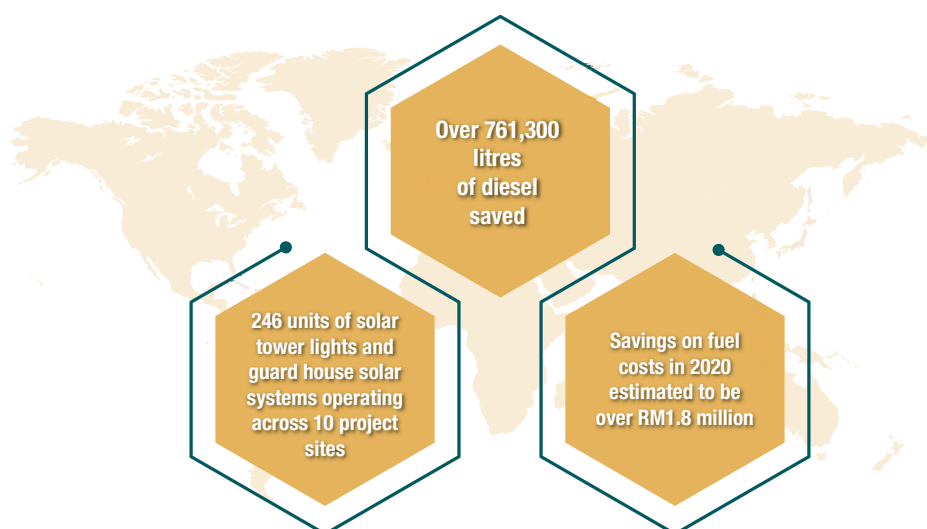
SUSTAINABILITY STATEMENT

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SUSTAINABLE CONSUMPTION

Leveraging Renewable Energy

Leveraging renewables, reducing our use of non-renewable energy sources, and incorporating sustainable construction materials are key focus areas as we aim to reduce our climate-related impacts. We have seen over 761,300 litres of diesel saved in 2020. In line with our goal to use more carbon-reducing fixtures, our subsidiary WCT Machinery Sdn. Bhd., has undertaken the task to install solar lighting systems to light up our construction sites. These solar lighting systems have shown additional benefits, negating the trenching, wiring, and associated costs of non-solar lighting, as well as offering simpler set-up and maintenance.



Sustainable Construction Materials

Globally, the construction industry is the largest consumer of raw materials. To reduce the climate change impact from the energy intensive extraction and production of these materials, we strive to optimise and reduce our raw material usage by incorporating recycled and reused content within our projects. The timber we procure is sustainably sourced to minimise our impact on climate change.

	2019*	2020*
Percentage of recycled content for projects	18.1%	19.3%
Percentage of sustainable timber for projects	15.3%	4.9%

* Derived from 10 construction projects in our Engineering and Construction Division.



SUSTAINABILITY STATEMENT

cont'd

Overall, about 19% of materials used in our projects are reused or contain recycled content which is approximately a 1% increase compared to 2019. We are committed to continuing this progress. Our Engineering and Construction and Property Development divisions have underlined this commitment by incorporating green material requirements into their supplier ISO selection criteria with an overall target of using green and sustainable materials across all new projects by 2022.

NOISE POLLUTION MANAGEMENT

We are mindful of the fact that most of our construction projects are located in commercial and residential areas. We strive to maintain the noise level from our operations at an acceptable threshold to prevent any disturbances or discomfort to the surrounding community who form a part of our key stakeholder group.

In the event that our site activities exceed the acceptable threshold of noise or vibration levels, we immediately shut down the plant or equipment and appropriate measures are mobilised.

We have a series of mechanisms in place to mitigate against noise pollution. We install permanent noise and vibration measurement metres at our project sites with boundary noise measurements taken monthly or quarterly. Specific noise reduction measures include the installation of noise barriers, as well as noise shrouds for our piling machines.



BIODIVERSITY AND CONSERVATION

Our projects are always planned and designed with environmental and social impacts in mind. We comply with local regulatory requirements of maintaining in-situ ecological balance in preserving the biodiversity on our project sites. We conduct a site inventory, topography analysis, arborist surveys and social impact assessments, as key first steps in our projects. Prior to site clearing, an Environmental Impact Assessment is carried out where applicable. Projects by our Engineering and Construction and Property Development divisions are analysed for prudent action steps where applicable. Some of the trees cut for our Engineering and Construction Division projects are based on client requirements.

Trees Cut, Transplanted and Planted

- 132 trees cut were cut in 2020, which brings our cumulative total since 2015 to 10,250 trees cut. These trees were identified as common species and uncondusive for transplanting, with their removal having minimal adverse impacts
- 1,718 trees transplanted since 2015 to locations away from project sites as requested by local authorities.
- 353 trees planted since 2015 across eight of our project sites with a total of 568 trees planned for the future.

Our projects are also planned and designed according to pre-existing terrain to minimise the altering of landform and preserve land integrity. We ensure that there is a minimum allocation of 10% for green areas in our projects with plans to incorporate more green space planning in our future developments.

SUSTAINABILITY STATEMENT

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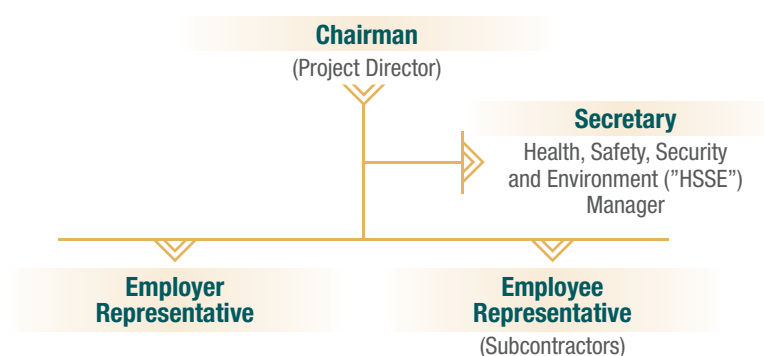
ENHANCING SOCIAL CONNECTIONS

In 2020, we remained steadfast throughout the ongoing COVID-19 pandemic. We worked hard to protect the safety and health of all those working at, or visiting our sites and properties. We continued to provide development opportunities for our employees to further their career ambitions and made concerted efforts to preserve the community connections that we have developed over time with our key stakeholder groups.

OCCUPATIONAL HEALTH, SAFETY AND WELL-BEING

We remain committed to adhering to global standards for mitigating safety and health risks present at our workplaces. Our QESH Department and QA/QC team oversees the integration of OSH within our operations, in accordance with the Safety and Health Assessment System in Construction ("SHASSIC") and ISO 45001:2018 certification.

Occupational Health and Safety Committee Organisation Chart



Our Safety & Health Committee ("SHC") is responsible for documenting the Hazard Identification, Risk Assessment and Determining Control ("HIRADC"), which is reviewed every three months or when an incident occurs. The SHC also engages with relevant stakeholders in identifying potential workplace hazards and formulates plans to reduce or eliminate these risks. We ensure each development site has a competent HSSE team of employees with expertise in managing and enabling safety. We have a total of 71 HSSE employees across 19 Engineering and Construction and Property Development sites and offices.

Engineering and Construction Division HSSE Team			
19 Safety & Health Managers/Officers (with Green Book registered with DOSH)	32 Site Safety Supervisors (with Yellow Book registered with DOSH)	14 Safety & Health Coordinators (with Safety & Health courses and construction project site working experience)	A total of 65 competent HSSE employees across 14 project sites and one office
Property Development Division HSSE Team			
Four Safety & Health Officers (with Green Book registered with DOSH)	Two Site Safety Supervisors (with Yellow Book registered with DOSH)	A total of six competent HSSE employees across four project sites and WCT Land offices.	

The participation of our employees and workers is a key element of our OSH management system which incorporates regular training so that safety is prioritised across all our sites. Workforce training needs are evaluated annually with training plans implemented through weekly OSH sessions. In 2020, we conducted a total of 37 training courses across three project sites and our headquarters.

SUSTAINABILITY STATEMENT

cont'd

Occupational Safety and Health Performance

At the onset of the COVID-19 pandemic, we revised our OSH targets in June 2020. Our strong commitment in prioritising the health and safety of our employees has enabled us to maintain our solid track record of zero fatalities across all divisions in 2020. We aim to retain this achievement in 2021 as well. Our Engineering and Construction Division achieved 4.15 million total manhours without Lost Time Injury ("LTI") against a target of 12 million manhours in 2020 due to two LTIs recorded at our project sites in June and October 2020. We also recorded a total of 340,072 manhours for offices under the Engineering and Construction Division for year 2020. Our Property Development Division successfully achieved all manhour targets, recording a total of 1.34 million manhours without LTI against a target of 1.15 million manhours for project sites, and 344,250 manhours against a target of 300,000 manhours for offices.

Our focus in 2021 is to achieve 12 million manhours without LTI for all project sites under our Engineering and Construction Division. As we progressively expand our efforts in monitoring our health and safety performance, we have now begun setting separate manhours targets for our offices under the Engineering and Construction Division. The target for offices has been set up to achieve total manhours of 250,000 hours.

As for our Property Development Division, we strive to achieve a total of 2 million manhours for project sites and 400,000 manhours for offices.

Engineering and Construction	2018	2019	2020
Total active sites tracked	4	16	14
Total hours worked	17,731,734	16,755,034	14,784,637
Absolute number of fatalities	0	0	0
Number of LTI	2	0	2
LTI Frequency Rate (Number of lost-time injury cases per 1 million-man hours worked)	0.11	0	0.14
Injury Rate (Number of recordable incidents multiplied by 200,000 per man hours worked)	0.1692	0.2388	0.1082
Lost Day Rate (Number of lost work days multiplied by 200,000 per man hours worked)	0.1917	0	0.3923

Property Development	2018	2019	2020
Total active sites tracked	9	9	9
Total hours worked	1,872,796	1,505,775	1,679,149
Absolute number of fatalities	0	0	0
Number of LTI	0	0	0
LTI Frequency Rate (Number of lost-time injury cases per 1 million-man hours worked)	0	0	0
Injury Rate (Number of recordable incidents multiplied by 200,000 per man hours worked)	0	0	0.3573
Lost Day Rate (Number of lost work days multiplied by 200,000 per man hours worked)	0	0	0

Engineering and Construction Division recorded zero high consequence cases and successfully reduced its Injury Rate from 0.2388 in 2019 to 0.1082 in 2020, however LTI increased by two this year. Additionally, total of 30 recordable cases were registered this year. The Property Development Division maintained a zero LTI frequency rate for 2020.

As a swift response to the increase in LTI, we immediately took corrective actions by implementing new SOP's and updating our HIRADC. We also initiated intensive training and specific briefing sessions for our site operational employees and workers. Additionally, we shared the details of the incidents along with the corrective actions taken to all other project sites during our Quarterly HSSE Coordination Meeting.

SUSTAINABILITY STATEMENT

cont'd

Proactive Employee and Worker Safety

We implemented a series of stringent measures for the safety of our employees across all our offices and premises, including corporate offices, management offices, sales galleries, show units, and project sites. The measures along with the usual SOP's included social distancing demarcations, placement of COVID-19 visual reminders, and information as well as professional sanitisation by a third-party specialist.

Throughout 2020, the construction industry was significantly affected by COVID-19 infection spread on workplace and to respond proactively, we invested considerable time, effort, and resources into protecting our workforce. In addition to best practice SOP's and regular sanitisation by third-party professionals, below are some of the key steps taken in mitigating the spread of COVID-19 in our project sites.

Isolation Centres

The Engineering and Construction Division set up a temporary Isolation Centre to safely isolate asymptomatic workers and provide basic medical support and necessities.

Swab Tests

All employees at the project sites, including workers, were provided with a COVID-19 Swab Test. Additional Swab Tests were provided according to project requirements and the exposure status of individual employees.

Rewards and Recognition Campaign

In 2020, our Engineering and Construction Division introduced the Rewards and Recognition Campaign at eight project sites in Klang Valley and Sarawak with the objective of encouraging COVID-19 SOP compliance among our employees. Construction workers who displayed exemplary discipline and contributed to a good, comfortable, and safe environment at their respective project sites and within workers' accommodation were awarded useful daily necessities such as rice, eggs, and cooking oil for their achievements. Throughout the period of the campaign, a total of 897 workers received these awards and contributions.



The division implemented preventive measures and SOP's to mitigate the spread of COVID-19 and providing a safe and secure environment for our employees.

As we adapted to the need for operational variability as a result of the COVID-19 pandemic, flexible work arrangements were implemented for the safety of our employees. An average of 180 of our employees worked from home from October to December during the Conditional MCO period. We also provided complimentary COVID-19 screening for our employees.

SUSTAINABILITY STATEMENT

cont'd

LABOUR RELATIONS

In safeguarding the human rights of our foreign workers, we strictly adhere to the Immigration Act of Malaysia and the respective laws of our workers' home country as well as the Employment Act 1955, which grants equal rights to workers regardless of their nationality.

All of our foreign workers are registered with the Malaysian Social Security Organisation ("SOCSO"), contributing to its Employment Injury Scheme ("EIS"), in compliance with the Employees' Social Security Act 1969 (Act4). In 2020, we employed 469 foreign workers which made up approximately 20% of our workforce.



Regular tool box meetings at our project sites

Prioritising Foreign Worker Safety During the Pandemic

Our ambition is to create an environment which protects the health, safety, and well-being of our workforce.

We implemented a series of strategic education and preventative health measures to protect our foreign worker labour force during the ongoing COVID-19 pandemic. From delivering infection prevention awareness training via our regular toolbox meetings, through to provision of face masks and sanitiser on project sites, our key objective was to mitigate COVID-19 infection at the workplace. We also constructed labour quarters for foreign workers in accordance with Act A1604 - Workers Minimum Standard of Housing and Amenities (Amendment) Act 2019.

HUMAN CAPITAL DEVELOPMENT

In 2020, our human capital development took place predominantly on digital platforms as we adapted to new ways of working. A total of 27 online training sessions or 3,756 hours of training took place with 1,112 individuals attending these sessions. We conducted 49 physical training sessions in full compliance with physical distancing SOP's. All training sessions were related to COVID-19 pandemic compliance.

Based on our Training Needs Analysis, training and development programmes for our employees are primarily focused on technical (including legal knowledge, industry developments, and compliance management) and soft skills. All our employees are appraised at least once a year to ensure they are on the right track to achieve their career goals.

The CIDB offers accreditation to develop professionalism in the construction industry. In support of the CIDB's efforts, our site supervisors regularly participate in these accreditation programmes. Assessments were suspended throughout 2020 due to the MCO restrictions and our site coordinators and workforce were unable to achieve accreditation. We fully expect assessments to resume once it is safe to do so.

Our Safety Supervisor Apprentice Programme ("SSAP") is targeted at school leavers and diploma holders. This programme offers the opportunity of "learning whilst earning" in the area of health, safety and the environment. 11 apprentices were enrolled in 2020 with three individuals having successfully completed the programme thus far and one candidate withdrawing. The remaining seven individuals continued to pursue the programme.

We offer training on our CostX platform, which is designed to improve efficiency by using of BIM to generate material quantification and costing for construction based on rendered models. No training was undertaken during 2020 due to MCO restrictions and inconsistent access to our office premises.

SUSTAINABILITY STATEMENT

cont'd

Our hotels provide industry training for hospitality students or graduates. In 2020, due to the complexities resulting from the COVID-19 pandemic, no trainees were hired. Similarly, no industry training took place at our SkyPark Aviation facilities.

Employee Training Hours	2018*	2019*	2020
Total training hours	4,606	2,536	8,762
Average training hours:			
i) per employee	1.53	0.91	3.23
ii) per employee in management training	0.11	0.18	1.98
iii) per employee in non-management training	3.45	2.02	5.17

* Restatement due to recalculation of data.

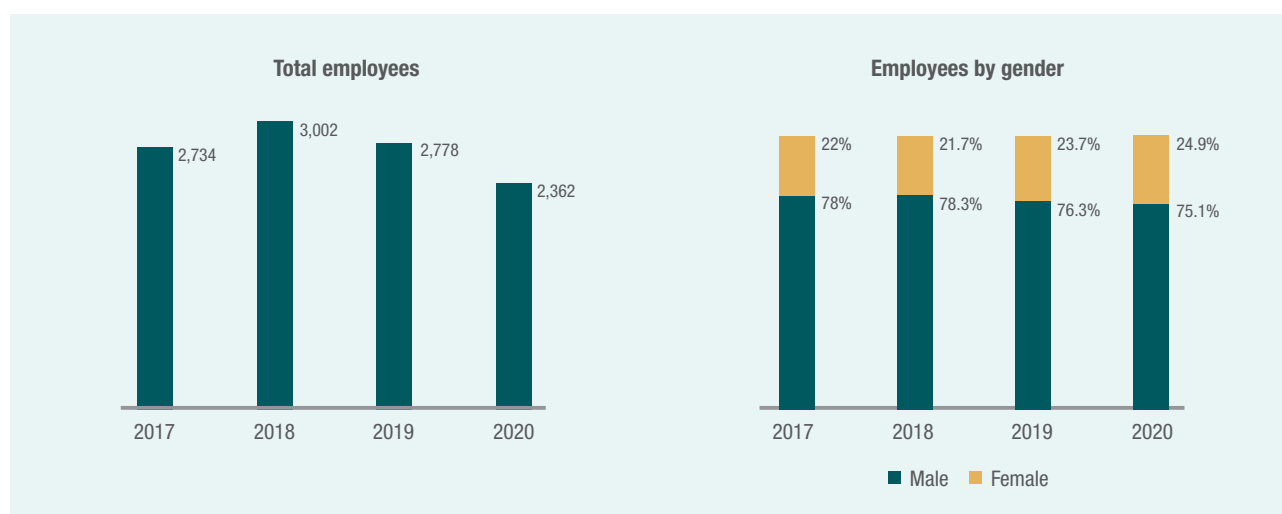
Training Expenditure by Division	2019		2020	
	(RM)	(%)	(RM)	(%)
Engineering and Construction	159,165	47.83	75,190	47.44
Property Development	173,601	52.17	18,544	11.70
Property Investment and Management			64,767	40.86
Total (RM)	332,766		158,501	

Employee Engagement

Our employee engagement initiatives played an essential role in maintaining effective two-way communications with our employees throughout the COVID-19 pandemic. In 2020, we communicated across multiple channels to engage with our employees to ensure their well-being.

Department heads frequently engaged with their respective team members via the Microsoft Teams platform to check on their well-being. Group HR regularly sent emails, and personal phone calls to enquire whether employees required assistance during the COVID-19 pandemic. We continue to encourage employees to stay in regular contact with their Heads of Department or Group HR.

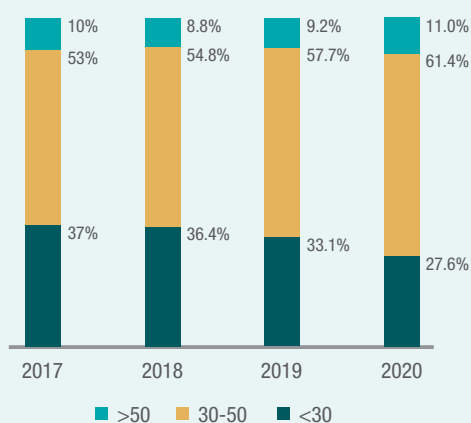
Our Workplace in Figures



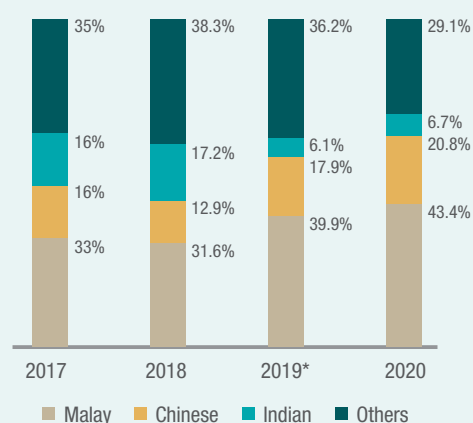
SUSTAINABILITY STATEMENT

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Employees by age group

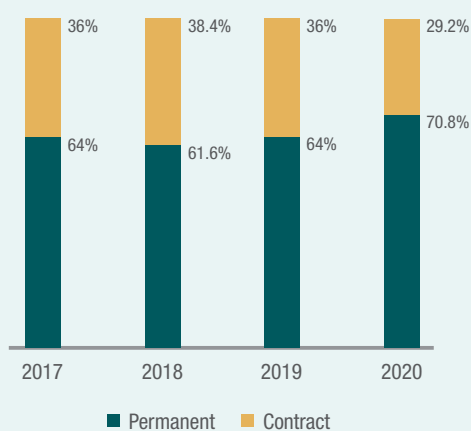


Employees by ethnicity

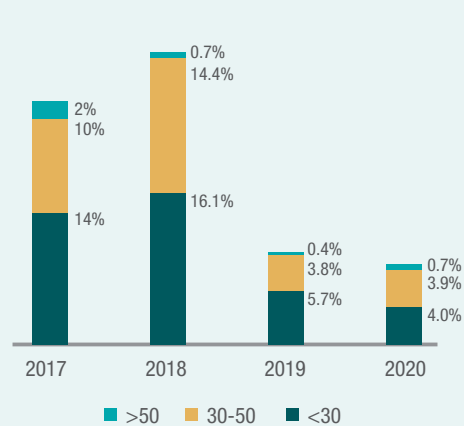


* Restatement due to recalculation

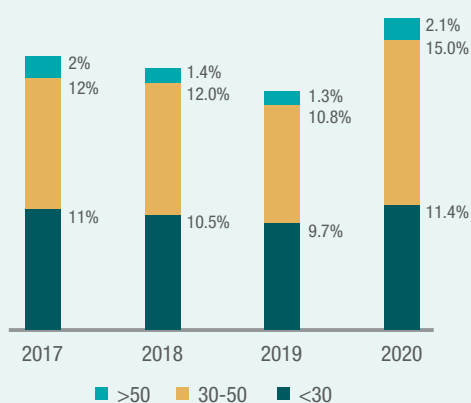
Employees by contract



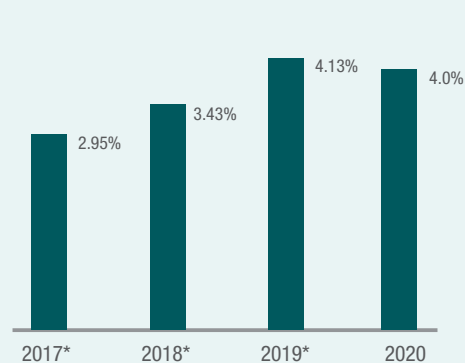
Employees new hires by age group



Turnover rate by age group



Percentage of women in management

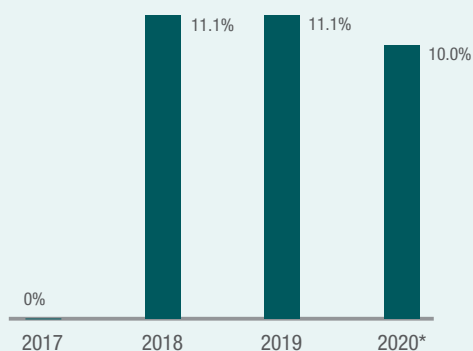


* Restatement due to recalculation

SUSTAINABILITY STATEMENT

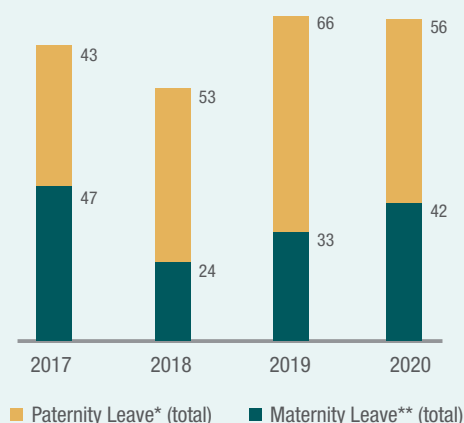
cont'd

Percentage of women in board



* Change in percentage due to increase in board size

Parental leave extended to employees



* Paternity leave allocation is two days

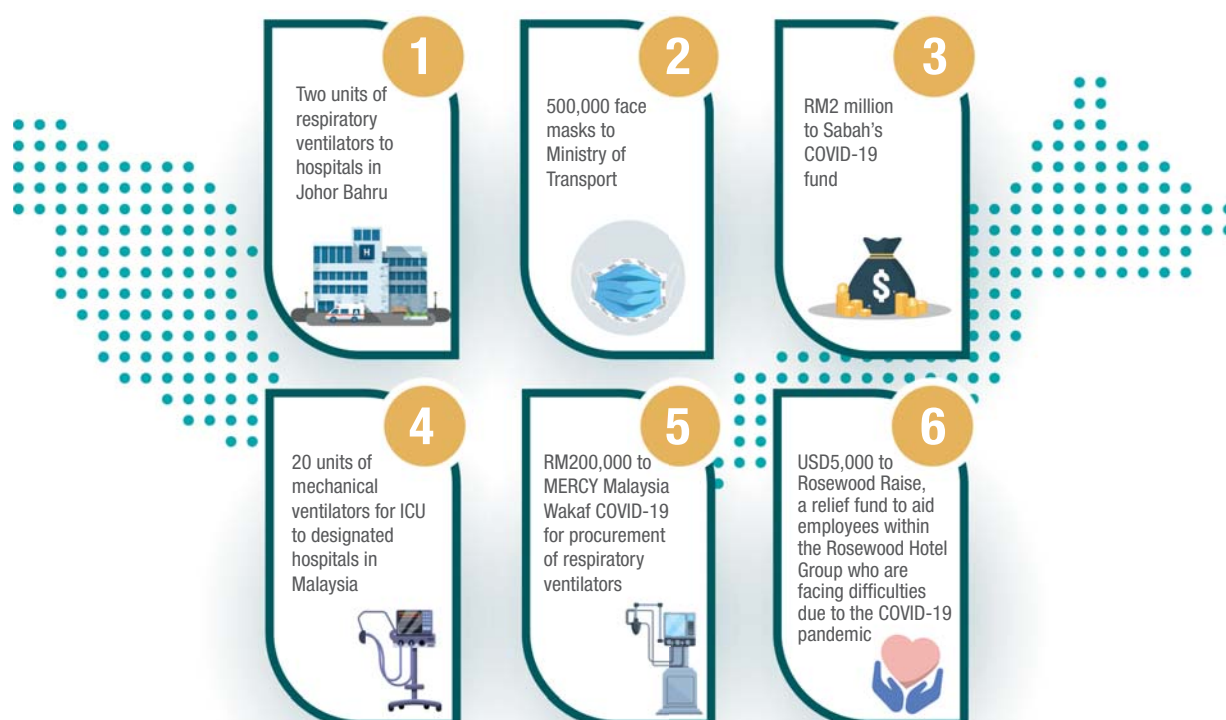
** Maternity leave allocation is 60 days

CONTRIBUTION TO THE COMMUNITY

As a responsible corporate citizen, WCT has always maintained strong and meaningful connections with the communities that we serve. We are empowered to effect positive change for all our key stakeholders via the projects that we undertake, and the charitable causes that we support.

Supporting Key Stakeholders

In 2020, we undertook proactive efforts in supporting local organisations and vulnerable communities to weather the effects of the COVID-19 pandemic. The Group extended over RM5 million in contributions for various causes, targeting stakeholder groups in need throughout our community.



SUSTAINABILITY STATEMENT

cont'd

INITIATIVES IN 2020



Appreciating Front Liners at Kempas Medical Centre

In December 2020, Paradigm Mall JB distributed 210 food and gift packages to healthcare workers at Kempas Medical Centre Johor Bahru, in appreciation of their service for the community during the COVID-19 pandemic.

Kechara Food Bank

A year-long food donation drive partnership between Paradigm Mall PJ and Kechara Food Bank successfully secured RM4,000 of donated dry goods. In February 2020, the WCT Malls' team and Y.A.M. Tengku Datin Paduka Setia Zatashah Binti Sultan Sharafuddin Idris Shah visited *PPR Lembah Subang* to distribute provisions to families in need.



Chinese New Year Celebration with Persatuan Rumah Warga Emas, Klang

A team of 17 from Première Hotel visited senior citizens at *Persatuan Rumah Warga Emas Klang* for Chinese New Year. Residents received ang paus as well as groceries and shared a meal prepared by the hotel's F&B team.



Hari Raya CSR with underprivileged families

Associates from Première Hotel visited *Kampung Baru Batu 9, Telok Panglima Garang* during Hari Raya 2020, to deliver groceries and funds to five families in need of support.



SUSTAINABILITY STATEMENT

cont'd



Blood Donation Drives

In an effort to assist hospitals replenish blood banks in Malaysia, we organised several blood donation drives in collaboration with the National Blood Bank, non-profit organisations and local hospitals at Paradigm Mall JB, gateway@klia2 and SkyPark Terminal. The donation drives received an overwhelming response with 1,516 pints of blood collected in 2020 across three malls.

University of Malaya (UM) Engineering Students visit The Exchange TRX Retail Project Site

WCT hosted 36 students and one lecturer from the School of Civil Engineering, UM at the proposed mixed commercial development project, The Exchange TRX Retail in Tun Razak Exchange, Kuala Lumpur. This industry knowledge-sharing event gave students the opportunity to gain useful experience of a project site from an engineering perspective.



Donation of old hotel linens to orphanage and nursing homes

New World PJ Hotel donated used but serviceable bedding and linen to nursing and children's homes including Seed of Hope, En Yuan Old Folks Homes, House of Joy, and *Pusat Jagaan Siddharta*.

For *Pusat Jagaan Siddharta*, the children enjoyed a high tea specially prepared by the F&B team of the hotel in conjunction with Malaysia Day celebrations.

Food Bank Ji Shan

The Paradigm Mall JB partnership with Food Bank Ji Shan began in 2018 and continued with enhanced emphasis this year. With a dedicated space provided for shoppers to donate dried goods, more than 700 families received these much-needed essential items.

Hari Raya CSR with Persatuan Sri Kandi Regalia

The *Persatuan Sri Kandi Regalia* is an association supporting single mothers and their children. During Hari Raya in 2020, Paradigm Mall JB donated boxes comprising food and clothing as a mark of solidarity with the communities around us.

SUSTAINABILITY STATEMENT

cont'd

Community-Centric Projects

The communities that impact and are impacted by our business forms a key stakeholder group to WCT. We are mindful that proper mitigative measures are essential across our project sites towards preventing negative impacts such as floods and noise pollution to the communities surrounding our project sites. We facilitate regular two-way communication with these communities in gaining insightful feedback.

The projects that we undertake have the ability to create positive short-term and long-term value for our community. We undertake a variety of projects, ranging from affordable homes to time-centric and multi-generational developments to cater for the different needs of our customers.

DESIGNING FOR OUR COMMUNITY

Affordable Housing

A total of four affordable housing projects comprising 1,253 units under the *Rumah Selangorku* initiative to benefit first-time homeowners.



Accessibility

We arrange a fleet of 32 buses to transport people to and from some of our retail malls, hotels and offices, to the airport, on a regular basis.

Time-centric and Multi-generational Concepts

We undertake projects with a dual-key concept to encourage multiple generations of family members to live close to each other. To date, a total of 218 units of our Waltz Residences and The Maple Residences offer dual-key concept.

Our entire W City OUG @ Kuala Lumpur project is designed for a time-centric and multi-generational lifestyle.



REGULATING IMPACTS OF OUR PROJECTS



Flood Mitigation

In the case of a flood due to our projects, we conduct site visits with key stakeholders to discuss flood mitigation initiatives.

Traffic Management

During construction activities, we implement a traffic management plan to provide clear guidance to road users. We engage with relevant authorities and stakeholders to facilitate smooth traffic flow and minimise hazards by providing on-ground safety assistance.



Project-based Public Engagements

We conduct engagements to brief residents on our projects. Feedback channels are also available to raise concerns and enable prompt resolution.

MOVING FORWARD

Our progressive journey in embedding sustainability into the day-to-day operations of our organisation has enabled operational resilience throughout the onset of the COVID-19 pandemic, all while maintaining our emphasis on the safety and well-being of our key stakeholders via the implementation of several best practice procedures across our business divisions.

As we move into 2021, we will continue prioritising the safety of our stakeholders in tandem with expanding our business via the promising new digital solutions we have adopted in 2020. We also have plans in the pipeline of tracking and disclosing our GHG emissions towards managing our environmental impact and addressing climate change. These key areas will form the basis of our sustainability journey moving forward.