

A photograph of a family gardening in a lush green garden. In the foreground, a man in a light blue shirt and khaki pants is crouching down, looking at a young boy who is also crouching and looking up at him. The boy is wearing a light blue shirt and khaki pants. In the background, another man in a light grey shirt and khaki pants is standing and looking towards the camera. The garden is filled with various green plants and trees, and the scene is bathed in warm, golden light, suggesting late afternoon or early morning.

ART OF SUSTAINABILITY

Driven by our 8 unique development DNAs and 3 ESG pillars, we strive for sustainability throughout our business ecosystem.

03

SUSTAINABILITY

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ABOUT THIS STATEMENT

This report represents Tropicana Corporation Berhad (“**Tropicana**”, or “**the Company**”) and our group of companies (“**Tropicana Group**” or “**Group**”) annual Group Sustainability Statement (“**Statement**”), highlighting our commitments and performances in the Economic, Environmental & Social (“**EES**”) aspects of sustainability from 1 January 2024 to 31 December 2024.

REPORTING FRAMEWORK

In preparing this statement, we have been guided by the key principles of the Bursa Malaysia listing requirement and sustainability reporting guide, International Financial Reporting Standards (“**IFRS**”) Sustainability Disclosure Standards and the Global Reporting Initiatives (“**GRI**”).

REPORTING SCOPE

Disclosures in this statement comprise of the Company’s sustainability performance from 1 January 2024 to 31 December 2024 (“**FY2024**”), which covers the operations and practices of Tropicana in Malaysia that we have direct managerial control over.

Unless mentioned otherwise, any associates and joint ventures of Tropicana are excluded from this statement. They are excluded due to the lack of operational control and decision-making responsibilities we have over these entities.

Where relevant, we have included data from previous years to track year-on-year progress and to provide additional context. This statement addresses our response to the material sustainability topics which impact our business and our ability to deliver value to all our stakeholders.

ASSURANCE

The Risk & Management Sustainability Committee has approved the Group Sustainability Statement FY2024, acknowledging that it provides a fair and factual account of Tropicana’s sustainability performance for the year under review.

In strengthening the credibility of the Sustainability Statement, this Sustainability Statement has been subjected to an internal review by the company’s internal auditors and has been approved by the company’s Audit Committee.

The boundary of the internal review is limited to the company’s operations located within West Malaysia.

FEEDBACK & ACCESSIBILITY

As a measure to continuously improve our reporting performance, Tropicana welcomes any suggestions, comments and feedback from our esteemed stakeholders on this statement and the issues covered. This Statement as well as Statements from previous reporting periods are presented in our Annual Reports on the Group’s corporate website at <https://www.tropicanacorp.com.my/reports-and-presentations>.

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**THIS SUSTAINABILITY STATEMENT
IS AVAILABLE ONLINE**

Scan the QR to our website

SUSTAINABILITY APPROACH

Tropicana's approach to sustainability is driven by our Sustainability Policy ("**Policy**"). The Policy is based on our sustainability framework pertaining to the Group's EES considerations, all of which are aligned with the thirteen (13) United Nations Sustainable Development Goals ("**UNSDG**") that we have identified as the most relevant to our material topics, business strategies, principal risks, stakeholder influence and effects on our community.

We are committed to integrating EES considerations into our daily operations and business management. This involves promoting our core sustainability principles and practices: Awareness, Understanding, Commitment, Action, Assessment, and Monitoring — across our stakeholder groups to drive progress toward our sustainability objectives.

We understand that Sustainability is closely linked to the ESG acronym, focusing on environmental, social, and governance issues, which are relevant to sustainability impact. However, to better reflect a comprehensive and integrated approach to how companies should approach sustainability, we adopt a more appropriate acronym, EES, prioritising the governance of sustainability impact (covering Economic performance, Environmental impact, and Social responsibility in our business and societal decision-making). This change in language serves to instil a proper understanding of good governance that needs to encompass evaluation of the impacts of management decisions on the Economic, Environmental, and Social domains.



TROPICANA GREEN JOURNEY

PART 1

We maintain our commitment to sustainability built around Tropicana's 8 Unique Development DNA & 3 ESG pillars. These pillars represent our PEOPLE, PLANET & PARTNERSHIP ("PPP") practices.

Our strategy and socially attuned approach is based on the following guidelines:

- Bursa Malaysia Sustainability Reporting Guide 3rd Edition
- Global Reporting Initiative ("GRI") Standards 2021
- United Nations Sustainable Development Goals ("UNSDGs")
- GreenRe or GBI compliance
- Environmental Quality Act 1974
- Environmental Impact Assessment for selected segments
- National Landscape Policy



Built over **375** acres of green lungs across **22** developments



Planted over **7,800** trees



Retained **23** rivers and creeks, **12** waterfalls, and **3** lakes



Renewable energy: Installed over **2,200** solar panels and windmills to clean a **4.41**-acre lake



Foster healthy living: Built over **11** km of biking and walking trails



01



TROPICANA GOLF & COUNTRY RESORT PETALING JAYA, SELANGOR

- 625-acre (Tropicana 27-hole golf course, clubhouse, landed & serviced residences, condominiums, international school, commercial development & shop offices)
- Complete ecosystem (flora & fauna) built over 20 years
- Over 22,000 plant species, birds & insects as well as 18 ponds
- Integrated pest management dragonfly project
- Environmentally conscious practices: solar panels, energy saving, waste disposal, flood retention, wildlife relocation

02



TROPICANA INDAH PETALING JAYA, SELANGOR

- 409-acre (Seri Selangor 27-hole golf course, clubhouse, landed & serviced residences, shopping mall & office tower)
- Thriving ecosystem built over 15 years
- Trees are planted in clusters to create an instant forest effect
- Retained parts of the forest (undulating terrains, natural ponds & waterways)
- Environmentally conscious practices: use of eco-conscious design & materials, energy & water conservation, recycling programme, flood retention, wildlife relocation

03



TROPICANA GARDENS TROPICANA INDAH, PETALING JAYA, SELANGOR

- 17.6-acre (serviced residences, mall & office tower)
- Green Building Index (“GBI”) certifications for all towers except Edelweiss (SOFO & Serviced Residences) which will be GreenRE certified
- Energy-saving components such as regenerative lifts, energy & water-efficient fittings, landscaped roof garden with rainwater harvesting system, low-emissivity glass, aluminium screens, paints that have reduced amounts of volatile organic compounds, recycling bins & landscape waste management (100% organic & contaminant-free compost)
- Lush ecosystem with a peaceful blend of flora, fauna, water features, and outdoor landscaping

04



TROPICANA HEIGHTS KAJANG, SELANGOR

- 199-acre (central park, linear lake, recreational hub, landed & serviced residences, international & private schools)
- Transformed the former Kajang Hill Golf Course with sparse vegetation to a lush ecosystem
- Built in harmony with the surrounding community & environment, prioritising the preservation & revitalisation of the site's natural ecosystem
- 16-acre central park with over 400 mature rain trees & 15 Khaya trees replanted throughout the entire development
- To enhance energy efficient practices, LED light fittings are installed throughout the central park & recreational hub
- Environmentally conscious practices: use of eco-conscious design & materials, energy & water conservation, flood retention, wildlife relocation, water & wastewater management

05



TROPICANA METROPARK SUBANG JAYA, SELANGOR

- 88-acre (urban park, serviced residences, retail shops, international school, dedicated link connecting to Federal Highway)
- Reuse & repurpose an old, abandoned factory site into Tropicana Metropark's property gallery
- Waterway in the Urban Park incorporates a self-sustaining wetland with a biofiltration system powered by windmills
- The park, which spans 9.2 acres, has a Green Plot Ratio that exceeds local requirements & features hills, slopes & lawns with a 2.8 km looping pathways around the park for walking, jogging and cycling
- SouthPlace Residences is a GreenRE-certified building with environmentally conscious elements

06



TROPICANA AMAN KOTA KEMUNING, SELANGOR

- 863-acre (landed, apartments, commercial shop offices, recreational hub & schools)
- 2,400 tropical trees have been planted in the 85-acre central park
- 7km walking & biking trail ringed by a 100-foot-wide, tree-lined boulevard & linked via 10 bridges & 17 pavilions around the lake
- To address climate change, a proper drainage system including the retention pond is in place for flood risk mitigation in extreme weather conditions
- Environmentally conscious practices: use of eco-conscious design & materials, solar panels, energy & water conservation, flood retention, wildlife relocation, water & wastewater management



TROPICANA GREEN JOURNEY

PART 2

07



TROPICANA MIYU PETALING JAYA, SELANGOR

- 2.82-acre (condominium)
- Provision of bicycle parking racks and electric car charging bays
- Environmentally conscious practices: use of eco-conscious design & materials, such as low-E glass installed at level 7 lift lobby, gym room, kids playroom & multipurpose hall rainwater harvesting system

08



TROPICANA CENANG LANGKAWI, KEDAH

- 5.28-acre (serviced suites, retail shops, five-star international hotel)
- Buildings designed with energy efficient and sustainable features, and all units are furnished with certified energy and water efficient appliances
- To inculcate community inclusivity and promote healthy living, 30 resort-themed facilities will be offered
- Adherence to the Environmental Management Plan ("EMP")
- Buildings are fitted with low-E glass, energy efficient lighting & internal walls are painted with low VOC paint

09



TROPICANA WINDCITY GENTING HIGHLANDS, PAHANG

- 596-acre (residential, commercial, education, wellness, silver hair village & park)
- Tropicana Grandhill adopts environmentally conscious practices such as the use of eco-conscious design & materials, energy & water conservation, flood detention pond, wastewater management, rainwater harvesting tank & stormwater management
- Tropicana Paradise bungalows and villas are strategically positioned encircling 12 cascading waterfalls, 23 rivers and babbling creeks to ensure the development taps into the natural landscape
- Preservation & revitalisation of green spaces as outdoor adventure venues and green park
- Sustainable transportation & infrastructure to reduce the township's carbon footprint



10



W KL & THE RESIDENCES KUALA LUMPUR

- 1.28-acre (serviced residences & five-star hotel)
- Environmentally conscious practices: use of eco-conscious design such as high ceilings for maximum sunlight, secret garden dotted with trees & rainwater harvesting tank
- Strategically located in the heart of Kuala Lumpur City Centre within walking distance facilities & amenities thus reducing the need to commute via car & lowering carbon footprint
- W KL Hotel was sold/disposed in FY2023

11



TROPICANA 218 MACALISTER GEORGETOWN, PENANG

- 2.09-acre (serviced residences, commercial suites & hotels)
- International brand hotel houses one of Georgetown's historical buildings, a UNESCO World Cultural Heritage Site
- Environmentally conscious practices: use of eco-conscious design such as high ceilings for maximum sunlight, buildings are designed & positioned to offer panoramic sea views, pocket garden & rainwater harvesting tank
- Courtyard by Marriott was sold/disposed in FY2023

12



TROPICANA DANGA BAY ISKANDAR MALAYSIA, JOHOR BAHRU, JOHOR

- 37-acre (serviced residences & retail spaces)
- Tropez residences is GBI certified offering green building features
- Environmentally conscious practices: use of eco-conscious design such as high ceilings for maximum sunlight, water & waste management & rainwater harvesting tank

13



TROPICANA DANGA COVE ISKANDAR MALAYSIA, JOHOR BAHRU, JOHOR

- 227-acre (landed residences & shop offices)
- Each landed unit in Ayera Residences has its own pocket garden
- Lush central park acts as the green lung and community space

14



TROPICANA UPLANDS ISKANDAR MALAYSIA, JOHOR BAHRU, JOHOR

- 244-acre (landed residences, apartments & commercial hub)
- Buildings are designed with energy efficient features including street lighting with LED lights & usage of smart system & design of sales gallery with glass wall to promote natural lighting
- Environmentally conscious practices: use of eco-conscious design & materials, energy & water conservation, flood retention, wastewater & hazardous materials management & stormwater management



TROPICANA GREEN JOURNEY

PART 3

15



LIDO WATERFRONT BOULEVARD ISKANDAR MALAYSIA, JOHOR BAHRU, JOHOR

- 90-acre (serviced residences, hotel, offices, retail, park, cultural centre, education & healthcare facilities)
- Tropicana built a flood mitigation system to ease upstream flooding at Sungai Chat & Sungai Abdul Samad
- The system is well-equipped to trap garbage & prevent it from flowing into the sea, helping to improve water quality, reduce pollution & save marine life
- In the pipeline: 3km 10m boardwalk & 3m walkway/ cycling lanes to foster community inclusivity

16



TROPICANA ALAM PUNCAK ALAM, SELANGOR

- 362-acre township, bringing Tropicana's unique DNA and its resort-styled setting to Puncak Alam
- A tranquil 4.9-acre recreational lake surrounded by 1.3 km lakeside jogging trail and a 4.5-acre picturesque central park
- Environmentally conscious practices: large windows, proper ventilation, and strategically positioned entrance doors facing north or south
- To address climate change, a proper drainage system including a retention pond for flood risk mitigation plan
- Easy access to major highways such as LATAR, DASH, NSE & GCE
- Located in a mature town with ample facilities and amenities



17



TROPICANA CHERAS SG LONG CHERAS, SELANGOR

- 26.7-acre of freehold land of mixed housing development
- 3 acres have been designated for green playgrounds, and landscaped parks with the integration of a retention pond, linear garden and footpath on the gradual hilly terrain
- Low-density neighbourhood is guarded by a single gate entry and perimeter fencing
- Environmentally conscious practices: large windows, optimal orientation ensuring maximum natural light utilisation and air ventilation for better

20



TROPICANA PARADISE GENTING HIGHLANDS, PAHANG

- 308-acre hillside development, surrounded by age-old forests, waterfalls and creeks
- Guarded & secured living

18



TROPICANA AVALON GENTING HIGHLANDS, PAHANG

- 176-acre commercial and residential township
- Targeted to be a GreenRE-certified building for commercial building
- Environmentally conscious practices: full-width glass windows, natural lighting & ventilation, with eco-friendly features
- Disabled and family-friendly amenities

21



TROPICANA LAGOON TANJUNG RHU, LANGKAWI

- 13.09-acre development of residential bungalow lots
- Freehold & low density
- Guarded & secured living
- Near to Kili

19



TROPICANA GRANDHILL GENTING HIGHLANDS, PAHANG

- 112-acre freehold mixed-integrated development
- 16.75-acres of green area to transform into an adventurous park with many circuits to fly, swing, glide and dangle on the various aerial obstacles suspended above the lush tropical forest.
- Environmentally conscious practices: full-width glass windows, natural lighting & ventilation, with eco-friendly features, low VOC paint, and energy & water efficient fittings
- EV charging facilities

22



TROPICANA SHORES TANJUNG RHU, LANGKAWI

- 13.09-acre development
- Guarded & secured living



SUSTAINABILITY MILESTONES

2016-2017

Inaugural Report

- Created of sustainability governance structure
- Created a materiality matrix through a vetted ranking process by external consultants

2018

Selecting a Framework

- Implemented reporting guidelines:
 - Bursa Malaysia Sustainability Reporting Guide
 - GRI Standards

2019

Enhancing Data Disclosure

- Collected quantitative data related to the Group's EES performance
- Expanded data disclosure to include two (2) additional material matters

2020

Identifying Data Trends

- Described management approach towards the COVID-19 pandemic
- Continuous data collection of EES material matters
- Identified data trends based on baseline data

2021

Commitment towards Sustainable Development

- Described management approach towards the COVID-19 pandemic
- Aligned business operations with relevant UNSDGs
- Established a Sustainable Development Plan

2022-2024

Strengthen ESG Framework & Practices

- Established Risk Management & Sustainability Committee
- Aligned with GRI Standards 2021 and Bursa Malaysia Sustainability Reporting Guide (3rd edition)
- Conducted Social Impact Assessment on our upcoming Tropicana Alam township
- Set up ESG blueprint and identified ESG gaps.

2025-2026

Strengthen ESG Framework & Practices

- Continue to strengthen ESG practices by following the necessary guidelines
- Ongoing ESG awareness campaign and partnerships
- Ongoing Sustainability Data Repository Platform
- Climate Risk Assessment & Review



Accolades & Achievements



ESG Positive Impact Awards
Gold - Responsible Consumption & Production Division (Environmental Category)



SUSTAINABILITY FRAMEWORK

Sustainability Governance

The Board of Directors (“**The Board**”) plays a vital role in overseeing and maintaining sustainability compliance guided by the Securities Commission and Bursa Malaysia. This oversight is supported by the Risk Management & Sustainability Committee, ensuring compliance with sustainability practices and internal controls.

ESG Vision

We aspire to be one of the ESG champions in Malaysia, aligning ourselves with our corporate vision as well as global sustainability standards.

Mission

To become a future-ready property group that prioritises the importance of people, planet and partnerships

Core Pillars	Partnership	Planet	People
Our Commitments	We aim to uphold current partnerships that serve our business purposes to Redefine the Art of Living while striving to create new collaborative opportunities that align with our principles and sustainability goals.	We recognise the finite nature of our planet's resources as part of our building philosophy that prioritises environmentally responsible architecture and creates impactful efforts to conserve or enhance the natural environment within our developments.	We believe in creating opportunities and developing talents to achieve long-term value for the business while putting equality at the forefront. Our developments are underpinned by social responsibilities to build a harmonious community and enhance living quality.

Sustainability Themes	Economic Performance & Collaboration	Environmental Stewardship	Social Responsibility
	<ul style="list-style-type: none"> Creating economic value for our stakeholders Conducting business responsibly, ethically and with transparency Prioritising safety, quality and productivity Offering innovative solutions to our customers Competing fairly Encourage good corporate governance across the board based on our Code of Conduct, policies and guidelines 	<ul style="list-style-type: none"> Respecting the environment and reducing our environmental impact Consistently striving to lower our energy consumption and Greenhouse Gas (“GHG”) emissions Efficiently managing our resources and waste Compliance with all requirements from local councils and authorities in managing our resources and environment 	<ul style="list-style-type: none"> Prioritising the safety and well-being of our people Invest in the learning & development programme for our employees Engaging with and supporting our communities Compliance with all requirements and adherence to our local labour rights

UNSDGs Alignments

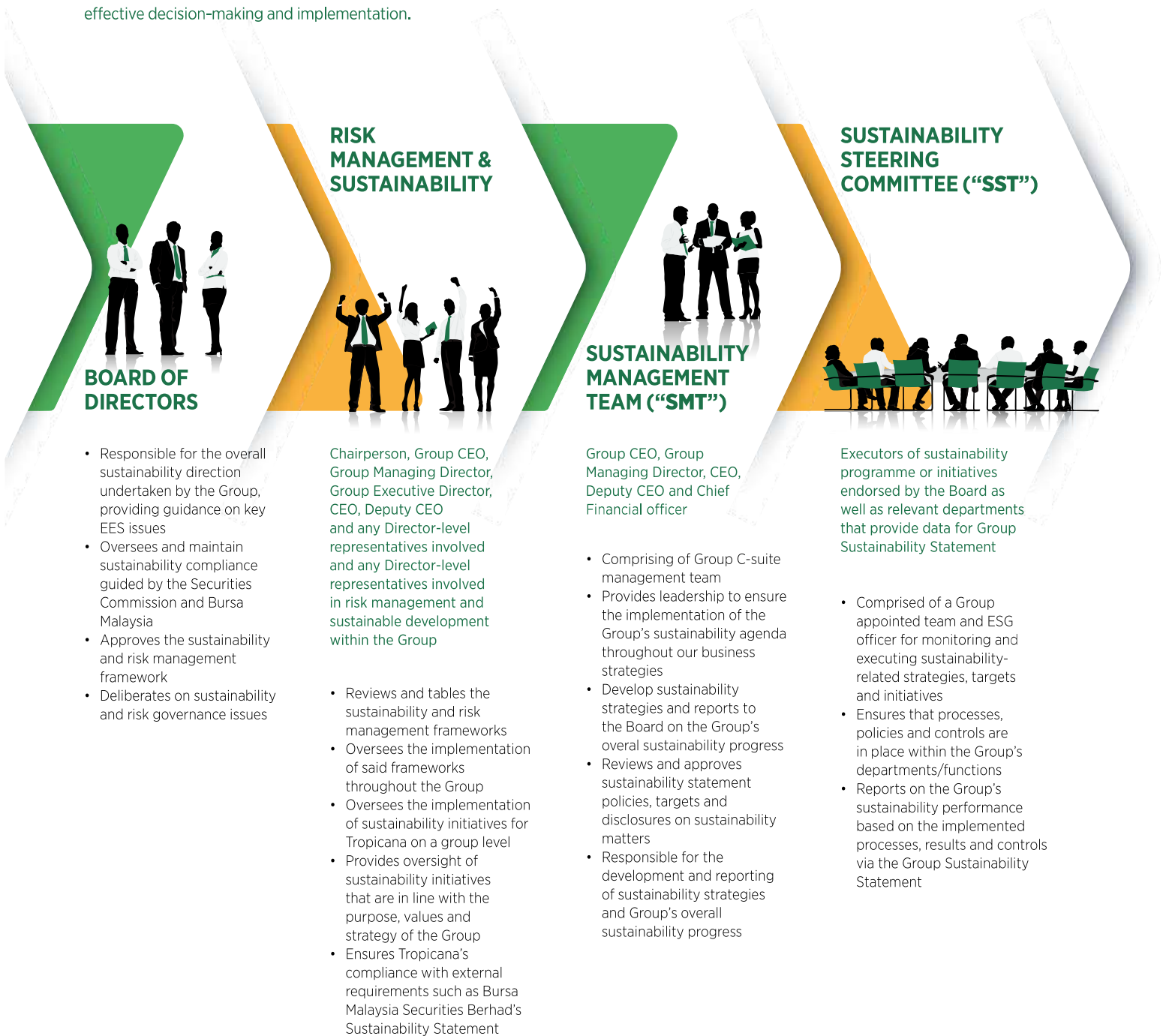


SUSTAINABILITY GOVERNANCE STRUCTURE

We have established a sustainability governance structure to manage our economic, environmental and social risks and opportunities, integrating EES matters into our business strategy, governance, and decision-making.

Our sustainability governance structure serves as a driver to steer the Group towards our ESG aspirations. The Board of Directors (“**The Board**”) is supported by our Risk Management & Sustainability Committee, Sustainability Management Team and Sustainability Steering Committee.

The following diagram illustrates Tropicana’s sustainability governance structure which defines roles and responsibilities at every level for effective decision-making and implementation.



STAKEHOLDER ENGAGEMENT

The Group strives to maintain a clear and open channel of communication with our stakeholders to optimise the value creation of our business. We acknowledge the significant role of stakeholders in our business, we engage with them to understand and address the specific interests and concerns of each group. This approach helps foster long-term value for all parties involved.

Our key stakeholders are categorised into 8 groups, found in the engagement table below.

Stakeholders	Areas of Interests/Concerns	Engagement Platform	Management Response
Customers	<ul style="list-style-type: none"> • Product features and design • Product quality and reliability • Sustainable considerations • Surrounding amenities and facilities • Customer service and support • Warranties, defect liabilities and claims 	<p>Ongoing</p> <ul style="list-style-type: none"> • Customer Support Channel (Corporate website and project microsites) • Tropicana 360 mobile app • T Privilege loyalty program • Meetings and interactions (through our property sales galleries) • Print, digital and social and digital media • Direct communication (SMS, WhatsApp and email correspondence) <p>Bi-monthly</p> <ul style="list-style-type: none"> • Tropicana lifestyle magazine <p>Quarterly</p> <ul style="list-style-type: none"> • Marketing campaigns and events • Roadshows and property expo <p>As needed</p> <ul style="list-style-type: none"> • Customer Satisfaction Survey (by project) 	<ul style="list-style-type: none"> • Create quality and innovative products and services that benefit the customers, purchasers and community in the area where we operated • Adhere to quality standards (QLASSIC, GBI, GreenRE & ISO 9001: 2015) • Introduction of a mobile app for prompt response to customer enquiries, vacant possession appointments, defect submission, facility booking, and visitor registration • Introduction of T Privilege loyalty program to provide rewards and benefits to purchasers (membership points, merchant discount, e-vouchers, property rebate on next purchase and earn rewards by referring new customers) • Adhere to Personal Data Protection Act 2010 and ISO 27001
Government Authorities	<ul style="list-style-type: none"> • Compliance with regulations including environmental and social compliance • Corporate governance practices • Policies and frameworks applicable to operations • Fair and transparent practices • Obtaining all required operating licenses and regulations 	<p>Ongoing</p> <ul style="list-style-type: none"> • Participation in government and regulatory meetings and events <p>As needed</p> <ul style="list-style-type: none"> • Scheduled/ad hoc meeting • Pre-consultations meetings • On-site inspection • Safekeeping and availability of records for audit 	<ul style="list-style-type: none"> • Strive towards continuous compliance with regulatory requirements to uphold accountability and integrity • Full compliance with regulatory requirements • Adoption of practices outlined in the Malaysia Code on Corporate Governance • Support government initiatives

Stakeholders	Areas of Interests/Concerns	Engagement Platform	Management Response
Suppliers, Contractors & Consultants	<ul style="list-style-type: none"> Fair and transparent supply chain and tendering process Quality and reliability of products or services with assurances Contract availability Project management approach Timeline and timeliness in delivery Warranties, defect liabilities and claims Specific standards and compliance 	<p>Ongoing</p> <ul style="list-style-type: none"> Meetings and discussions Continuous quality control on suppliers'/contractors'/consultants' work-in-progress and products or services <p>As needed</p> <ul style="list-style-type: none"> Training and coaching for compliance Local and global supply/contractor sourcing Supplier/contractor performance review 	<ul style="list-style-type: none"> Cultivate and sustain a strong relationship with our service providers, vendors and suppliers that meet the Group's quality and performance standards Improve efficiency by digitalisation of procurement processes Ensure contractors' compliance with the Group's Health and Safety Policies and Procedures
Board of Directors	<ul style="list-style-type: none"> Corporate strategy Regulatory compliance Investment strategy Property portfolio Long-term growth potential and profitability EES-compliant and initiatives Current and projected growth opportunities and threats 	<p>Monthly</p> <ul style="list-style-type: none"> Pricing and Investment Committee meetings* <p>Quarterly</p> <ul style="list-style-type: none"> Board of Directors, Audit Committee, Risk Management & Sustainability Committee meetings* <p>Annually</p> <ul style="list-style-type: none"> Nomination Committee and Remuneration Committee meetings* <p>* Additional meetings are held as and when required</p>	<ul style="list-style-type: none"> Foster strong leadership practices to achieve operational efficiency and make sound strategic decisions that ensure business success
Shareholders, Financiers & Investors	<ul style="list-style-type: none"> Return on investment Current and projected growth, revenue, opportunities and risks Integrating ESG factors into investment decision Business strategy and direction Financial performance Property portfolio Corporate governance 	<p>Ongoing</p> <ul style="list-style-type: none"> Corporate website Corporate announcements Meetings with financiers, analysts, fund managers and other investors <p>As needed</p> <ul style="list-style-type: none"> Investors presentations and briefing Extraordinary General Meeting <p>Quarterly</p> <ul style="list-style-type: none"> Financial performance results <p>Annually</p> <ul style="list-style-type: none"> Annual General Meeting Tropicana Annual Report and Interim financial reports 	<ul style="list-style-type: none"> Ensure long-term sustainable returns by transforming Tropicana into a future-ready group with a strong purpose of achieving sustainable growth Uphold good governance practices across the Group, and supply chain Update on the group's website especially on the investor relation segment and report and presentation update Disclosure of sustainability performance and results Continue to expand and improve our ESG policies, engagement and practices

Stakeholders	Areas of Interests/Concerns	Engagement Platform	Management Response
Employees	<ul style="list-style-type: none"> • Update on the current and future directions of the Group • Career development opportunities • Benefits and remuneration • Conducive working environment • Human rights • Welfare considerations 	<p>Ongoing</p> <ul style="list-style-type: none"> • Meetings and interactions (management and departmental meetings) • Internal communications (Tropicana Employee Portal, emails, print, social and digital media) <p>As needed</p> <ul style="list-style-type: none"> • Staff induction program • Internship program • Staff engagement events • Learning & development program • Corporate announcement • Employee feedback survey <p>Annually</p> <ul style="list-style-type: none"> • Employee handbook • Employee performance appraisal 	<ul style="list-style-type: none"> • Protect the welfare of employees while cultivating a continuously learning culture to achieve targeted objectives set by the group or each division • Promote transparent communication with employees • Provide equal employment opportunities without discrimination • Offer good benefits and remuneration packages • Provide relevant upskilling and development opportunities • Ensure compliance with the Occupational Safety and Health Act (“OSHA”) 1994 and the Employment Act of 1955
Community & NGO	<ul style="list-style-type: none"> • CSR program (underprivileged and underserved community) • Health and environmental initiatives • Community investments and engagement projects 	<p>Ongoing</p> <ul style="list-style-type: none"> • Corporate website • Meetings and interactions with NGOs and partners • Social and digital media • Direct communication (SMS, WhatsApp and email correspondence) <p>Bi-monthly</p> <ul style="list-style-type: none"> • Tropicana lifestyle magazine <p>Quarterly</p> <ul style="list-style-type: none"> • CSR campaigns and events <p>As needed</p> <ul style="list-style-type: none"> • Ad-hoc charity events 	<ul style="list-style-type: none"> • Reach out to the local communities in the area in which we operate • Engagement or dialogue with local communities and NGOs to address concerns • Investment in education, health, sports and welfare to improve community well-being
Media	<ul style="list-style-type: none"> • Updating information on business performance, launches, ESG initiatives, strategic partnerships and growth progress • Financial performance • Business continuity 	<p>Ongoing</p> <ul style="list-style-type: none"> • Press releases and media engagement <p>As needed</p> <ul style="list-style-type: none"> • Product launches and corporate events • Advertorial placement <p>Annually</p> <ul style="list-style-type: none"> • Media engagement events 	<ul style="list-style-type: none"> • Engage with media regularly through our communication channels such as email, social media and website • Respond in a timely manner to media enquiries via the Group Corporate Communication department

MATERIALITY ASSESSMENT

Our sustainability strategic planning processes are guided by the concept of materiality. Identifying, comprehending, and concentrating on Economic, Environmental, Social and Governance (“EES”) issues. Our materiality was reviewed based on the relevance for our business and industry, particularly those that significantly influence the assessments and decisions of our stakeholders. This is vital to prevent significant repercussions for our organisation as a whole.

As part of our commitment to enhance and refresh broader management buy-in on the importance of sustainability and risk management, we engaged an external consultant to facilitate our materiality assessment for the reporting year. In this exercise, we followed these steps:

Peer Review	<ul style="list-style-type: none">• Consolidated issues based on reports from local and established peers. Local companies are subjected to conditions unique to Malaysia - therefore a good basis for benchmarking.• The materiality matrix exercise and peer review also help Tropicana understand how the stakeholders' view of material issues in environmental, social, and economic/governance dimensions that will influence the value creation process, and triple bottom line impacts.
Standards & Frameworks	<ul style="list-style-type: none">• Industry standards from recognised global frameworks (GRI Standards) and Bursa Malaysia's reporting framework have been used to identify potentially relevant material issues.
Stakeholder Engagement	<ul style="list-style-type: none">• Engaged with key management to obtain insights on the prioritisation of the material topics. We leveraged their experiences and insights obtained throughout their day-to-day work which involves extensive interaction with external stakeholders.• We conducted a half-day materiality workshop involving broader management personnel and any other interested party to discuss updates in sustainability reporting and preliminary material sustainability matters.• In order to encourage participation and input, we obtain management input by way of a survey. The survey allowed us to share key outlines of every material topic for the assessment and feedback from respondents.
Materiality Assessment Prioritisation	<ul style="list-style-type: none">• Based on the results of our peer review and benchmarked against industry standards as well as feedback from the stakeholder engagement, we proposed a materiality matrix which visualised the Group's prioritisation of its material matters.• The new materiality matrix was plotted according to the EESG impact it brings to the business and its triple bottom line as well as its influence on stakeholder assessment and decisions.
Validation	<ul style="list-style-type: none">• The new materiality matrix was present to the RMSC and the Board.• The Board deliberated and endorsed the updated material matters and materiality matrix which will be included in the FY2024 Group Sustainability Statement.

MATERIALITY MATRIX

Tropicana's materiality matters are reviewed periodically for their relevance to our business operations and stakeholder interests. Our materiality matrix was generated using guidelines presented in the Global Reporting Initiative ("GRI") standards as recommended in the Bursa Malaysia Sustainability Reporting Guide (3rd edition).

Our revised materiality matrix renews our focus on material matters, which forms the basis of this report, while the respective indicators facilitate the monitoring and measurement of our sustainability performance.

Throughout the reporting period, we undertook a reassessment of the material matters to update our materiality matrix which reflects topics that are of utmost importance and relevant to the business as well as key stakeholders.



PRIORITISATION

- Identified and ranked a total of 20 materiality matters that best reflect the priorities of our stakeholders and business operations
- Reviewed and updated our stakeholders and their needs and expectations pertaining to sustainability-related impacts



REVIEW

- All materiality matters are subjected to an internal review for their relevance to the Group's Sustainability Management Team to be disclosed in the annual report

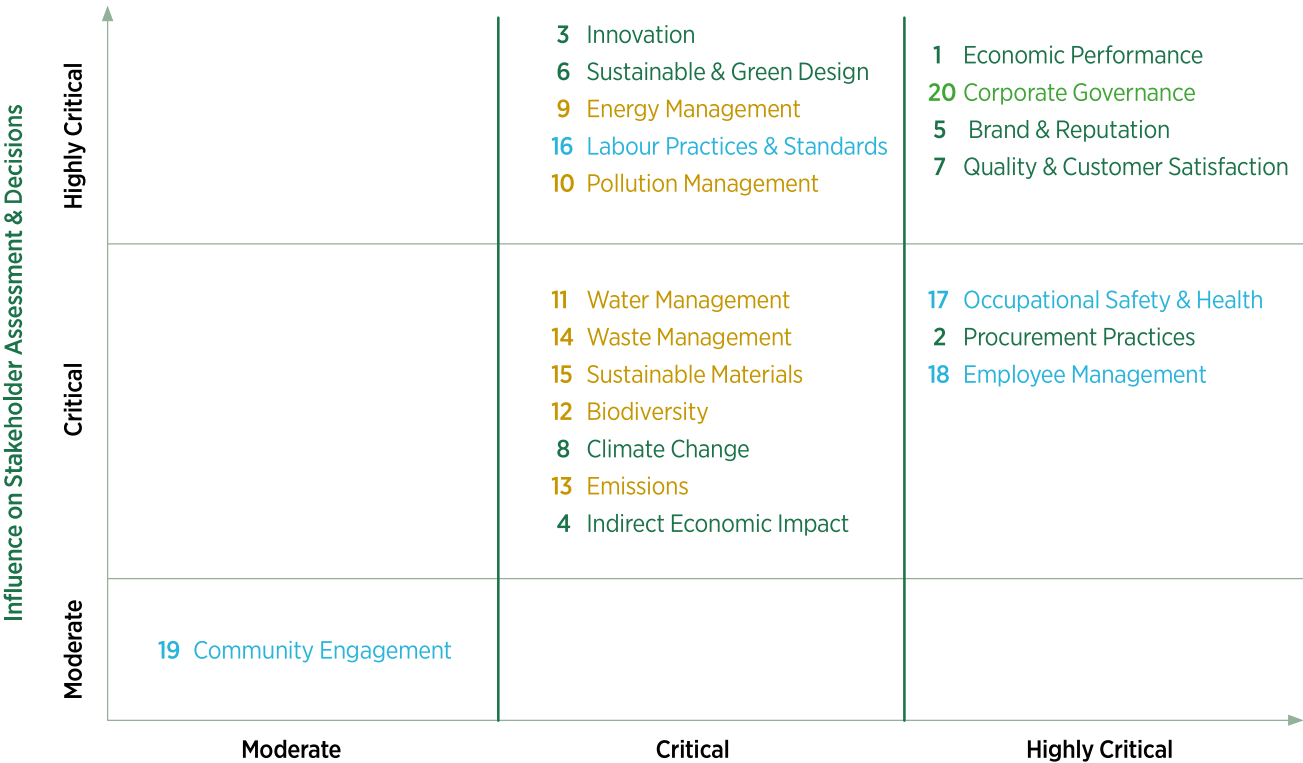


APPROVAL

- Data disclosure of material sustainability matters in the Group Sustainability Statement is presented and endorsed by the Risk Management & Sustainability Committee and Sustainability Management Team
- Final update to the Board

The materiality matrix below illustrates our material topics aligned along the horizontal axis to indicate their importance of the economic, environmental, social, and governance impacts on the business. The topics are positioned along the vertical axis to reflect their influence on stakeholder assessment decisions regarding our business engagements.

FY2024 Materiality Matrix



Significance of Tropicana's Economic, Environmental & Social Impacts

ECONOMIC	ENVIRONMENT	SOCIAL
1 Economic Performance	9 Energy Management	16 Labour Practices & Standards
2 Procurement Practices	10 Pollution Management	17 Occupational Safety & Health
3 Innovation	11 Water Management	18 Employee Management
4 Indirect Economic Impact	12 Biodiversity	19 Community Engagement
5 Brand & Reputation	13 Emissions	
6 Sustainable & Green Design	14 Waste Management	
7 Quality & Customer Satisfaction	15 Sustainable Materials	
8 Climate Change		
		GOVERNANCE
		20 Corporate Governance

Note:

1. Economic Performance, Corporate Governance, Brand & Reputation and Quality & Customer Satisfaction remain highly prioritised in FY2024

2. Supply Chain and Contractor Management are managed under Procurement Practices

3. Social Compliance is managed under Labour Practices & Standards

4. Environmental Compliance, Effluent Management, Sustainable Materials are managed under Pollution Management

5. Product & Services Responsibility is managed under Quality & Customer Satisfaction

6. Emissions is a new materiality addition due to increased focus related to Climate Change

PARTNERSHIPS & ASSOCIATIONS

Real Estate and Housing Developers' Association ("REHDA")

We actively contribute to shaping sustainable policies and development within the real estate sector through our membership in REHDA. We support REHDA Institute's research initiatives on sustainable property development in Malaysia, focusing on affordable housing and private property development policy.

30% Club Malaysia

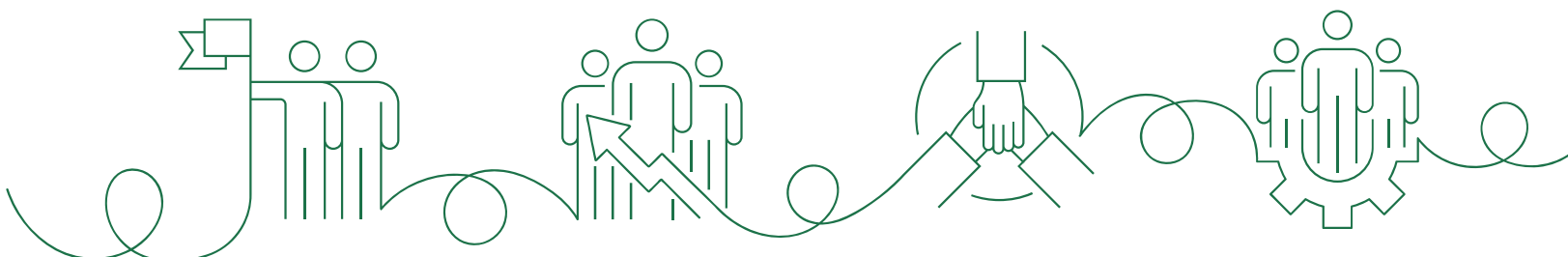
We partner with 30% Club Malaysia as a Corporate Advocate in our commitment to championing Diversity, Equity and Inclusion ("DEI"). We are committed to fostering an inclusive workplace in achieving global parity and sustainability, and it is still a work in progress for us, especially at the Board level.

United Nations Global Compact ("UNGC") Network Malaysia & Brunei

Tropicana is officially a participant in the UNGC Network Malaysia & Brunei, adopting its Ten Principles. These principles guide our corporate practices, supporting us to contribute to human rights, labour standards, environmental responsibility, and anti-corruption efforts. We actively engage in network events, workshops, and initiatives of the UNGC, exchange ideas with industry leaders on knowledge and best practices. We included our consultants and contractors in climate change sessions, assessing our value chain's preparedness on climate governance, GHG emissions reduction, business strategy integration and climate action readiness.

Malaysia Retail Association ("MRA")

The Malaysian Retail Association ("MRA") offers members valuable opportunities for networking, professional development, and business growth. Through participation in trade fairs, industry events, and collaborative initiatives, members can expand their networks, gain insights into market trends, and improve their business practices.



OUR ESG ACHIEVEMENTS & HIGHLIGHTS

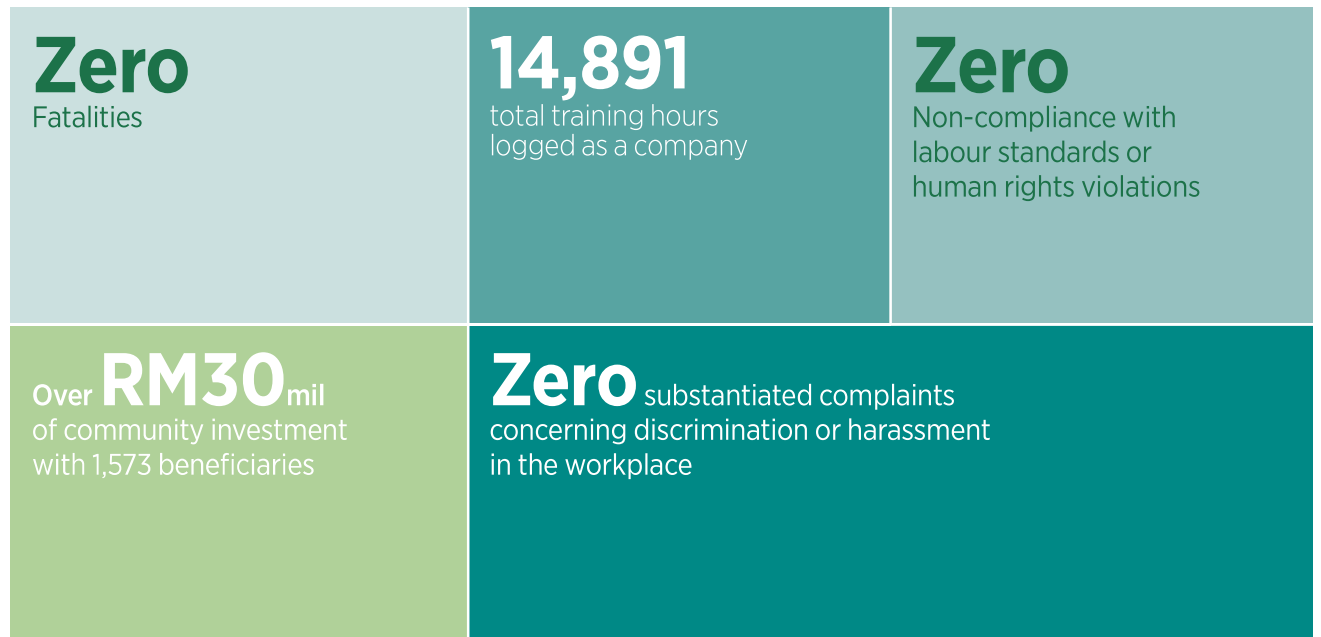
ECONOMIC

RM1.4 billion total economic value distributed to stakeholders	100% of procurement spend directed to local suppliers	RM470.3 million was spent on local suppliers, providing more job opportunities and expanding the local economy
Achieved more than 75% QCLASSIC scores for all projects		
High 87% QCLASSIC score for Aster Heights at Tropicana Uplands, Johor	High 85% QCLASSIC score for SouthPlace Residences & Shoppes at Tropicana Metropark, Subang and Tropicana Miyu at Petaling Jaya	

ENVIRONMENT

GBI Silver Certification (CVA) for Tropicana Dianthus	GreenRE Bronze (Provisional) for Avisia Residences at Tropicana Alam, Puncak Alam and TwinPines Serviced Suites at Tropicana Grandhill, Genting Highlands
Electricity savings of RM321,844.99 through solar panels at Tropicana Golf & Country Resort, reducing carbon footprint	More than 10% of green spaces are carved for development areas, in some townships, more than 30% of green spaces are introduced such as parks, lakes and walking/cycling tracks

SOCIAL



GOVERNANCE



ECONOMIC SUSTAINABILITY

ECONOMIC PERFORMANCE

Related UNSDGs



Goal 8:
Decent Work & Economic Growth



Goal 9:
Industry, Innovation & Infrastructure



Goal 17:
Partnerships For The Goals

Why This Is Important

As a leading property developer in Malaysia, sustainability means considering the best avenues to create economic value from our business operations while consistently providing quality deliverables that meet the expectations of our stakeholders. We managed to strengthen our financial standing and maintain profitability through the strict monitoring of our operating expenses and effectively applied cost optimisation practices without compromising on the level of productivity.

Tropicana’s economic performance remains a primary concern for our key stakeholders. Amidst the challenging business landscape, we recognise the critical importance of long-term economic sustainability and strong financial health to our key stakeholders – shareholders, investors, financiers, and employees – and the wider economic system.

Our Approach

We remain steadfast in our efforts to achieve long-term growth in the Group’s business by pivoting our operations to embrace digitalisation practices that promote a steady pace of product sales, service excellence and membership rewards through the Tropicana Privilege loyalty program. Further information on our business innovation journey can be found on page 42 of the Group Sustainability Statement under the Innovation section.

This year, we prioritised the introduction and development of financing initiatives that encourage property ownership. This is in partnership with Maybank to make homeownership more accessible for potential buyers through Maybank Islamic’s HouzKEY and Maybank MyDeco. This collaboration enhances the value generated by providing sustainable financial solutions that foster long-term economic growth.



Our Performance

The result of our agility and strong performance has led to the Group successfully registering revenue of RM1.4 billion, with FY2024 property sales reaching RM1 billion, and with RM255 million economic value being retained for investment. The following table outlines key financial metrics for the past three years:

(RM'000)	FY2024	FY2023	FY2022
Economic Value Generated	RM1,728,989	RM1,639,326	RM971,474
Less: Economic Value Distributed, which consists of:	RM1,473,431	RM1,333,143	RM1,129,440
Operating costs	RM1,184,786	RM1,118,482	RM981,201
Employee wages and benefits	RM142,343	RM181,246	RM206,997
Corporate taxation	RM115,947	RM33,117	(RM61,763)
Community investment	RM30,355	RM298	RM3,005
Economic Value Retained for Investment	RM255,558	RM306,183	(RM157,966)

For further details on our financial highlights, please refer to the following sections in this Annual Report:

- Management Discussion & Analysis (“MD&A”), refer to page 42 to 88
- Performance at a Glance, refer to page 71 to 72
- Financial Highlights & Insights, refer to page 73 to 74
- Value-added statement, refer to page 75
- Audited Financial Statements, refer to pages 221 to 352

2 PROCUREMENT PRACTICES

Related UNSDGs



Goal 8:
Decent Work &
Economic Growth



Goal 9:
Industry, Innovation
& Infrastructure



Goal 17:
Partnership
For The Goals

Why This Is Important

We recognise that effective procurement practices are essential for maintaining a reliable supply of operational resources while upholding high-quality standards. Here at Tropicana, we are committed to securing the best value for the company without compromising on quality or ethical standards.

Our Approach

Our supply chain strategy is guided by the Group’s procurement policy, which aligns itself with core principles such as compliance, equality, the prohibition of forced and child labour, and minimising environmental impact. To mitigate risks from unforeseen disruptions in our supply chain, we also adopt a proactive approach by working with multiple sources and service providers. This is included in our procurement policy, with the necessary Standard Operating Procedures (“SOP”) practices that strengthen our supply chain’s resilience and reduce vulnerabilities associated with the availability of critical materials.

These principles also guide our supply chain practice: our Fair selection and Continuous Assessment process, which is based on ISO 9001 Elements 8.4. This process is detailed in the table below:

Process	Description
Sourcing	<ul style="list-style-type: none">• Product sourcing via the Approved Suppliers List (“ASL”)• If products are unavailable on the ASL, the Group will move to the Survey process
Survey	<ul style="list-style-type: none">• Open market research for alternatives is conducted• Upon the identification of suitable vendors, the new vendors will be required to complete the Vendor Survey Form (“VSF”)<ul style="list-style-type: none">- Considers factors such as product quality, frequency of end-user complaints, pricing consistency, and overall service performance
Selection	<ul style="list-style-type: none">• Shortlisted vendors are surveyed and selected based on financial security, labour costs, track record, product pricing and quality• Pre-qualification, contracting, communication/awareness, audits/review and performance evaluation are performed• Vendors are to comply with all relevant social, environmental and labour laws.<ul style="list-style-type: none">- As per the Group’s procurement policy, environmental and social compliance is enforced by contractors’ contracts following national and local governing laws
Continuous Assessment	<ul style="list-style-type: none">• Revaluations are carried out on an annual basis/before the renewal of contracts, with a target of all our active key vendors being assessed• Suppliers are periodically assessed for their performance and compliance based on the criteria outlined in the Group’s SOP• Clear and transparent practices between the Group and our contractors are adopted<ul style="list-style-type: none">- To promote efficient contract management that facilitates a beneficial working relationship <p>In the event that a contracted supplier fails to meet the performance benchmark set by the Group, the following consequence is applied:</p> <ul style="list-style-type: none">• Probation Supplier – Suspended from tender participation for a specified period• Not Acceptable Supplier – Removal from Approved Suppliers List (“ASL”) list

Contractor Management

Contractors are a significant aspect of our supply chain and in ensuring business continuity and meeting our operational requirements. While each project may differ in scope and scale, the construction phase operates as a uniform system that demands multi-stakeholder management and sound governance.

To ensure efficiency and compliance with regulatory requirements throughout our construction phase, we are supported by our Quality Assurance (“QA”) team and Vacant Possession (“VP”) team at each project site. Similarly to our Fair selection and Continuous Assessment process, the consultants and contractors we engage with are rigorously assessed for their experiences, resources and ability to meet delivery expectations. To maintain our track record as a reputable developer, our contractors are evaluated periodically for their performance and compliance with

national and local laws. We have also set up a construction management operation manual, which includes our approach during the development stage (project management). It generally covers our approach to contractor management and the responsibility of our project team to ensure construction works are well-planned, implemented and monitored under controlled conditions as per documented procedures. Our project team also need to assess risks and opportunities in handling issues and requirements related to construction management.

Further engagement will be pursued if we notice there is any performance lagging. The framework below describes our general contractor management practices, which apply to our ongoing projects. The management approach may be adjusted to the requirements of each project as deemed necessary by our project team.

Engagement Method	Management Approach & Engagement Frequency	Details
Project Progress	Meeting at project site between Project team and Contractor <i>Frequency: Daily</i>	• Daily monitoring of work progress at the project site
	Project progress meeting <i>Frequency: Daily</i>	• Discuss overall construction progress and highlight any challenges
	Delays in work progress <i>Frequency: As and when required</i>	• Conducted with the contractor and consultant to closely coordinate mitigation plan to reduce any delays
Contractor Performance	Grading system to benchmark performance <i>Frequency: Quarterly</i>	• Identify strengths and weaknesses of contractor performance to ensure work quality and timeline are aligned with the Group's expectations
Regulatory Compliance	Site monitoring by the project team <i>Frequency: As and when required</i>	• Contractors are required to adhere to national and local laws, environmental acts and regulations outlined by the Construction Industry Development Board ("CIBD") as stated in their contract
	Review of contractor's fortnightly safety report <i>Frequency: As and when required</i>	• Ensure all safety measures are adhered to and comply with the Department of Occupational Safety and Health ("DOSH") requirements
Construction Quality	Progressive quality assessment <i>Frequency: Quarterly</i>	• Assessment by the QA team to gauge the workmanship performance of the main contractor
	Building quality inspection <i>Frequency: Fortnightly</i>	• Close monitoring by the project team to ensure contractors adhere to the method statement and construct according to the latest approved drawings and specifications
	Requirement to meet QLASSIC score of 85% <i>Frequency: As and when required</i>	• Contract specification
	Pre-Delivery Inspection	• Before vacant possession to the purchasers, consultants evaluate
Post Construction Monitoring	Post-construction <i>Frequency: As and when required</i>	the final product for quality assurance and defects management
	Product delivery and defects rectification <i>Frequency: As and when required</i>	• The VP team will engage with purchasers during property handover and manage any defects or enquiries

LOCAL PROCUREMENT

We recognise the importance of local procurement in supporting the local economies and creating jobs where we operate. Therefore, our approach is to engage with local suppliers whenever feasible, provided they meet our price, quality, performance, and ethical standards.

This approach enables us to support the local markets without compromising our interests and needs but also reduces our ecological footprint, nurturing growth in local communities. Therefore, we always have a target to pursue local markets and prioritise local sourcing.



OUR PERFORMANCE

As a result of our due diligence on our suppliers, 100% of key or new contractors and suppliers were assessed for the reporting year.

Percentage of key (or new) contractors assessed using social and environmental criteria for FY2024, FY 2023 and FY2022 (%)

100%

Over the past three years, we have maintained our commitment to supporting the local market by sourcing 100% of our supplies from local suppliers. The table below outlines the percentage of Group-level expenditure allocated to local suppliers across three (3) consecutive years:

	FY2024	FY2023	FY2022
Annual Spent on Local Supplier for Group Procurement	RM16,861,661	RM 15,202,065	RM 23,409,032
Amount Spent on Local Suppliers for Building Materials	RM11,394,459	RM 21,761,596	RM 11,390,080
Percentage of Local Suppliers	100%	100%	100%
Percentage of key (or new) contractors assessed using social and environmental criteria	100%	-	-

Note: Our local market and manufacturers' spending also includes those registered in Malaysia and are local distributors of imported items.

3 INNOVATION

Related UNSDGs



Goal 9:
Industry, Innovation
& Infrastructure



Goal 11:
Sustainable Cities
& Communities

Why This Is Important

Tropicana recognises the importance of business innovation as a core driver of our long-term growth. As we continue to harness the advantages of emerging technologies driving rapid digital transformation, we have leveraged this to digitalise both our internal and external processes.

Our Approach

Our development principles are shaped by 8 distinct DNAs, with one of the key pillars being a focus on innovative concepts and designs. Continuous innovation is essential to stay aligned with changing market trends, and maintaining the appeal of our products and services. We are committed to future-proofing our businesses by embracing digital practices, ensuring the long-term sustainability of our products and service delivery. Innovation in the property development sector can be divided into two (2) categories:

i) Innovative Initiatives for Our Products

Innovation in Design:

- The use of passive design and selective sustainable material choices act as a climate-control design strategy to aid in the natural cooling of our properties, reducing our cooling-related electricity consumption, promoting evaporative and earth cooling
- Discouraging heat build-up by planting trees and vegetation, creating water features
- Promoting thermal mass cooling through the creation of a 'natural stack effect' that will draw in cool air from the surrounding environment and exhaust warm air
- Encouraging natural ventilation by designing with sensitivity to wind paths and installing operable roofs that will exploit such cool airflow
- Minimise solar gain through the use of high-performance glass and the installation of natural and man-made shading devices
- Specially designed lakes that function as a retention pond to manage excess water and mitigate future flood risk (forecast flood level for the next 50 – 100 years)
- Specially designed parks that emphasize pedestrian and biking trails and plant woodland and native planting that restore forest ecosystem
- Pure-Tech ventilation system that channels filtered fresh air into homes and prevents entry of insects and contaminants

Building Management System

- Put in place measurement of the energy efficiency of all properties

Solar Panel

- Pre-installed solar photovoltaic panels for selected homes to power their homes with renewable energy
- Reducing reliance on the grid, which is powered by non-renewable resources

EV Ports

- Provide convenient charging solutions for electric vehicles, supporting residents and their transition to sustainable transportation with easy access to power

Smart Locks & Smart Home System

- Offers enhanced security and convenience by allowing remote control and automation of entry points, switches, and power plugs, including home monitoring, control, and surveillance system with video
- Intercom for enhanced security and convenience
- New project with innovative features – Skypark Kepler partnership with Banyan, Samsung & Kohler smart homes
 - o Smart City Living and Smart Homes System features – 5G infrastructure, EV charging stations, smart AIoT technology, control lighting, climate and security
 - o Mobile app access
 - o Convenient Rapid Transit System (“RTS”) access – link rail system between Malaysia and Singapore with stations at Bukit Chagar and Woodlands
- T360 App – developer and lifestyle app for Tropicana customers and homeowners by providing all the lifestyle offerings and merchant rewards as well as property management services
- T-Journey – a rental platform for leasing opportunities and short-term rental, offering a wide range of property services and concierge support

Construction Approach

- Modular Formwork Usage on-site
 - o Construction method using modular aluminium formwork building system that provides a casting cycle of up to 4 floors a month, and it is reusable for more than 100 times as compared to normal timber formwork, which can only be used for 4 times
 - o Used to improve efficiencies and reduce construction time
 - o The IBS-construction formwork method promotes sustainability by minimising waste, lowering energy consumption, and offering more cost-effective and durable building solutions
- Masonry Wall Conversion
 - o Typical floor converted to non-load bearing walls, enabling the wall and slab to be cast together at the same time to increase the speed of construction and also produce an extraordinarily strong structure with excellent concrete finish
- Usage of IBS - PanaHome Wall Precast Concrete (“WPC”) Technology
 - o Assembled on-site, reducing labour and time for brick and mortar works for a shorter construction time and less dependency on weather conditions as no onsite mixing works
 - o High quality – able to supply PC panels with high precision and consistent quality. On-site implementation of joints achieved without using welding, ensuring robust and durable construction.
 - o Enhanced durability compared to conventional brick walls, providing superior waterproofing and allowing for quicker construction times

Solar Water Heater System

- To encourage the use of renewable energy sources. This system reduces reliance on the electricity grid and lowers carbon emissions, promoting a more sustainable living environment

Rainwater Harvesting System

- Usage of rainwater harvesting tank at our designated development for landscape irrigation purposes

Biofiltration technology

- Used as part of the stormwater management at the development

ii) Innovative Initiatives for User Experience Through Digitalisation

We improve customer service standards and user experience through our Tropicana 360 (“T360”) App. Launched in 2021, the application is a lifestyle platform that delivers innovative solutions through an automated channel of engagement for greater efficiency. Through digitalisation, our app is tailored to integrate customer service avenues with our VP and CCU team while providing timely updates on the progress of our projects. The all-encompassing app is tailored to integrate customer service avenues with our VP and CCU team while providing timely updates on the progress of our projects. We strive to redefine the homeownership experience by converging informative property news about our developments, property management and facilities booking into one seamless platform.

The table below provides a summary of the key benefits and features of our T360 application:

T360 App Benefits (not limited to):

- Profile management and update
- Rebates on the next property purchase
- Property referral fees
- Merchant listing and special privileges
- Property maintenance or repair services
- Facilities booking

T360 App Features

- Loyalty Programme Module (T Privilege)
 - o Process account activation
 - o Process on-point rewards and redemption
 - o E-voucher module
 - o List of merchants
 - o Highlights
- Clubhouse module
 - o Enhanced Facilities Booking Module
 - o Backend and System Maintenance & Support
- Property module
 - o Enhanced Account module
 - o Enhanced Visitor Management module
 - o Property management features
 - o Information on property news about our developments

Our Performance

As of the reporting period, we have a total number of 44,738 active members, 10,562 of which were new in FY2024, which exceeds our target of 10,000 new members for FY2024.

**REGISTERED AN INCREASING NUMBER OF ACTIVE MEMBERS
FROM 32,991 (FY2023) TO 43,553 (FY2024), AN IMPRESSIVE JUMP OF 32%**

Strong Database Across All Platforms:

Approximately 668,000

Total Active Members:

43,553

New App Membership:

10,562 (for FY2024)



New App Membership

FY2024	10,526
FY2023	25,148
FY2022	6,700



INDIRECT ECONOMIC IMPACT

Related UNSDGs



Goal 9:
Industry, Innovation
& Infrastructure



Goal 11:
Sustainable Cities
& Communities

Why This Is Important

Indirect economic impacts refer to the broader, often long-term effects of our business activities on the economy and surrounding communities. We understand the significance of these impacts, extending beyond our direct financial performance, influencing areas such as job creation, local development, supply chain growth, and overall community well-being.

Our Approach

Focusing on our customers’ needs, we are guided by our 8 unique DNA principles, such as accessibility, connectivity, amenities, facilities, innovative concept and design, generous open spaces, multi-tiered security and quality. We actively engage with the relevant stakeholders, conducting market research to better understand the needs and preferences of our target audience. This enables us to design developments and master-planned townships that resonate with these needs. The insights from this research are then used to create internal review materials, supporting the development of the Group. We are always looking for opportunities to learn how our operations can contribute to economic resilience, support sustainable livelihoods, and drive positive change within the regions where we operate.

Project	Purpose
Urban Regeneration	
Tropicana Golf & Country Club	• Redevelopment and transformation of 625 acres of former rubber estate land into an award-winning township
Tropicana Metropark	• Previously an industrial site, transformed into an integrated development • Old or abandoned buildings in the industrial site were turned into purposeful buildings or projects • Enhanced the visual and land use of the Subang Hi-Tech and Subang Jaya municipal areas • Improved the nearby transport infrastructure, investing in the construction of a network of highways, including the new RM106 million flyover that directly links Tropicana Metropark to the Federal Highway
Tropicana Heights	• Previously known as the Kajang Hill Golf Course, it was turned into a 199-acre township development to better utilise the land • Retained the original topography, as it was already suitable for the development, minimising our impact as a result of land development and disruptions to the local ecosystem • Made use of the existing well-established road accessibility from nearby communities from Semenyih, Kajang and Seremban

Homeownership: Bridging the gap between homeownership demand and affordability

CNY Campaign: Art of LONgevity	Campaign period: 5/1/2024 - 29/2/2024 230 units RM 271 million sales achieved
FL45H Deals Phase 1	Campaign period: 20/3/2024 - 30/6/2024 340 units RM 388 million sales achieved
FL45H Deals Extended	Campaign period: 1/7/2024 - 31/12/2024 373 units RM 413 million sales achieved
TwinPines Bonanza	Campaign period: 15/8/2023 – 30/9/2024 144 Units RM69 million sales achieved



2024

 <p>8 Jan - 29 Feb 2024 Bookings: 230 units @ RM 271 mil</p>	 <p>20 Mar - 30 Jun 2024 Bookings: 344 units @ RM 388 mil</p>	 <p>1 Jul - 31 Dec 2024 Bookings: 373 units @ RM 413 mil</p>
2024 total sales bookings: 947 units @ RM 1 billion		

Investment in Local Amenities & Facilities: To benefit our customers and the broader public.

Construction of a flood mitigation system	<ul style="list-style-type: none"> Located at Lido Waterfront Boulevard, the Group headed the construction of a flood mitigation system to ease upstream flooding at Sungai Chat and Sungai Abdul Samad. The system also traps garbage and prevents it from flowing into the sea
Convenient amenities for the local community	<ul style="list-style-type: none"> For our developments, we integrate a wide range of amenities designed to meet the diverse needs of residents and businesses, ensuring maximum convenience while also creating job opportunities for the local community Amenities include serviced residences, retail units, business suites, SOHOs, office towers, education institutions, shopping malls/hypermarkets and medical centres Available in the following townships at Tropicana Indah, Tropicana Aman, Tropicana Heights, Tropicana Metropark, Tropicana Gardens and Tropicana Uplands
Disabled-friendly infrastructure and pathways	<ul style="list-style-type: none"> Designated disabled-friendly parking lots and wheelchair-friendly pathways and access in our development
Improvements to local transport infrastructure (Tropicana Gardens)	<p>Development of local public transport systems:</p> <ul style="list-style-type: none"> Worked closely with Mass Rapid Transit Corporation (“MRTCorp”), contributing RM 2.8 mil to build a direct link from the Surian MRT station to our development with a sheltered walkway Current transport facilities include: <ul style="list-style-type: none"> Transit Oriented Development (“TOD”): linked through a pedestrian bridge to the Surian Mass Rail Transit (“MRT”) Station (approx. 200m away) A bus station is situated within walking distance of about 150m away <p>Improvements in traffic congestion:</p> <ul style="list-style-type: none"> Worked with local authorities in providing an underpass under Persiaran Surian to alleviate the current traffic congestion, diverging traffic that is heading further out and away from our properties Expansion of road ingress and egress to the area from 2 lanes to 3 lanes Invested in local transport infrastructure to improve the traffic flow impacted by our development Traffic control disbursement plan in case of emergency during heavy congestion

Social & Community Benefits: To develop properties that enhance the well-being of residents

Integrated Development	<p>Development strategy where local site programs are designed to seamlessly integrate with the broader district development program</p> <ul style="list-style-type: none"> To create a cohesive, well-rounded community by ensuring that key attributes (such as residential, commercial, and recreational areas) and amenities (like schools, parks, and public services) are located within a 1km radius of each other Ensuring complementing elements, fostering convenience, accessibility, and a balanced, sustainable environment for residents
Green Spaces for Community Well-being	<ul style="list-style-type: none"> Use of green spaces to enhance the social and community well-being of our developments By integrating parks, lakes, gardens, jogging & biking trails, and recreational areas into our projects, we provide residents with accessible spaces for relaxation, outdoor activities, and social interaction. For example, at Tropicana Aman, a lush 85-acre central park is seamlessly accessible through numerous trails and paths. This expansive park, rich in diverse flora and fauna, features a 7km trail ideal for jogging, walking, or cycling. As the heart of Tropicana Aman, the park nurtures a biologically diverse range of habitats, supporting a sustainable ecosystem. Overall, promoting physical and mental health and fostering a sense of community For further details, please refer to the “Biodiversity” section of this Sustainability Statement on page 144



Our Performance

Over the years, Tropicana has completed 96 developments, which is equivalent to 30,562 units ranging from landed, high-rise, shop offices, schools, malls and hotels. The completed properties, whether residential or commercial, lead to increased demand for goods and services from local businesses, such as grocery stores, restaurants, and entertainment venues – creating jobs, generating revenue for local businesses, and indirectly stimulating local economies. The completed properties contribute to local and national tax revenues, which can be used to fund public services and infrastructure. To date, the Group has 18 townships under its belt and continues to expand its foothold across Malaysia. Enclosed below is a summary of Tropicana’s completed properties:

Development		Acres	Total Units Developed
Central/Klang Valley			
1	Tropicana Golf & Country Resort	625	3,440
2	Tropicana Indah Resort Homes	409	4,382
3	Tropicana Metropark	88	6,551
4	Tropicana Aman	863	3,273
5	Tropicana Heights	199	1,044
6	Tropicana Alam	362	431
7	Tropicana Miyu	2.82	271
8	Tropicana Gardens	17.6	3,403

	Development	Acres	Total Units Developed
9	Tropicana Cheras	26.7	180
10	Tropicana The Residences	1.3	353
11	3 DAMANSARA (formerly known as Tropicana City)	9	2,896
12	Tropicana Grandhill	112	1,443
13	Tropicana Paradise	308	83
14	Tropicana Avalon	176	90
15	Other Townships in Klang Valley (KL, Mont Kiara, Sri Kembangan & Petaling Jaya)		1,260
Southern			
16	Tropicana Uplands	244	257
17	Lido Waterfront Boulevard	163	1,596
18	Tropicana Danga Bay	37	1,545
19	Tropicana Danga Cove	277	929
Northern			
20	Tropicana Lagoon	21	77
21	Tropicana Cenang	5.28	891
22	Tropicana Tropicana 218 Macalister	2.09	318
23	Other Townships at the Northern Region	2.1	377
East Malaysia			
24	Tropicana Landmark	1.3	149
Total Units			30,562

BRAND & REPUTATION

Related UNSDGs



Goal 9:
Industry, Innovation
& Infrastructure



Goal 11:
Sustainable Cities
& Communities

Why This Is Important

At Tropicana, we understand that our brand and reputation are integral to our long-term success, particularly in the context of sustainability. Our commitment to ethical practices, environmental stewardship, and social responsibility has helped establish us as a trusted leader in our industry. We recognise that our stakeholders, ranging from customers and employees to investors and the communities in which we operate, expect transparency, accountability, and responsible business practices from us. Our aim is to build up a positive brand reputation by increasing the company value and position, creating good quality products and services that benefit the investors, customers, purchases and community in the area where we operate.

Our Approach

As part of our sustainability efforts, we have focused on building and maintaining a brand that aligns with our values of integrity, innovation, and sustainability. This is guided by our 8 unique DNA's, centred around our 3 pillars of people, planet, and partnership. We also strive to foster positive relationships with all our stakeholders by actively engaging with them, addressing their concerns, and ensuring our practices support both environmental and social well-being.

Our reputation is strengthened by our consistent efforts to operate with environmental consciousness, reduce our carbon footprint, and contribute to the communities we serve. Through initiatives such as ethical sourcing, waste reduction, and sustainable product development, we are continuously working to create a positive impact that resonates with our stakeholders.

Lastly, we are guided by our Code of Conduct, which presents the Group's expectations on employees to prioritise and adhere to ethical business practices throughout their tenure with Tropicana. We also ensure to uphold our high standards of Quality and Customer Satisfaction and innovative practices throughout our business operations. For further discussion, please refer to the "Quality & Customer Satisfaction" and "Innovation" sections of this Sustainability Report.

Looking ahead, we will continue to prioritise sustainability in all EES aspects of our business. By aligning our corporate strategy with our sustainability goals, we aim to further enhance the value of our brand, ensuring that we remain a trusted partner for all those who rely on us.



Our Performance

Over the years, Tropicana has received more than 160 awards and recognitions for its good track record, master builder achievements, top developers, innovative products as well as trusted brand award.

In 2024, Tropicana Bagged 12 notable awards:

- 1 Malaysia Landscape Architecture Awards 2024
- 1 The Star's ESG Positive Impact Awards 2024
- 3 Star Property Awards 2024
- 1 FIABCI Malaysia Property Award 2024
- 2 PropertyGuru Asia Awards Malaysia 2024 - iProperty.com.my 2024
- 1 Propertyguru Asia Property Awards 2024
- 1 International Property (Asia Pacific) Awards 2024 - 2025
- 1 Asia Property (Asia Pacific) Awards 2023 - 2024
- 1 Putra Aria Brand Awards 2024

For more info, please refer to <https://www.tropicanacorp.com.my/awards>

6 SUSTAINABLE & GREEN DESIGN

Related UNSDGs



Goal 11:
Sustainable Cities
& Communities

Why This Is Important

As a property development company, we recognise the value of sustainable design and green buildings. By offering eco-friendly, energy-efficient spaces, we meet the growing demand for sustainable work and living spaces while helping our customers and/or homeowners reduce operational costs through improved energy and water efficiency. For our townships, smarter and more sustainable communities also enhance residents' quality of life. We are also mindful of the environmental impacts of our operations and prioritise safe, efficient, and environmentally responsible practices wherever possible. Through these efforts, we aim to create environments that are resource-efficient, environmentally responsible and aligned with the natural ecosystem throughout their lifecycle.

Our Approach

The Group adheres to strict environmental and development guidelines and regulations set by public agencies such as the Department of Environment ("DOE"), Town and Country Planning Department ("PLANMalaysia") and local governments in all our development projects. At the design and planning stage, all new developments are assessed for environmental impact as per guidelines issued by the DOE. Our Project Division and appointed contractors also employ good environmental management practices throughout the construction phase. Each development has its own set of established environmental policies through our appointed contractor to manage the impact towards the environment, which the Group has set out in the contract.

For Tropicana, our townships and developments have been guided by our 8 unique DNAs centred around the 3 pillars of people, planet and partnership.



ACCESSIBILITY

Introducing features such as public transport access, fly over bridge, walkways and quality roads and tunnels to provide our customers with a variety of transportation options



CONNECTIVITY

- Introducing features that enhance digital and social connectivity
- This includes expanding access and improving digital infrastructure as well as providing physical spaces such as function rooms and public parks as well as hosting events to build community bonds



AMENITIES

- Ensuring that our property locations are strategically connected and within close distance to various amenities
- Introducing retail shops and malls to create a vibrant township



FACILITIES

- Providing conducive facilities for our tenants and residents to enhance their quality of life and improve accessibility and convenience
- Introducing T Journey, a hospitality and tenancy management unit providing investors and customers tenancy management solutions as well as concierge services for the guest and residence



INNOVATIVE CONCEPTS & DESIGNS

- Leveraging smart technologies that improve the well-being and safety of our customers
- Introducing spacious and well-ventilated homes that help our homeowners reduce electricity costs
- Introducing water-efficient fittings and fixtures to reduce water consumption
- Tropicana's larger development, layout and space usage are carefully crafted to cater to larger families that fit up to multiple generation
- Introducing an irrigation system that harvests rainwater for landscape purposes and to clean common areas



GENEROUS OPEN SPACES

Building communities that are surrounded by greenery and water, and air features to promote healthy lifestyles



MULTI-TIERED SECURITY

Prioritising the safety of residents with advanced security technologies such as smart locks, 24-hour CCTV system, access card system for car park boom gates and lifts to respective unit floor and facilities floor as well as trained security personnel



QUALITY

Maintain quality standards through quality control measures and compliance with frameworks such as SIRIM ISO 9001:2015 and compliance with the Quality Assessment System in Construction ("QLASSIC") as outlined by the Construction Industry Development Board ("CIDB")

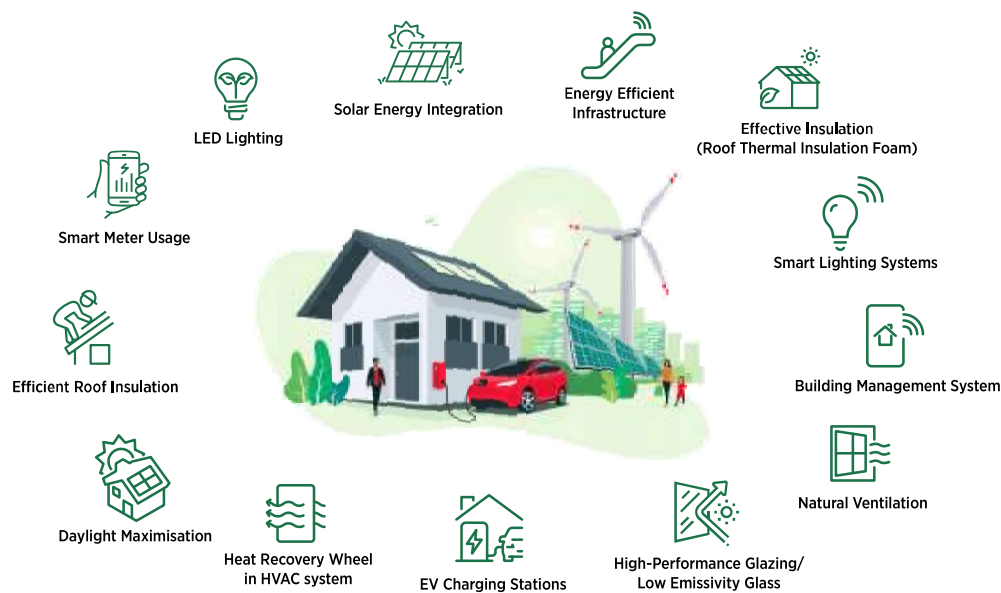
Overall, our approach involves the pursuit of green certifications for our projects, using the criteria outlined in these certifications to guide our design and construction processes, and aligning our efforts to build sustainable, eco-friendly buildings. This includes the use of eco-friendly materials, energy and water-efficient systems, and improving indoor environmental quality whilst prioritising occupant health and well-being, overall minimising environmental impact during both construction and operation. By integrating these principles at every stage, sustainable buildings not only reduce our carbon footprint but also create healthier, more comfortable environments for occupants, contributing to a more sustainable future for communities and the planet. Therefore, to achieve this, we partnered with GreenRE in September 2024 to get our property developments green-certified, where all of our developments are rated at least Bronze under GreenRE certification.



Energy Features

We are acutely aware of the potential impacts of climate change on the reliability of the electricity supply for our operations. Due to Malaysia's continued reliance on non-renewable sources for the country's power generation, climate-induced disruptions to power plants, transmission grids, and coal and gas mining regions, as well as the ongoing rise in energy costs, pose a challenge to our business for the foreseeable future. In recognising these risks, we continually monitor and improve the energy consumption levels of our operations.





The following provides more details on the energy-efficient initiatives we conduct across our operations:

Energy Efficiency (“EE”)
Initiatives
High-Performance Glazing/Low Emissivity Glass: Double-glazed windows and louvres minimise heat gain and optimize natural daylight.
Effective Insulation (Roof Thermal Insulation Foam): Closed-cell foam insulation regulates indoor temperatures for efficient heating and cooling.
LED Lighting: Energy-efficient LED lights throughout our business operations, resulting in a 70% reduction in energy use.
Smart Lighting Systems: This includes motion-sensing lights, presence sensors, auto dimmed sensors, and lux sensors.
Efficient Roof Insulation: Efficient Low-E glaze installation and roof insulation to reduce building cooling load.
Daylight Maximisation: Efficient lighting design maximises natural daylight through sun path analysis and passive design principles.
Heat Recovery Wheel in HVAC system: Transfers outside air heat into office areas, enhancing energy efficiency.
Building Management System: Used for temperature regulation. The system monitors and controls HVAC systems and temperature settings according to working hours and floor occupancy, optimising energy use and ensuring the efficient operation of the building systems.
Natural Ventilation: Common spaces are designed for natural ventilation, improving indoor air quality and reducing mechanical cooling.
Smart Meter Usage: Installation of TNB smart meter on our new development to better manage and monitor electricity usage, where we target all our new developments to install smart meters for consumer’s usage.
Solar Energy Integration: Rooftop solar systems at Tropicana Golf & Country Club (22 kW AC capacity) and Tropicana Gardens Dianthus (3 kW) reduce grid reliance and lower bills. At Tropicana Aman Hana, purchasers can opt for the Eco Series, where they can install solar photovoltaic (3kWp – 5kWp system) with a battery module.

Energy Efficiency (“EE”)

Energy Efficient Infrastructure:

For our lift systems, we upgraded elevator motors for optimised scheduling to promote responsible energy use. Additional energy-efficient infrastructure includes the implementation of sensor-controlled escalators for upcoming projects.

EV Charging Stations:

Installed at Tropicana Gardens and Tropicana Golf & Country Club, providing up to 200kW of power. This is in support of green transportation and reducing greenhouse gas emissions. There are also EV charger options for selected homes under the Eco-Series at Tropicana Aman, ranging from 3.7kW to 7.4kW.



Ensuring energy security is also paramount to our operations. For our office building, we have implemented energy redundancy measures, including the use of gen-sets and the establishment of a Tenaga Nasional Berhad (“TNB”) substation, enabling dual-feed and a robust 99% backup power line.

These measures are crucial for sustaining our operations for our offices and commercial properties during power disruptions.

We are committed to adopting energy-efficient measures to lower the Group’s carbon emissions throughout our operations and value chain. Tropicana Gardens Office Tower, the Group’s headquarters, is strategically located within the Tropicana Gardens mixed development in Kota Damansara. This modern office building was designed to meet GBI Silver requirements, which include energy-efficient features. This helps us to reduce our energy consumption compared to normal building usage. Our office also incorporates an Energy Management System (“EMS”) to enhance energy efficiency that includes monitoring and controlling energy consumption throughout the building, utilising digital meters and a central energy billing system to track usage in real time. In line with our commitment to sustainable and green building design, we employ innovative active design methods to increase our property’s energy efficiency. By using the selected climate control design strategy, we can reduce our dependency on electricity consumption and create a comfortable and environmentally neutral spatial experience.



The following is a list of our active design methods:

Initiatives
<p>Creating a Cool Microclimate: We mitigate heat build-up by incorporating trees and vegetation on both the roof and at ground level, integrating water features in the ‘canyon walk,’ and utilising ‘cool air dumping’ from tenants’ air conditioning systems</p>
<p>Promoting Thermal Mass Cooling: We harness the natural stack effect, drawing in cool air from the surrounding environment while expelling warm air to maintain optimal temperatures</p>
<p>Encouraging Natural Ventilation: Our designs are sensitive to prevailing wind paths, and we incorporate operable roofs to enhance airflow and maximise natural cooling</p>
<p>Supporting Evaporative and Earth Cooling: We implement radiant and evaporative cooling techniques at ground level to reduce heat and improve comfort</p>
<p>Minimizing Solar Gain: To reduce heat absorption, we use high-performance glass and install both natural and man-made shading devices, ensuring energy efficiency and enhanced thermal comfort</p>



Our Performance

As of FY2024, a total of 32.3% of our total property portfolio has been certified by the Green Building Index (“GBI”) and GreenRE green building rating tools since 2014, as tabulated below. We target that all our new developments to achieve at least Bronze under GreenRE certification. We target that all our new developments to achieve at least Bronze under GreenRE certification.

No	List of Properties	Green Building Certification
1	Tropicana Gardens (Arnica) <i>High-Rise, Residential</i>	GBI Rating: Gold Effective Date: 12 January 2018 Expiry Date: 11 January 2021
2	Tropicana Gardens (Bayberry) <i>High-Rise, Residential</i>	GBI Rating: Gold Effective Date: 30 July 2018 Expiry Date: 29 July 2021
3	Tropicana Gardens (Cyprus) <i>High-Rise, Residential</i>	GBI Rating: Gold Effective Date: 9 October 2019 Expiry Date: 8 October 2022
4	Tropicana Gardens (Dianthus) <i>High-Rise, Residential</i>	GBI Rating: Gold Effective Date: 9 October 2019 Expiry Date: 8 October 2022
5	Tropicana Gardens (Edelweiss) <i>High-Rise, Residential</i>	GreenRE Rating: Silver (Provisional) Effective Date: October 2020 Expiry Date: 1 year after CCC
6	Tropicana Gardens Office Tower <i>Commercial, Non-Residential</i>	GBI Rating: Silver Effective Date: 29 March 2024 Expiry Date: 28 March 2027
7	Tropicana Gardens Mall <i>Commercial, Non-Residential</i>	GBI Rating: Silver Effective Date: 3 April 2024 Expiry Date: 2 April 2027
8	Tropicana Metropark (South Residences) <i>High-Rise, Residential</i>	GreenRE Rating: Bronze (Provisional) Effective Date: 25 October 2024 Expiry Date: 1 year after CCC
9	Tropicana Metropark (Shoppes) <i>Commercial, Non-Residential</i>	GreenRE Rating: Bronze (Provisional) Effective Date: 25 October 2024 Expiry Date: 1 year after CCC
10	Tropicana Miyu (Residensi Tropicana Intan) <i>High-Rise, Residential</i>	GreenRE Rating: Bronze Effective Date: 05 Feb 2025 Expiry Date: 04 Feb 2028
11	Tropicana Alam Avisa Ph.2 <i>Landed, Residential</i>	GreenRE Rating: Bronze (Provisional) Effective Date: 19 July 2024 Expiry Date: 1 year after CCC
12	Tropicana Cenang <i>High-Rise, Residential</i>	GreenRE Rating: Bronze (Provisional) Effective Date: 15 Sep 2023 Expiry Date: 1 year after CCC
13	Tropicana Grandhill Twinpines	GreenRE Rating: Bronze (Provisional) Effective Date: 27 August 2024 Expiry Date: 1 year after CCC

For our existing buildings, we focus on asset enhancement strategies that retrofit our existing buildings to align with these sustainable practices. These initiatives are executed in close partnership with the property manager, suppliers, and contractors, adhering to each property’s Operations & Maintenance (“O&M”) Manual. .

OUR COMMITMENT TO SUSTAINABLE LIVING

Redefining the Art of Living by embracing green practices in our aim to reduce carbon emissions



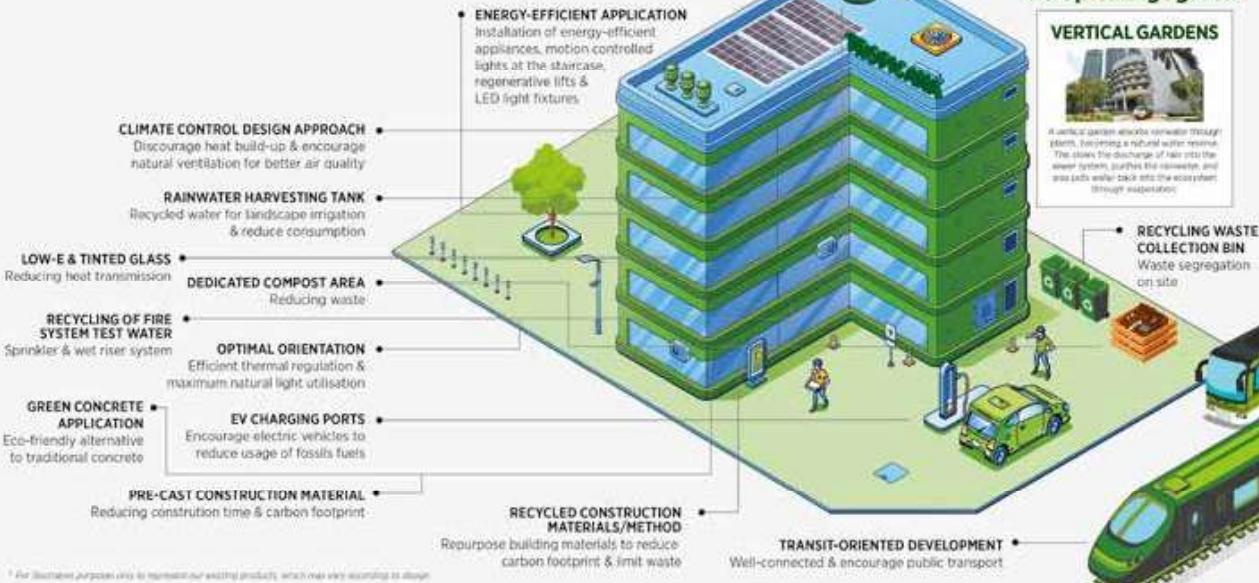
#tropicanaogreen



¹ For illustrative purposes only to represent our existing products, which may vary according to design.



#tropicanaogreen



¹ For illustrative purposes only to represent our existing products, which may vary according to design.

QUALITY & CUSTOMER SATISFACTION

Related UNSDGs



Goal 9:
Industry, Innovation
& Infrastructure



Goal 12:
Responsible consumption
& Production



Goal 16:
Peace, Justice & Strong
Institution

Why This Is Important

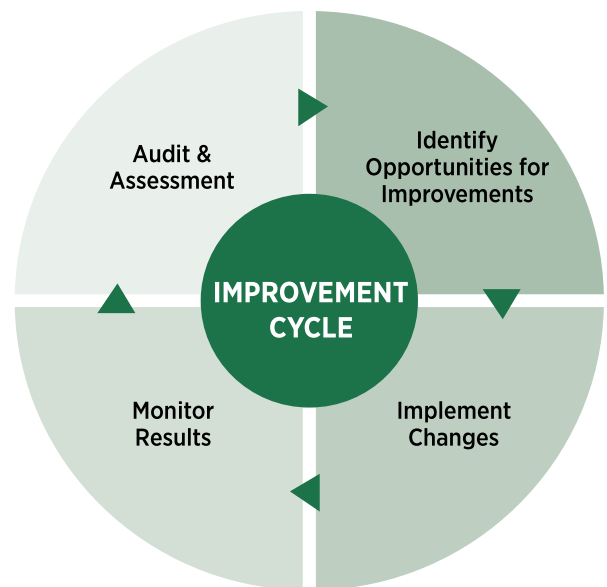
Upholding quality and customer satisfaction is integral to maintaining our brand and reputation. At Tropicana, we are committed to continuously improving the quality of our deliverables and enhancing services that not only meet but also exceed customer expectations. By creating quality products and experiences, we strengthen our brand reputation whilst benefiting our customers and the broader community. In line with our Tropicana DNA, quality excellence extends beyond the products we create to include the services we provide, operational performance and construction practices at our project sites. This is adopted in our Improvement Cycle — a series of steps and actions that facilitates the continuous assessment of our products and operations to enhance value creation for our stakeholders.

Our Approach

Quality Assurance

Product and service quality is integral to our company's success, directly influencing customer satisfaction, our reputation, and the value we create. We uphold this through Tropicana's Quality Management System ("QMS"), in adherence to internationally recognised standards: ISO9001: 2015 since 2014. Our QMS details how we can demonstrate the best practices, prevention measures, performances, management involvement and customer satisfaction.

Our Quality Assurance department plays an integral role in establishing, enforcing and continually improving the Group's Quality Management System via Quality Manuals and Standard Operating Procedures ("SOP") that cater for different business functions throughout Tropicana. They are the driving force in collaboration with all stakeholders to improve our internal processes. Our in-house Quality Management function also looks to conduct quality monitoring during the construction phase and assessment of the architectural work in completed projects, ensuring compliance with QLASSIC Quality Standards and project-specific specifications (including the minimum score suppliers must adhere to). The staff across all levels have gone through training and awareness sessions to ensure processes are recognised and followed through to effectively meet our policy and procedures to increase efficiency. The QMS is also further progressing towards enhancing the effectiveness of key processes with digitalisation.



Key Process	Description
Internal Quality Audit	<ul style="list-style-type: none"> Quality audits are conducted to determine the conformance of company policies, test the effectiveness of the quality system, promote transparency for corporate governance and highlight examples of good practices The Internal Quality Audit (“IQA”) was performed by our trained Quality Assurance team. The IQA serves as an interaction between processes and identifies weak links for opportunities for continual improvement while focusing on prevention measures This helps the Group identify areas of improvement and mitigate risks where possible
Outsourcing Services (Contractors, Consultants, and Suppliers)	<ul style="list-style-type: none"> Developed a series of control measures to monitor the service quality of contractors and consultants such as quarterly online-based e-performance evaluation The evaluations are non-generic. It is designed and developed to emphasise project stages and mean deviation across the organisation This evaluation identifies areas of improvement in outsourced services through our Evaluation Review Feedback (“ERF”) Systematic Quality Benchmark Trainings (“QBT”) are conducted and reported regularly with an emphasis on maintaining quality through internal and external supply chains For our suppliers: Yearly performance evaluation of new and existing suppliers (indirect) with annual accumulative purchases above a specified amount For our contractors and consultants: Quarterly performance evaluation to achieve specified performance targets based on the internal benchmark For further discussion, please refer to our “Procurement Practices” topic of this Sustainability Statement
Project Construction Quality Measures	<ul style="list-style-type: none"> Contractor Quality Briefing (“CQB”) on Tropicana quality requirements by the QA team upon the commencement of a project Monthly Project Quality Audit (“PQA”) to monitor in-progress construction quality Quarterly internal QLASSIC assessment to ensure that the project progress and reaches the quality score target Contractors Quality Benchmark Training (“QBT”) by trade to ensure stringent Quality Control in place Pre-delivery inspection (“PDI”) as final Quality verification before vacant possession (“VP”) Periodic Quality review and discussion to uphold defect prevention and improvement



For product quality of our construction and project sites, we benchmark ourselves against the Quality Assessment for Building Construction Works (“**QLASSIC**”) by the Construction Industry Development Board (CIDB). This system measures workmanship quality upon completion of projects, according to Construction Industry Standards (CIS 7:2014), ensuring adherence to high standards. We set a target to achieve a minimum of 75% of QLASSIC scores for all our development.

Lastly, to ensure that our quality assurance practices stay abreast with changing industry trends and requirements, our QA team provides relevant training programmes for both project and project support teams. We utilise both internal and external learning resources to refine our training programmes, incorporating essential information that enhances service delivery and improves the efficiency of our product quality assessments. Tabulated below are some of the training programs we have conducted for FY2024.

Training Programme	Programme Objectives
Internal	
Quality Awareness Workshop	<ul style="list-style-type: none"> To understand the common issues and instil best quality practices Discuss and understand customers’ quality expectations collected from the Quality Survey Analysis by the Marketing & Sales Division
ISO Awareness Training (Project Team)	<ul style="list-style-type: none"> To create awareness of SOP and process interaction towards meeting internal and external customer expectations
Mock-Up Unit Inspection Briefing	<ul style="list-style-type: none"> To ensure all PICs of relevant Department are aware of the SOP and know their scope during the mock-up unit inspection

Training Programme	Programme Objectives
Continual Improvement Briefing	<ul style="list-style-type: none">• To instil the culture of Continual Improvement (“CI”) in achieving process efficiency and eliminating wastages/defects in meeting stakeholders’ expectations
External	
QLASSIC Awareness Course	<ul style="list-style-type: none">• Understand the QLASSIC assessment system• Learn to implement QLASSIC quality standards• Learn QLASSIC assessment tools and methods• Learn how to achieve a high QLASSIC score

Our Performance

As of FY2024, all of our new developments were assessed against the QLASSIC scoring and below is a summary of them along with their respective QLASSIC scores:



Project	Project type	Date of assessment	Score
Aster Heights Tropicana Uplands	Double-storey house	30 April 2024	87%
SouthPlace Residences & Shoppes Tropicana Metropark	Retail	29 May 2024	85%
Freesia Residences Tropicana Aman	Double-storey house	14 May 2024	81%
Gemala Residences Tropicana Aman	Double-storey house	27 June 2024	80%
Tropicana Miyu Petaling Jaya	High-rise condominium	31 July 2024	85%

CUSTOMER SATISFACTION

Why This Is Important

Customer and relationship management is an important aspect in understanding the needs of our key stakeholders, addressing the expectations and concerns of our customers and the shifting consumer trends. In a competitive industry driven by large investments and long-term commitments, we recognise the importance of establishing trust and delivering consistent value to clients is key to fostering loyalty and enhancing overall business growth.

Customer Care Line

03-7663 6888

Customer Care Email

customercare@tropicana.com.my

Social Media

Facebook, Instagram, Project Micro-sites

On-site Customer Representatives

VP team members

Tropicana T360 App

Available for download on iOS and Android



Our Approach

The following is Tropicana's approach:

Customer Engagement	<ul style="list-style-type: none"> • The Group's Customer Care Unit ("CCU") and VP teams function as a direct line of communication • To gain customer feedback or concerns • Communication platform <ul style="list-style-type: none"> o Online: Tropicana T360 App, social media platforms and microsites o Offline: Customer Care Line, Customer Care Email, On-site Customer Representatives
Complaint Resolution	<ul style="list-style-type: none"> • For minor complaints, our T360 App provides solutions before they are escalated to our CCU and VP teams • For major complaints (online or offline) <ul style="list-style-type: none"> o Upon the lodging of a complaint: Closely guided by our CCU and VP Team o Customer is provided a side-by-side progress update as the complaint is being escalated/managed
Customer Satisfaction Survey	<p>We put high priority on ensuring service readiness to address the needs of our customers throughout their homeownership journey with Tropicana. Customer satisfaction is tracked through annual surveys. For FY2024, our customer survey performance score is reflected in the weighted average score of 5 areas:</p> <ul style="list-style-type: none"> • Environmental & Community • Development Concept • Workmanship Quality • Material Quality • Design Quality

The results, particularly a categorical breakdown of any complaints received from our survey, are then escalated to our team to be implemented into upcoming strategies

Our Performance

During the reporting period, we have constantly engaged with our customers via various engagement platforms to meet their needs and expectations. To uphold the customer satisfaction standard, we utilise several tools to obtain feedback, which include the annual Customer Experience Survey (“CES”) and individual engagements, among others. The following are the survey results for the reporting period:

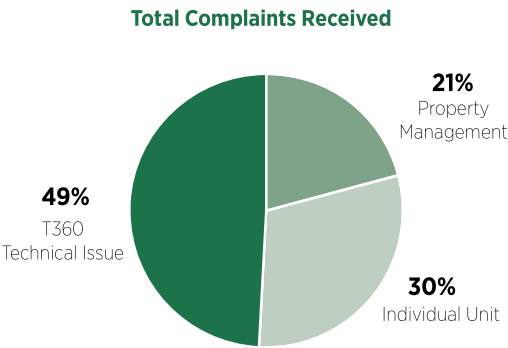
Customer Feedback on Tropicana as a Brand in FY2024:

Name of Development	Freesia Residences Tropicana Aman	Gemala Residences Tropicana Aman	Tropicana Miyu Petaling Jaya	SouthPlace Residences & Shoppes Tropicana Metropark
Total CES Distributed	194	115	256	142
Response Rate (%)	99%	99%	94%	94%
Would you recommend our properties to your friends/relatives? (Number of “Yes”)	95	97	94	96
How would you rate TCB against other brands? (Rating 1-5)	4	4	4	4

Concerning complaints resolution, purchasers are closely guided by our professional CCU and VP team upon the lodging of a complaint, online or manually, and are kept abreast of any rectification works on their properties. We put high priority on ensuring service readiness to address the needs of our customers throughout their homeownership journey with Tropicana.

For the reporting year, we received a total of 261 complaints and resolved 100% of the total complaints.

Category	Count	%
Individual Unit	79	30
Property Management	55	21
T360 Technical Issue	127	49
TOTAL	261	100



We are committed to providing exceptional service and continuously improving the customer experience. Our engagement with homeowners is central to meeting their needs and expectations. In 2024, the Customer Care Team (“CCU”) implemented a significant improvement to the T360 system by introducing an automated communication channel for more effective communication group-wide. This integration has enhanced the feedback-handling process, making it more efficient and effective. We are confident that these improvements will enable us to reach a 100% resolution rate moving forward, ensuring the highest level of customer satisfaction. We aim for continuous improvements to ensure the highest level of customer satisfaction.

PROTECTING CUSTOMER DATA PRIVACY

Why This Is Important

Consequently, as we incorporate more technological and digital innovations into our projects, protecting and safeguarding customer data and securing systems remains a priority in upholding customer trust. For Tropicana, the Group collects and retains selected data from purchasers for homeownership applications, which include personal data, financial background and work history.

Our Approach

Here at Tropicana, we are guided by our Group IT Policy, ensuring compliance with the regulations outlined in the Personal Data Protection Act (“PDPA”) 2010. This policy applies to all stakeholders and serves as an incident response plan, where we target zero complaints related to breaches of customer privacy, data leaks, thefts or losses of customer data. We keep our stakeholders informed about the use of their data and apply strict security measures to avoid any breaches. Customer data is also only kept for as long as is necessary to fulfil the requirements of our privacy policy, thus further reducing the risk of data breaches occurring.

Our Performance

Tropicana received zero substantiated complaints related to breaches of customer privacy, data leaks, thefts or losses of customer data from external parties and regulatory bodies until the year 2024.

Number of substantiated complaints concerning breaches of customer privacy and losses of customer data in FY2024, FY2023 and FY2022

Zero

We strive to maintain this track record and target zero complaints regarding breaches by managing clear communication channels with our stakeholders and obtaining consent for every data utilised or retained for business purposes.

8

CLIMATE CHANGE: FINANCIAL RISKS & OPPORTUNITIES

Related UNSDGs



Goal 7:
Affordable &
Clean Energy



Goal 11:
Sustainable Cities
& Communities



Goal 13:
Climate Action

Why This Is Important

Climate change stands as one of the key risks towards our business and the global ecosystems, economies and communities. Its impacts are increasingly evident, from rising temperatures and extreme weather events, leading to shifting agricultural patterns and the loss of biodiversity. As a property developer, we recognise our role in managing these climate-related risks for our business, properties and people.

Our Approach

In line with this, we have begun adopting the recommendations of the Task Force on Climate-related Financial Disclosures (“TCFD”). Our approach to managing these climate risks is structured around the four key TCFD pillars: Governance, Risk Management, Strategy, and Metrics & Targets. This serves as a systematic approach to identify the key climate change-related risks and opportunities to establish a governance structure and climate action strategies to address them, using the relevant metrics and targets to track our progress.

For the full discussion, please refer to the “Climate Report” section of this Sustainability Report on page 172.

ENVIRONMENTAL STEWARDSHIP

ENERGY MANAGEMENT

Related UNSDGs



Goal 7:
Affordable &
Clean Energy



Goal 13:
Climate Action

Why This Is Important

Our energy consumption is not limited to our construction sites but includes energy consumption at properties which we own and manage, such as the HQ building and Tropicana Golf & Country Resort.

We understand the importance of optimising our energy consumption due to its impact on our operational costs and the environment. The upward trend in energy cost – electricity tariff and fuel price increase – is due to the government's net zero aspiration, over-reliance on fossil-based fuel which we continue to import (e.g. coal used for coal power fire plants) and the government's fiscal policy with respect to subsidy rationalisation. These factors and our commitment to good environmental stewardship have defined our energy policy.

Our Approach

In an effort to reduce our dependency to purchase electricity, improve energy security at our premises and reduce emissions as a result of our electricity consumption, we installed solar panels in our resort operation. Currently, we have solar photovoltaic panels with a capacity of generating an average of 100,076 kWh of electricity a month for self-consumption and are currently in use at our Tropicana Golf & Country Resort. This reporting year, we managed to install one more at our Tropicana Gardens Dianthus for common area usage. For FY2024, our solar panels generated an average of 107,831 kWh of electricity a month, resulting in a total savings of RM321,844.99 in energy bills a year for Tropicana Golf & Country Resort.

Apart from integrating solar panels as an alternative energy source, our approach to optimising electricity consumption is the following:

- Optimise energy consumption at construction sites through enhanced project planning and management and the adoption of new innovative construction approaches;
- Ensure adequate maintenance and, where possible, enhancement to our equipment, vehicles, and fittings;
- Enhanced awareness to contractors and employees in conserving electricity; and
- Encourage carpooling when using company vehicles.
- All our premises and offices are equipped with energy-efficient LED lighting that consumes 70% less energy
- Installation of photocell and motion sensors for lighting
- Digital devices, e.g. printers, auto-set to sleep mode if no usage and after 8 p.m.
- Fixed timing and temperature for centralised air conditioning for every floor. Our ambient temperature is set at 24°C (±1 degree) as the recommended temperature for energy efficiency
- Mobilising our Auxiliary Police after working hours to ensure lights are off
- Encourage our employees to switch off the lights on their respective floors during lunchtime
- Our receptionist will turn off the light and the air-conditioner after the staff leave the meeting room at our designated meeting room floor

We are aware of the upward trend in energy cost – electricity tariff and fuel price increase – due to the government's net zero aspiration, over-reliance on fossil-based fuel which we continue to import (e.g. coal used for coal power fire plants) and the government's fiscal policy. Apart from demonstrating environmental stewardship and supporting the government's net zero aspiration, our commitment to ensuring energy optimisation.

Our Performance

In FY2024, we continued to track our energy consumption on a Group level. For the reporting period, the Company's total energy consumption is 116,876.24 Gigajoule, and the breakdown is as follows:

Type of Energy Consumption	FY2024		FY2023		FY2022	
	GJ	MWh	GJ	MWh	GJ	MWh
Electricity consumption – From the Grid	103,629.32	28,785.92	146,998.80	40,833.00	102,978	28,605.00
Electricity consumption – From Solar Panels	4,323.29	1,200.91	4,658.30	1,293.97	4,640.33	1,288.98
Fuel Consumption – Petrol	4,699.88	1,305.52	-	-	-	-
Fuel Consumption – Diesel	2,112.24	586.73	-	-	-	-
Fuel Consumption – LPG	2,111.50	586.53	-	-	-	-
Total Energy Consumption	116,876.24	32,465.61	151,657.10	42,126.97	107,618.33	29,893.98

Note:

1. Energy conversion factors for fuel consumption are sourced from the Malaysian Energy Commission and the UK Government's DEFRA.
2. The Group-level electricity consumption disclosed is limited to Tropicana HQ, Tropicana Gardens Mall, Tropicana Golf & Country Resort, Tropicana property galleries and branch offices.

POLLUTION MANAGEMENT

Related UNSDGs



Goal 6:
Clean Water & Sanitation



Goal 12:
Responsible Consumption
& Production



Goal 13:
Climate Action

Why This Is Important

Our operations involve activities that can generate various types of pollutants, affecting both our people and the surrounding environment. In property development, these impacts may arise during stages such as land preparation, construction, and the transportation of materials.

Our Approach

Our commitment towards reducing pollution is two-pronged:

- To manage pollution in order to not exceed the prescribed threshold allowed by local regulations; and
- To continuously innovate and enhance our construction planning

The following table outlines the key types of pollution from our construction sites and key mitigation measures:

Pollution Type	Description	Mitigation/Initiatives
Air Pollution	<p>Dust & Particulate Matter: Generated during land clearing, excavation, demolition, and material handling. Exposure to this can lead to respiratory issues for workers and air pollution in the surrounding environment</p> <p>Air emissions: Carbon Dioxide (“CO₂”) and Nitrogen Oxides (“NO₂”) are GHG emissions arising from the operation of construction vehicles and machinery. Overall contributes to climate change, air pollution and acid rain</p>	<p>Pollution control and monitoring:</p> <ul style="list-style-type: none"> • Air quality monitoring <p>To reduce airborne dust:</p> <ul style="list-style-type: none"> • Wet suppression methods: Water spraying/ Misting systems at various points of our operations • Dust suppressants for the roads • Construction hoarding: Physical barrier to contain dust/debris, shield against wind, and prevent the dispersion of particles <p>Protecting our people: <i>More information can be found in the “Health and Safety” section of our Sustainability Statement.</i></p> <ul style="list-style-type: none"> • Specialised training conducted for all workers • Personal Protective Equipment (“PPE”) provided
Noise Pollution	Drilling and land excavation involves the use of heavy machinery, which produces significant noise, affecting workers’ physical and mental health and possibly disrupting nearby communities	<p>Pollution control and monitoring:</p> <ul style="list-style-type: none"> • Regular equipment maintenance • Installation of noise barriers, screens and enclosures around machinery <p>Protecting our people:</p> <ul style="list-style-type: none"> • Provision of PPE for all workers • Regular equipment maintenance • Noise level monitoring: < dBA at operating sites
Effluents	The main types of construction effluent include stormwater runoff, concrete wash water, chemical spills, sediment-laden water from excavation, paint/oil residencials and cleaning water from equipment washdowns. All of these can contain pollutants like suspended solids, heavy metals, chemicals and oils, depending on the construction activities involved	<p>Pollution control and monitoring:</p> <ul style="list-style-type: none"> • Screening – removing large debris like wood scraps and rocks using a coarse mesh screen • Sediment tanks – allowing heavier solids to settle to the bottom of a tank by gravity, where they can be removed as sludge <p>If necessary, we also consider secondary treatment of effluent, which includes:</p> <ul style="list-style-type: none"> • Filtration – using sand filters or other media to remove smaller suspended particles • Chemical treatment – adding chemicals like flocculants to further aggregate solids for easier removals <p>At a minimum, we ensure compliance with prescribed water and effluent discharge</p>
Sediment	These are sediments due to land erosion due to construction activity. Sediments that escape our construction sites, especially in large amounts, can enter streams or wetlands – resulting in physical hindrance to navigation or creating flood risk	<p>Pollution control and monitoring:</p> <ul style="list-style-type: none"> • Implement the Erosion and Sediment Control Plan, which is based on best practices issued by local authorities to prevent any erosion and resulting sedimentation at our sites

Our environmental policy further ensures that we manage and mitigate risks to the environment. It includes guidelines to maintain air and water quality and manage noise levels, all within the safety standards set by the Department of Environment (“DOE”). To ensure compliance with the Environmental Quality (Amendment) Act 2024, we conduct annual environmental monitoring assessments of our operations. For air pollution, Tropicana adheres to the Environmental Quality (Clean Air) Regulations 2014 in Malaysia.

Our Performance

The table below presents the results of our air emissions and noise monitoring audit across active construction sites for FY2024. All measurements are in $\mu\text{g}/\text{m}^3$ and in dB(A), respectively, compared against regulatory standard limits.

Active Project Sites	Air Quality Parameter	Particulate Matter, PM _{2.5}	Particulate Matter, PM ₁₀	Sulphur Dioxide, SO ₂	Nitrogen Dioxide, NO ₂	Ozone, O ₃
	Standard Limit	260 $\mu\text{g}/\text{m}^3$	100 $\mu\text{g}/\text{m}^3$	80 $\mu\text{g}/\text{m}^3$	70 $\mu\text{g}/\text{m}^3$	100 $\mu\text{g}/\text{m}^3$
TwinPines Serviced Suites Tropicana Grandhill		13.7	42.0	5.5	5.5	11.0
Assana & Merissa Serviced Suites Tropicana Cenang		n/a	59.0	n/a	n/a	n/a
Avisa Residences Tropicana Alam		22.9	38.7	0.01	5.0	25.9
Summit Commercial Hub Tropicana Uplands		19.2	29.5	0.7	6.9	2.0

Active Project Sites	Time Period	Average LAeq (dB(A))	Standard Limit (dB(A))
TwinPines Serviced Suites Tropicana Grandhill	Daytime	56.60	65
	Nighttime	46.05	60
Assana & Merissa Serviced Suites Tropicana Cenang	Daytime	57.75	65
	Nighttime	47.87	60
Avisa Residences Tropicana Alam	Daytime	52.74	65
	Nighttime	49.48	60
Summit Commercial Hub Tropicana Uplands	Daytime	60.08	65
	Nighttime	55.60	60

Note:

LAeq (Equivalent Continuous Sound Level) represents the average noise level over a specified period, adjusted for human hearing sensitivity (A-weighted). dB(A) refers to decibels with A-weighting, the standard unit for measuring environmental noise.

Additionally, to safeguard our workers from air and noise pollution, our contractors are required to perform review and compliance monitoring of our health and safety risks performed by health and safety officers or coordinators, in line with the requirements of the Occupational Safety & Health Act 1994 (“OSHA”).

As a result of our consistent practices and monitoring, we are pleased to report zero cases of non-compliance with environmental laws regarding environmental pollution. Therefore, no fines or penalties have been incurred.

Number of non-compliance to national and local environmental laws in FY2024, FY 2023 and FY 2022

Zero

11

WATER MANAGEMENT

Related UNSDGs

6

CLEAN WATER AND SANITATION



Goal 6:
Clean Water & Sanitation

12

RESPONSIBLE CONSUMPTION AND PRODUCTION



Goal 12:
Responsible Consumption & Production

13

CLIMATE ACTION



Goal 13:
Climate Action

Why This Is Important

As a property developer, water consumption management is a critical aspect of sustainable development and responsible resource use. We rely on it for cleaning, landscaping, and maintenance, particularly in our golf course management, as well as for construction activities.

While we have not set specific targets for reducing water consumption, Tropicana is dedicated to continuously monitoring consumption and ensuring the responsible management of water resources in the areas where we operate.

Our current water consumption does not significantly impact water availability in the areas where we operate, and there is no immediate threat of water scarcity at our construction sites and properties. None of our operations in Malaysia are located in water-stressed areas, and given the relatively low volume of water we consume vis a vis other water-intensive business sectors, it is not considered a significant risk.

Our Approach

In FY2024, we have assessed and understood our potential impact on water resources using the Aqueduct Water Risk Atlas from the World Resources Institute. Based on this assessment, the overall water stress in areas in which we operate in Malaysia is low stress area. The baseline water stress measurement by Aqueduct measures the ratio of total water demand (e.g. domestic, industrial, irrigation and livestock) to available supplies (surface and groundwater). Higher value indicates more competition from users (e.g. high-water stress).

In FY2024, we continued our efforts to optimise water usage across all sites by identifying and addressing water leaks, raising employee awareness about water conservation and promoting environmentally sustainable behaviour at our sites. A summary of key initiatives is as follows:

Initiatives	Description
Rainwater Harvesting	Water is reused for irrigation and common area purposes. Meters were installed to monitor usage.
Awareness & Communications	Relevant employees and managers are provided awareness and communicate. To this end, we adopt guidelines issued by local water authorities in optimising water usage at our sites and the homes of our employees.
Water-saving Sanitary Features	Features covered under the Water Efficient Product Labelling Scheme (“WELPS”) or Water Efficiency Labelling and Standards (“WELS”), such as self-closing basin taps, dual-flush toilet cisterns, and spray bidets, are installed for common area use.
Sustainable Landscaping	We favour native or adaptive plants to minimise irrigation needs. Wetland plants are also used to improve water quality in the water bodies. The waterway in the Urban Park at Tropicana Metropark incorporates a self-sustaining wetland. We also used biofiltration technology as part of the stormwater management at the development.
Pollution Traps	Gross pollutant traps (“GPTs”) are installed to capture stormwater pollution before it enters the waterways. GPTs catch the majority of litter and silt before it reaches the waterway. The contents of the GPTs are regularly emptied and disposed of in a landfill.

Initiatives	Description
Pipeline Maintenance & Leak Repair	We carry out regular pipe preventive maintenance and repair pipe/meter leaks
Integrated Water Supply Scheme (“IWSS”)	To ensure a reliable and sustainable water supply for the development, crucial for maintaining environmental balance and supporting the community’s needs, we developed the Integrated Water Supply Scheme from Labuhan Dagang and Sijangkang Utama, supplemented by dedicated water tanks and suction tanks
Water Retention Tanks	Serves as water supply backup to safeguard against potential disruptions or emergencies in the water supply
Upgrade of Water Systems	Existing water systems were upgraded to be more efficient, reducing water waste and increasing water productivity e.g., 18 retention ponds across Tropicana Golf & Country Resort were upgraded for better irrigation and filtration systems
Installation and Usage of Tube-Well	For our usage in Tropicana Golf & Country Resort, where the treated underground water is used in our swimming pool and for toilets
Water Recycling	The recycling of the fire system test water for sprinkler and wet riser systems, including recycling of air conditioning condensate water, which is collected to the rainwater collection tank

Our Performance

The following is an overview of our water consumption for this reporting year.

Water Withdrawn & Consumed	Unit	FY2024	FY2023	FY2022
Total Water Withdrawal:	ML	473.95	482.34	-
Water Withdrawal from: Groundwater (wells, boreholes)	ML	35.06	0.03	-
Water Withdrawal from: Municipal potable water	ML	438.89	482.31	-
Total Water Consumed	ML	473.95	482.34	-

Note:

Water consumption data is sourced from water utility bills (for municipal potable water) and internal logs (for groundwater).

Water Consumption Breakdown by Business Segment

Business Segment	Water Consumption (ML)
Property investment, recreation, and resort	449.91
Property development and property management	24.04

12

BIODIVERSITY

Related UNSDGs

6

CLEAN WATER AND SANITATION



Goal 6:

Clean Water & Sanitation

12

RESPONSIBLE CONSUMPTION AND PRODUCTION



Goal 12:

Responsible Consumption & Production

13

CLIMATE ACTION



Goal 13:

Climate Action

15

LIFE ON LAND



Goal 15:

Life On Land

Why This Is Important

The Group is aware of the negative impact of our business operations on biodiversity. Our property development activities involve land clearing, which disrupts ecosystems and leads to the reduction of local flora and fauna species.

Our Approach

We are committed to achieving a net positive biodiversity impact as part of our long-term strategy. However, no timeline has been established yet, as we are still assessing credible pathways and their feasibility.

An overview of our policy and key initiatives during the reporting year are as follows:

Policy	Key Initiatives
Comply with all relevant environmental legislation and obligations imposed by the governments or regulators	<div><div>• We communicate compliance with key laws and regulations to our employees and contractors</div><div>• We assess their performance in terms of compliance with relevant legislation</div></div>
Integrate biodiversity considerations in internal strategic and decision-making processes	We conduct biodiversity risk assessment where our sites are assessed as critical and non-critical sites
Apply the principle of mitigation hierarchy (avoid, minimise, restore and compensate as a last resort) in negative impacts for all phases of our businesses/ projects	

Policy	Key Initiatives
Avoid or reduce deforestation associated with their activities and supply chain	<ul style="list-style-type: none"> • We avoid or minimise deforestation by focusing on urban redevelopment or the development of brownfields and secondary forests in urban areas • Currently, most of our developments are built on infill land or secondary forests, which have mostly been cleared of their original vegetation beforehand. We also avoid developing near or adjacent to forest reserves and ecologically sensitive areas • We source materials from environmentally friendly sources (e.g., rubberwood) and only engage suppliers who meet our sustainability standards
Maintain natural water bodies to serve as retention ponds, mitigating flooding and allowing aquatic creatures to thrive.	<ul style="list-style-type: none"> • We maintain and continue to enhance natural waterbodies at all our sites

Partnerships In Advancing Our Net Biodiversity Impact

Our commitment to biodiversity extends to engaging local communities and non-profit organisations as part of our aim to achieve net biodiversity impact aspirations. One such partnership is with dragonfly expert Dr Choong Chee Yen, formerly from Universiti Kebangsaan Malaysia (“UKM”) to breed and sustain a healthy dragonfly population. The dragonfly not only enriches the natural ecosystem but provides nature with a nature-driven solution to minimising mosquitoes at Tropicana Golf & Country Resort.



Tropicana is the first to deploy dragonflies to control pests naturally in Tropicana Golf & Country Resort. The pilot project was to release 88 larvae of Red Glider Dragonfly (*Tramae transmarina*) into a new man-made pond in TGCR on 24 September 2021.

Our Dragonfly Pond is a flagship project to breed and sustain a healthy dragonfly population at our golf course as a means to apply biological control to mosquitoes in the surrounding area, which is still thriving to this date. Dragonflies are known natural predators of mosquitoes and other insects, thus a commonly used integrated pest management (“IPM”) measure has proven to be effective in the long term. Currently, there are a total of 14 species of flying adults of dragonflies and damselflies throughout the day. These dragonflies feed on mosquitoes and other pests, serving as a natural control mechanism with a hunting efficiency rate of up to 95%. Natural controls such as dragonflies, birds, bats and

minnows enhance the biodiversity in a given site, in line with ESG principles. They also avoid the introduction of chemical or bacterial agents into the site's existing ecosystem, seen in conventional controls such as pest fogging and mosquito dunks utilising targeted bacteria such as *Bacillus Thuringiensis Israelensis* to control larvae populations.

DRAGONFLIES & DAMSELFLIES SPECIES AT TROPICANA GOLF & COUNTRY RESORT:

- 1. Saddlebag Glider (Tramea Transmarina)
- 2. Blue Dashers (Brachydiplax Chalybea)
- 3. Common Flangetails (Ictinogomphus Decorates)
- 4. Crimson Dropwings (Trithemis Aurora)
- 5. Variegated Green Skimmer (Orthetrum Sabina)
- 6. White-barred Duskhawks (Tholymis Tillarga)
- 7. Sultan (Camacinia Gigantea)
- 8. Yellow-barred Flutterers (Rhyothemis Phyllis)
- 9. Scarlet Skimmers (Crocothemis Servilia)
- 10. Blue Adjutants (Aethriamanta Aethra)
- 11. Chinese Greenwings (Neurobasis Chinensis)
- 12. Common Bluetails (Ishnura Senegalensis)
- 13. Blue Sprites (Pseudagrion Microcephalum)
- 14. Variable Wisps (Agriocnemis Femina)

Subsequently, we also recognised biodiversity as a key pillar in our CSR activities. To this end, we aim to support third-party projects with a positive impact on biodiversity.

Another area which has been suggested but we have not committed to is the inclusion of additional levy/charges on properties sold at critical sites, which is then channelled to support biodiversity conversation efforts. This also includes carbon credit schemes, which are linked to biodiversity conversation efforts (forest replanting).

As part of our moving forward plan, we aim to explore possibilities of obtaining independent recognition for biodiversity-related certification. However, this is subject to financial feasibility and our financial capability.

Our Performance

Our biodiversity risk assessment remains a work in progress. Currently, we rely mainly on requirements prescribed by the Environmental Impact Assessment as mandated by local authorities and from any opposition, protest or criticism by various stakeholders which has come to our attention, if any. We will continuously review our criteria and our data collection process in order to ensure that we mitigate the adverse effects of our development on local flora and fauna.

Existing and New Developments	Biodiversity Impact Assessment (Critical/non-critical/ not performed)	Rationale
Avisa Residences Tropicana Alam	Non-critical	The site was previously a palm oil estate land with oil palm trees that have been removed, with no species of high conservation value and is not adjacent to sites with high biodiversity value.
Assana & Merissa Serviced Suites Tropicana Cenang	Non-critical	The site is a brownfield land with no species of high conservation value and is not adjacent to sites with high biodiversity value.
Summit Commercial Hub Tropicana Uplands	Non-critical	The site was previously a palm oil estate land with oil palm trees that have been removed, with no species of high conservation value and is not adjacent to sites with high biodiversity value.
Skypark Kepler Residences Lido Waterfront Boulevard	Non-critical	The site is a land-reclaimed sea area with no species of high conservation value and is not adjacent to sites with high biodiversity value.

Existing and New Developments	Biodiversity Impact Assessment (Critical/non-critical/ not performed)	Rationale
TwinPines Serviced Suites Tropicana Grandhill	Non-critical	The site is a secondary forest with few species of high conservation value and is not adjacent to sites with high biodiversity value.
Breeze Hill Shoppes & Service Apartments Tropicana Avalon	Non-critical	The site is a secondary forest with few species of high conservation value and is not adjacent to sites with high biodiversity value.

We have successfully preserved and rehabilitated several biodiversity habitats within our development areas, as detailed in the table below:

Development	Our Achievement
Tropicana Golf & Country Resort	<ul style="list-style-type: none"> • Maintain a green oasis with over 22,300 plant species, including shrubs, turf, and trees. This ongoing endeavour has been a source of pride for Tropicana for the past 20 years. • Birds Sanctuary at West 3 Golf Course Pond (Crane, Eagle & Kingfisher)
Tropicana Aman Central Park	<ul style="list-style-type: none"> • Spans 85 acres and features two main parks - the East Lake Park and the West Lake Park • Approximately 2,400 numbers of trees and palms have been planted in the Tropicana Aman Central Park
Tropicana Heights	<ul style="list-style-type: none"> • An estimated 1,500 numbers of trees and palms were planted in Tropicana Heights along the streetscape and in the 16-acre Central Park
Tropicana Metropark	<ul style="list-style-type: none"> • About 9.2-acre wide Central Park, with more than 100 trees planted





Additionally, there were no rare, threatened or endangered species of vegetation which were found on most developments or had been removed from the site. We are also in compliance with local planning guidelines and zoning regulations, ensuring that at least 10% of the project area is allocated to green spaces.

We recognise having a robust biodiversity action plan and subsequent audits to ensure we achieve our prescribed targets. We continue to monitor the progress of our biodiversity mitigation plans at all our sites. However, we recognise that our biodiversity action plan requires more work and has significant areas for improvement.



EMISSIONS

Related UNSDGs



Goal 7:
Affordable &
Clean Energy



Goal 12:
Responsible Consumption
& Production



Goal 13:
Climate Action

Why This Is Important

Effective emissions management is a key focus of our environmental strategy. To this end, we have integrated various approaches to emission reduction. This extends from optimising energy consumption at our sites and premises, integrating energy efficiency features at our developments, which reduces emissions for our property owners, prioritising green materials into our procurement consideration and investment into solar panels at our premises and awareness for employees. A detailed discussion of this is available in our Climate Report, under the metrics and target section.

Our Performance

An overview of our emissions across Scope 1, Scope 2 and Scope 3 categories are as follows, as we have begun collecting our emissions data in FY2024:

Scope 1: Direct Emissions

Emission Category	GHG Type	FY2024 (tCO ₂ e)	FY2023 (tCO ₂ e)	FY2022 (tCO ₂ e)
Scope 1	CO ₂	675.27	-	-
	CH ₄	1.53	-	-
	N ₂ O	2.97	-	-
	HFC	453.94	-	-
Total Scope 1 (tCO ₂ e)		1,133.71	-	-

Scope 2: Indirect Emissions from Purchased Electricity

Emission Category	FY2024 (tCO ₂ e)	FY2023 (tCO ₂ e)	FY2022 (tCO ₂ e)
Scope 2	22,280.30	-	-
Total Scope 2 (tCO ₂ e)	22,280.30	-	-

Scope 3: Other Indirect Emissions

Emission Category (Scope 3)	FY2024 (tCO2e)	FY2023 (tCO2e)	FY2022 (tCO2e)
Business travel	84.62	-	-
Employee commuting	1,144.09	-	-
Waste generated in operations	355.07	-	-
Energy use in tenant-controlled spaces	11,901.90	-	-
Total Scope 3 (tCO2e)	13,485.67	-	-

Total GHG Emissions

Total Emissions	FY2024 (tCO2e)	FY2023 (tCO2e)	FY2022 (tCO2e)
Total Scope 1, 2 & 3 (tCO2e)	36,899.68	-	-

Note:
The GHG emissions calculations were performed using the Low Carbon Operating System (“LCOS”) platform. LCOS’s carbon accounting methodology is fully compliant with the GHG Protocol and ISO 14064-1:2006 standards and has been verified and certified by an independent third party, Bureau Veritas.

1. Scope 1 emissions are direct greenhouse gas (“GHG”) emissions that occur from sources that are owned or controlled by the Group.
The emission conversion factor for Scope 1 is derived from the UK Government’s GHG Conversion Factors.
2. The disclosure of Scope 1 emission above is limited to emissions as a result of our fuel combustions and refrigerant losses.
3. Scope 2 emissions are indirect GHG emissions arising from the generation of purchased electricity consumed by the Group.
The emission conversion factor for Scope 2 is derived from the Energy Commission.
4. For our Scope 3 emission this year, our disclosure is limited to business travel, employee commuting emissions, waste generated in operations and downstream assets (separated energy use in tenant-controlled spaces). Conversion factors for Scope 3 emission calculations are derived from the UK Government GHG Conversion Factors.

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WASTE MANAGEMENT

Related UNSDGs

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

GOAL 12

Goal 12:
Responsible Consumption
& Production

Why This Is Important

Effective waste management remains a key focus of our environmental strategy. Within our business operations, the construction sites produce the most significant waste, making them the largest and most consequential source. The Group is acutely aware of the potential impacts that waste from our operations can have on human health, the environment, and natural resources, as well as the costs associated with inefficient waste management, including shadow costing and other indirect impacts.

Our Approach

At Tropicana, we are guided by our Sustainability Policy (which includes waste management policy and resource use management policy). While 100% waste reduction may not be feasible, our approach focuses on reducing the environmental impact of our waste production, improving resource efficiency, and consistently monitoring our waste management data and progress.

Our waste management policy also governs our waste disposal practices, covering both scheduled and non-scheduled waste. Our waste management and disposal practices follow the guidelines of the Ministry of Housing and Local Government and the Department of Environment for both scheduled and non-scheduled waste.

Waste Type	Description
Construction Waste	Repurposing of excess concrete from sampling tests to patch project site holes to reduce waste generation.
	Modular temporary aluminium formwork and structures are reused in construction. Demolition waste concrete is crushed and repurposed for ramps on project sites.
	Minimisation of open cutting and repurposing excavated earth through urban regeneration of existing brownfield land.
	Waste segregation and recycling such as: <ul style="list-style-type: none"> • Bins for domestic waste and scrap metal are provided • Construction waste material is resold to recycling companies wherever possible
	Disposal of hazardous materials: <ul style="list-style-type: none"> • Handled by professional certified companies • In full compliance with environmental regulations
	Waste reduction through the implementation of an Industrialised Building System (“ IBS ”) Formwork.
	Efficient resource consumption, e.g. eco-friendly materials, recyclable materials and initiatives that promote reduced waste.
	<i>(See the “Sustainable” section of this Sustainability Report)</i>
Domestic Waste	Prioritisation of electronic communication, double-sided printing, and digital initiatives.
	Cooking oil from kitchen operations is recycled.
(Food, Paper & Plastic)	Optimise inventory management to improve overall kitchen efficiency. Food waste is diverted through: <ul style="list-style-type: none"> • Our composting initiative (See the “Sustainable” section of this Sustainability Report) • Contribute food items to nearby underprivileged communities.
Landscaping Waste	Landscaping cuttings are taken to a compost heap and converted into fertiliser for the soil. This is distributed for use throughout the property to aid in the regeneration of the soil and vegetation growth.
Others	Recycling of old golf buggy and battery.
	Implementation of material order controls to minimise resource waste.

Additionally, we continuously seek opportunities to minimise waste generation by optimising our processes and incorporating circular economy principles into our supply chain. This includes our composting initiative and our use of recyclable materials and formwork systems at our construction sites. We also implement our waste segregation system across our business operations, tracking our waste diverted from disposal to be reused or recycled.

The waste generated from our operations, including both domestic and scheduled waste, is monitored closely by the group and collected by contracted service providers at a cost. Our contractors are all licensed and required to employ sound waste disposal methods in compliance with national and local environmental regulations, in particular, the requirements outlined in the Environmental Management Plan (“**EMP**”). Scheduled waste produced at our sites is collected, stored and disposed of by operators licensed by the Department of Environment (“**DOE**”).

Our Performance

In FY2024, the Company generated 706.057 tonnes of waste. We diverted 23.9276 tonnes through recycling and reuse, while 682.13 tonnes were properly disposed of. For scheduled waste, we adhere to the Environmental Quality (Scheduled Wastes) Regulations, 2005, employing DOE-licensed contractors for collection and disposal.

Category	FY2024 (Tonnes)	FY2023 (Tonnes)	FY2022 (Tonnes)
Waste directed to disposal	682.13	-	-
Waste diverted from disposal	23.9276	-	-
Total Waste Generated	706.057	-	-

- Note:
1. Waste directed to disposal includes waste from our operation sites, such as rubbish, debris, and scrap materials, as well as waste from our hospitality sites, including the disposal of plastic and used plastic bottles.
 2. Waste diverted from disposal includes waste that is reused, recycled, or subject to other recovery positions.
 3. Recovery refers to an operation wherein products, components of the products or materials that have become waste are prepared to fulfil a purpose in place of new products, components, or materials that would otherwise have been used for that purpose.

15

SUSTAINABLE MATERIALS

Related UNSDGs

9

INDUSTRY INNOVATION AND INFRASTRUCTURE



Goal 9:
Industry, Innovation & Infrastructure

12

RESPONSIBLE CONSUMPTION AND PRODUCTION



Goal 12:
Responsible Consumption & Production

13

CLIMATE ACTION



Goal 13:
Climate Action

Why This Is Important

As a property developer, we recognise the importance of using sustainable materials in our development. By using sustainable materials, we aim to minimize environmental impact, conserve resources, and promote long-term economic and social benefits. Through these efforts, we aim to create environments that are resource-efficient, environmentally responsible and aligned with the natural ecosystem throughout their lifecycle.

Our Approach

We use a variety of materials in the construction of our developments. This includes the use of eco-friendly materials and initiatives which help to minimise environmental impact by reducing waste, conserving non-renewable resources, and lowering overall carbon emissions. The use of eco-friendly or green-labelled materials aids in improving indoor air quality and a healthier living environment due to the use of non-toxic components. Highlighted below are the key eco-friendly materials and initiatives that we use in the construction phases of our properties, each with its associated advantages:

Eco-Friendly Materials & Initiatives	
Low-Volatile Organic Compounds (“VOC”) emulsion paints with green label	Used in common areas to reduce harmful indoor air pollution, improving indoor air quality.
Recycling and repurposing materials at construction sites for future use	Materials include temporary formwork framings and structures, steel and aluminium with recycled content, as well as Reinforcing Fabric of Steel BRC.

Eco-Friendly Materials & Initiatives

Green Label Construction Materials, e.g. MyHijau/SIRIM Eco Label or other equivalent	Use of green-labelled materials such as ceiling boards and skim coats. For common areas, green-labelled exterior paints, waterproofing, tile adhesives, and sealants were used.
Aluminium Formwork System	Used in concrete construction in place of traditional wood formwork. The formwork system can be used more than 300 times without loss of quality or dimensional integrity, reducing waste. At the end of its life, it can be recycled through standard industrial processes.
Industrialised Building System (“IBS”)	Utilising prefabricated components and modular construction methods to reduce waste, improve efficiency, and ensure sustainability through the use of standardised building elements that promote quicker assembly and reduced material consumption.
Non-chemical Water Treatment	Implementing natural water treatment systems such as bio-filtration and UV sterilisation to reduce our reliance on chemical-based solutions, ensuring more environmentally friendly water management practices for swimming pool usage at our developments.
Green Concrete Design Mix	Using a mix of 60% Ordinary Portland Cement (“ OPC ”) + 40% ground granulated blast furnace (“ GGBS ”) – a byproduct from power plant) – to reduce environmental impact since OPC production is more energy-intensive.
Green High Tensile Slop Stabilisation	At Tropicana Paradise, Tropicana Windcity, Genting Highlands, green high tensile slope stabilisation (with soil nails) was used in place of shotcrete, resulting in a decreased CO2 emission footprint of 89% and reduced air pollution that would have otherwise resulted from shotcrete processes.
Composting	For our Tropicana Golf & Country Resort operations, we create our own composed fertiliser as an ecologically friendlier alternative to traditional chemical fertiliser. This, in turn, reduces our waste and our maintenance cost. At Tropicana Gardens, 2 areas at the development site have been allocated to recycle and convert landscape waste into 100% organic and contaminant-free compost.

Our Performance

Below are the developments that have adopted sustainable and eco-friendly materials:

- a. Tropicana Gardens (Arnica)
- b. Tropicana Gardens (Bayberry)
- c. Tropicana Gardens (Cyperus)
- d. Tropicana Gardens (Dianthus)
- e. Tropicana Gardens (Edelweiss)
- f. Tropicana Gardens Office Tower
- g. Tropicana Gardens Mall
- h. Tropicana Metropark (SouthPlace Residences)
- i. Tropicana Metropark (SouthPlace Shoppes)
- j. Tropicana Miyu
- k. Tropicana Alam Avisa Ph.2
- l. Tropicana Cenang
- m. Tropicana Grandhill Twinpines

Please refer to “Sustainable & Green Design” on pages 129 for their GBI / Green RE rating.

SOCIAL RESPONSIBILITY

LABOUR PRACTICE AND STANDARDS

Related UNSDGs



Goal 3:
Good Health
& Wellbeing



Goal 8:
Decent Work &
Economic Growth



Goal 10:
Reduced Inequality



Goal 16:
Peace, Justice &
Strong Institute

Why This Is Important

For Tropicana, upholding fair labour practices and standards is crucial for ethical business conduct, mitigating legal risks, building a strong reputation, and ensuring project success through a motivated and productive workforce. A strong workforce will drive economic growth for the Group as well as improve business operations.

Our Approach

Human Rights Principles

Our approach to labour practices standards is based on international principles such as the Universal Declaration of Human Rights and relevant local laws. In addition, we align our practices with the International Labour Organisation's ("ILO") conventions on human rights and Children's Rights and Business Principles by the United Nations Children's Fund ("UNICEF"). This includes firm and unequivocal stances against all forms of child labour, forced labour, discrimination and any other violation of human rights and personal freedoms. Our commitment to human rights includes upholding Freedom of Association and Collective bargaining, which, at minimum, is based on local laws.

As a Malaysian company, we remain supportive and a proponent of Malaysian government policies and plans to enhance human rights, especially concerning employee relations. We are aware that Malaysia has ratified the Protocol of 2014 to the Forced Labour Convention and the adoption of the National Action Plan on Forced Labour. The National Action Plan on Forced Labour includes measures to increase the inspection of workplaces, provide more support to victims of forced labour and increase awareness. Given this development and heightened scrutiny by the government, we endeavour to continuously improve our compliance monitoring capabilities, not just within our properties and operating sites but where required, across our value chain.

The sustainability governance structure articulated at the beginning of this report is responsible for ensuring human rights considerations are integrated into all parts of the business. This means our commitment to human rights extends beyond our direct employees and our workplace but includes our contractors and key suppliers.

The sustainability committee is responsible for the overall human rights risk assessment, communication and engagement of human rights policies to all key stakeholders. As part of our continuous risk assessment and compliance monitoring, we actively engage key stakeholders to ensure compliance with our policies, prescribed ethical standards and local laws. Our risk assessments include the 11 indicators prescribed by the ILO, which we have explicitly integrated into our Human Rights Policy.

As part of our human rights risk assessment exercise, we have identified areas of improvement and developed a Human Rights Policy. This demonstrates Tropicana's strong commitment to human rights, ensuring compliance with statutory obligations and enhancing communication and awareness. The policy refers to the elements of forced labour and ensures that all parties comply with the company's standards.

Our Human Rights Policy has been made available to the general public via our corporate website and in our employee portal in order to encourage awareness and tipping on potential or actual violations by our stakeholders and the general public.

To ensure that no grievances or tipping on any or potential human rights violations go unheard and unresolved, we have in place a secure and trusted whistleblowing channel to allow aggrieved parties or any other parties with information on human rights violations to raise their concerns without any fear of retaliation. Our grievance channel has been made public via our website, allowing our internal and external stakeholders to provide tips confidentially and anonymously. However, to facilitate investigation and ensure protection against retaliation, we do encourage whistleblowers to share their contact details. Notwithstanding, we investigate all complaints, irrespective of whether it is anonymous or otherwise.

Zero Discrimination & Equal Opportunity

We are committed to providing equal opportunities and fostering a work environment that is free from unlawful discrimination or harassment across the organisation. We monitor this commitment through our employee surveys or feedback and encourage employees to report any incidents to their immediate manager, Human Resources (“HR”) or through our whistleblower channel.

This commitment is part of our company code, which prohibits any form of discrimination based on race, religion, gender, age, sexual orientation, disabilities and nationality. We have included this stance via our Human Rights policy, which is made available publicly and applicable to anyone dealing with us.

We aim to create an inclusive workplace that is accessible to all employees, including those with disabilities. This commitment includes providing essential facilities such as handicapped parking spaces, wheelchair ramps and universally accessible restrooms to ensure that differently abled employees can navigate the workplace safely and efficiently.

Labour Practices

We are aware that we rely not only on enablers performing corporate functions at our headquarters but also on labourers and other personnel at our premises, construction sites and completed properties. An overview of our key policies and practices, which apply to all workers at our premises and construction sites:

Our Policy	Description
Equal Pay for Equal Work	<ul style="list-style-type: none"> • We foster a fair working environment where compensation is based on job responsibilities, qualifications and performance, free from bias • Our dedication to equal pay is both a legal obligation and a core aspect of our corporate culture
No Recruitment Fees	<ul style="list-style-type: none"> • Recruitment fees for foreign workers have been a contentious issue in recent years due to the ambiguities surrounding whether it should be borne by the employer, employee or recruitment agencies • Tropicana supports and adopts Malaysia’s stance of “No recruitment fee”. Malaysia, as a member state of the ILO, has adopted a “no recruitment fee” concept from its Fair Recruitment Initiative in 2014, whereby it has been implemented verbally to disclose the responsibilities of the employers in bearing the cost of recruitment • Our “No Recruitment Fee” stance is crucial in avoiding actual or any perception of workers at our construction
Conducive Working & Living Conditions	<ul style="list-style-type: none"> • We ensure that our work sites comply with the health and safety standards • As part of our commitment to ensure a conducive workplace, we ensure that we comply with the law with respect to working hours and rest time • Our commitment to a conducive workplace also means we continuously assess the possibilities and feasibility of adopting better processes and construction approaches and integrating new technologies in delivering our business • With respect to living conditions, we ensure that all foreign labourers are provided with comfortable housing, which is, at minimum, based on Malaysia’s Employees’ Minimum Standards of Housing, Accommodations and Amenities Act 1990 • We understand that conducive workplace and living conditions are an important ingredient in complying with our stringent health and safety policies. Instances such as human fatigue leading to accidents/mishaps and the spread of communicable diseases can be mitigated and avoided through conducive workplace and living space arrangements

Our Policy	Description
Prohibition of Excessive Overtime	<ul style="list-style-type: none">• We ensure that workers employed at our premises and construction sites work within the prescribed working hours and overtime under the Employment Act of Malaysia
Living Wages	<ul style="list-style-type: none">• We comply with the minimum wage requirement and encourage our contractors and suppliers to pay employees above the required minimum wage• Our wages for labourers at our construction sites are competitive – especially given the skilled labourer shortage as locals shun 3D jobs – dirty, dangerous and difficult and the shortage of foreign labourers due to changes in government policies
No bullying, harassment, intimidation/threats and violence	<ul style="list-style-type: none">• We do not tolerate any harassment or violence against workers at our premises and construction sites – irrespective of their employment – whether by Tropicana or our contractors/suppliers• For the year, we did not have any instances of threats and violence which has come to our attention
Universal Medical Access	<ul style="list-style-type: none">• We committed to ensuring all workers have access to required medical care should there be untoward incidents.• Apart from ensuring competitive salaries, we also provide/maintain the required medical insurance to ensure access to adequate care for incidents arising from their employment
Upholding Workers’ Right to Representation, Freedom of Association, and to Form and Join Unions for Collective Bargaining	<ul style="list-style-type: none">• We respect the freedom of association and collective bargaining as part of our commitment to support the fair and equitable treatment of our employees. The Group will not refuse any genuine opportunity to collectively bargain with employees• The minority group, which is our unionised employees, represent 7.9% of our total workforce. Engagement sessions were done through union representatives and conducted during the collective bargaining negotiation session before the expiry of the Collective Agreement

We require all our counterparties to comply with our human rights policy. Any instances of substantiated non-compliance to our human rights policy will be viewed seriously. Action may include immediate engagement and developing prescribed remediation for the said non-compliance. We are aware of the exposure and reputation risk to Tropicana arising from non-compliance with human rights standards by our counterparties and contractors.

Tropicana is committed to having and adhering to stringent human rights and labour standards. We believe that our workers are critical to our business, and we aim to always ensure that their rights are protected and their needs are catered. However, over the last year, we have learnt that there is always room for introspection and review and that improvement is a continuous journey.

Moving forward, we hope to enhance our awareness and monitoring mechanisms, such as in-person engagements with employees and vendors on human rights and exploring partnerships in improving human rights awareness and compliance – not just within Tropicana but across our supply chain and the local communities with which we interact. This includes our contractors, sub-contractors at our premises and construction sites and property managers for our completed properties.

Our Performance

As a result of our commitment to upholding human rights and fostering a respectful, inclusive work environment, we are pleased to report that no substantiated complaints of human rights violations were received in FY2022, FY2023, or FY2024.

Number of substantiated complaints of human rights violations received in FY2022, 2023, and 2024	None Reported
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Similarly, our zero-tolerance approach to discrimination and harassment ensures a safe and equitable workplace across all our locations, including corporate offices, project sites, and construction areas. We are pleased to confirm that no substantiated complaints regarding discrimination or harassment were reported during the same period.

Number of substantiated complaints concerning discrimination or harassment in the workplace received in FY2022, 2023, and 2024:

None Reported

17 OCCUPATIONAL, SAFETY & HEALTH

Related UNSDGs



Goal 3:
Good Health & Wellbeing



Goal 8:
Decent Work & Economic Growth

Why This Is Important

Health and Safety is a vital aspect of our business in ensuring business continuity as well as safeguarding our employees and all workers at our premises and construction sites, contributing to the overall success and sustainability of the business. This extends to workers, contractors, direct or indirect sub-contractors, or any employees employed by them and any other members of the public.

Our Approach

We are committed to zero incidents of major or severe injury and zero fatalities across all our places of business and construction sites at all times. We continue to implement rigorous monitoring and improvement on-site with our aim to reduce incident rates. We will not rest on our laurels and will continue to strive to ensure a safe and secure workplace is maintained. We believe that all of our workers and labourers who come to work must go back safely.

We ensure that all construction sites have competent health and safety officers. The health and safety officer is responsible for performing a risk assessment based on the Hazard Identification, Risk Assessment, and Risk Control (“HIRARC”) Guideline issued by the Department of Safety and Health. The project manager of every construction site also ensures that all mitigation actions are put in place and continuously complied with. The sustainability committee assist the board in overseeing the management of health and safety risks across all our sites.

The sustainability committee also acts as Tropicana’s health and safety committee. This is because health and safety are linked to other sustainability matters such as climate change, human rights and labour practices. We are aware that the increasing prevalence of severe weather conditions such as heatwaves, floods and drought presents a health and safety threat to our workers and the general public at large. We have clear work-stop order policies in the face of extreme weather events. With respect to human rights and labour rights, better work and living conditions reduce instances of human fatigue and improve alertness, which reduces health and safety risks. We, therefore, take a holistic and multipronged approach to reducing and further mitigating any health and safety risk.

Furthermore, effective project management and adoption of innovative construction approaches such as aluminium formworks also reduce exposure to health and safety risks – as we reduced the man-hours required at the site.

The health and safety risk assessment is maintained and reviewed continuously for all our premises and construction sites. This ensures adequate control measures are in place to detect and prevent any untoward incidents. We are aware that construction sites are regarded as high-risk sites given the nature of construction projects. Hence, we ensure heightened scrutiny and compliance monitoring. Any non-compliance to our health and safety requirements is dealt with within the specified timeline, based on its nature and urgency.

Our health and safety risk assessment is performed during the construction planning stage and continuously reviewed until the successful handover of our properties to their respective owners. As a result of integrating health and safety risk assessment, we can identify and integrate measures at the planning stage. An example would be where our construction site and activity is exposed to seismic activity, we ensure that we comply with additional measures such as adherence to MS EN 1998-1:2015 – the construction standard for seismic resistance for building

structures. This standard applies to the design and construction of buildings and civil engineering works. As a result, our TwinPines Serviced Suites at Tropicana Grandhill were designed and built according to the said requirement. This reduces any exposure to health and risk during the construction period as a result of seismic activity. Where exposure to landslides is evident, we ensure appropriate remediation measures are implemented – not just for the benefit of our customers/property owners but also for all personnel at our site during the construction period.



Training & Awareness

We continually look to enhance the health and safety capabilities of our employees and external stakeholder workers through a range of targeted training programs and initiatives. Tropicana recognises the importance of regular health and safety awareness courses to provide employees with the knowledge and skills needed to operate safely within our facilities and to identify and mitigate potential safety hazards. These are tailored to the specific needs of the business, as outlined in the table below.

Business Segment	Description
General	<ul style="list-style-type: none">• Basic Personal Protective Equipment (“PPE”) are provided to staff• Automated External Defibrillator (“AED”) and Cardiopulmonary Resuscitation (“CPR”) training will be conducted for relevant personnel• Fire drills will be held for all staff on an annual basis• Legal compliance training conducted for the relevant personnel, providing up-to-date information on the relevant occupational health and safety laws, regulations and compliance requirements
Property Development & Construction	<ul style="list-style-type: none">• Weekly safety training programs and toolbox meetings, with frequency and content tailored to the nature of the work• Site safety inspections, HSE system audits, safety inductions and safety toolbox meetings, including those focused on the use of personal protective equipment (“PPE”) and machinery, will be organised• Safety briefings and meetings coordinated with subcontractors as and when applicable• Health & Safety related signage available throughout the project site• Job Safety Analysis (“JSA”) training to provide guidance for identification and mitigation of safety risks

An overview of a number of employees and contractors trained in health and safety standards are follows:

	FY2024	FY2023	FY2022
Number of employees trained on health and safety standards	67	11	-
Number of Contractors trained in the on health and safety standards	1,788	1,130	2,027

Our Performance

We are pleased to report that we have had zero fatalities across our workplaces and construction sites. We recorded a slightly higher Loss Time Incident Rate compared to FY2023 due to a minor incident on-site where injuries were reported and attended to immediately through first aid treatment and were sent to a nearby medical facility for further treatment. Despite the inherently high-risk nature of construction sites, we have managed to maintain a safe working place and site for all personnel, labourers and the public at large.

Safety Statistics		FY2024	FY 2023	FY 2022
Number of fatalities as a result of work-related injury and ill health	Employees	0	0	0
	Contractors	0	0	1
Loss Time Incident Rate ("LTIR")	Employees	0	0	0
	Contractors	0.67	0.12	0

EMPLOYEE MANAGEMENT

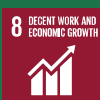
Related UNSDGs



Goal 3:
Good Health
& Wellbeing



Goal 5:
Gender Equality



Goal 8:
Decent Work &
Economic Growth



Goal 10:
Reduced Inequality

Why This Is Important

Here at Tropicana, we recognise that our employees are integral to our identity and success. They uphold our high standards of quality, embody our culture, and actively contribute to achieving our strategic goals. Therefore, we remain cognisant of the importance of talent attraction and the development of skilled professionals, as well as talent retention. We also believe that diverse workplaces strengthen our ability to adapt to change and better meet the needs of our clients. Therefore, we look to create a more inclusive environment that provides equal opportunity for all and rejects all forms of discrimination based on diversity and inclusion characteristics.

In line with this, we have implemented a range of initiatives aimed at attracting, nurturing, and retaining talent.

Our Approach

Diversity & Inclusion

We recognise that workforce diversity is a key driver of our success, enhancing the Group's capacity for breadth of input and perspectives into decision-making, risk alertness, and responsiveness to change. This is guided by our Diversity & Inclusion Policy, which outlines the group's commitment to ensuring fair practices throughout the organisation. Whilst we do not establish specific diversity targets, we are committed to offering equal opportunities and assessing both existing and prospective employees in a meritocratic approach.

The tables provide an overview of gender and age diversity by employee category and ethnic diversity in our group.

Gender Diversity by Employee Category	FY2024		FY2023		FY2022	
	Male %	Female %	Male %	Female %	Male %	Female %
Senior Management	58.7%	41.3%	59.8%	40.2%	50.6%	49.4%
Middle Management	45.0%	55.0%	43.5%	56.5%	38.4%	61.6%
Executive	32.9%	67.1%	38.0%	62.0%	30.6%	69.4%
Non-Executive	78.9%	21.1%	38.0%	62.0%	74.8%	25.2%
Overall Composition	50.8%	49.2%	75.0%	25.0%	46.6%	53.4%

Age Diversity by Employee Category	FY2024			FY2023			FY2022		
	<30	30-50	>50	<30	30-50	>50	<30	30-50	>50
Senior Management	0%	65.3%	34.7%	0%	70.4%	29.6%	0%	7.8%	2.8%
Middle Management	1.4%	83.8%	14.8%	3.3%	86.8%	9.9%	1.3%	29.7%	3.9%
Executive	27.5%	63.4%	9.1%	31.7%	57.7%	10.6%	9.5%	18.0%	3.7%
Non-Executive	23.7%	59.8%	16.5%	24.2%	57.4%	18.4%	6.8%	14.0%	2.4%
Overall Composition	17.7%	66.3%	15.9%	17.0%	69.0%	14.0%	17.6%	69.6%	12.8%

Ethnic Diversity	FY2024	FY2023	FY2022
Bumiputera	49%	51%	39%
Chinese	35%	38%	55%
Indian	7%	8%	5%
Others	9%	3%	1%

We also prioritise the hiring of local employees for our operations where possible, leveraging local talent to provide us with a deeper understanding of community needs in our operational areas, enhancing our overall business performance. The following is a breakdown of the composition of our local and foreign workforce.

Composition	FY2024	FY2023	FY2022
Local	90%	100%	99%
Foreign	10%	38%	1%
Overall Composition	100%	100%	100%

As part of our commitment to zero discrimination and inclusiveness, we do endeavour to hire people with disabilities – provided they meet our skill set, experience and academic qualification. We also ensure that our corporate headquarters is disability friendly. This may be limited to our corporate headquarters and may not be ideal for roles which involve site visits to our construction sites due to the inherent nature of construction sites.

The table below shows the overall percentage of employees with disability.

	FY2024	FY2023	FY2022
Percentage of Employees with Disabilities	0%	0%	0%
Percentage of Directors with Disabilities	0%	0%	0%

Board Diversity

The following tables present the age and gender diversity of the Board.

Employee Category	FY2024		FY2023		FY2022	
	Male %	Female %	Male %	Female %	Male %	Female %
Board of Directors	73%	27%	70%	30%	83%	17%

Employee Category	FY2024			FY2023			FY2022		
	<30	30-50	>50	<30	30-50	>50	<30	30-50	>50
Board of Directors	Nil	27%	73%	Nil	30%	70%	Nil	42%	58%

As of to date, there is no plan by the Board to adopt any diversity target. The Board via the Nomination and Remuneration Committee (“NRC”), continuously reviews the size and composition of the board to maintain effective governance at the board level. More discussion on this can be found in the Corporate Governance Statement.

Talent Recruitment

Our talent recruitment strategy is to attract top-tier individuals who are not only highly skilled but also align with our values and culture. In our commitment to community engagement, we also seek ways to include underprivileged groups—such as individuals from disadvantaged backgrounds, those with limited social opportunities, and those without formal education or qualifications—in the workforce.

The following are the key initiatives we undertake:

Campus Engagement & Recruitment

- Foster strong partnerships with selected educational institutions and student organisations/initiatives
- Offer internships and participate in career expos to nurture a pipeline of early-career talent
- Sponsor student initiatives and events that align with Tropicana’s talent development needs

Internship Programme

- Provide 3 to 6 months of on-the-job training and hands-on experience for interns, enabling skill development while offering continuous guidance and engagement through mentorship and evaluation processes
- Facilitate smooth transitions from interns to permanent employees through targeted talent development and performance evaluations.
- Provides the company with fresh perspectives and talents

Youth Unemployment Initiatives, Apprenticeships or Graduate Placements

- Provides mentoring employees with an opportunity to enhance their coaching skills while engaging with program participants
- Offers recent graduates a structured, tailored pathway into the industry, helping them deepen their understanding of the business landscape and expand their professional networks
- Regular progress evaluations are conducted to assess the development of both participants and mentors, focusing on key areas such as communication skills and teamwork
- Leads to the overall development of a talent pipeline in the industry
- The employment of underprivileged groups, including those from deprived backgrounds, having poor social status and with no formal education or qualifications
- Provides opportunities for individuals from disadvantaged backgrounds to join the workforce

Social Media Engagement

- Active engagement on social media to help boost brand awareness and visibility, reaching a wider and more diverse audience.
- Highlight current achievements and career journeys within the company

Training & Development

Talent development is important in helping the company to meet the evolving needs of our business as well as empowering our employees to reach their full potential. It also enhances the employability of our workforce and the value creation of our business. To support the individual and organisational growth of our company, we have a list of training and development programmes in place, summarised below.

Programme	Description
Soft Skills Training: <ul style="list-style-type: none">• Management Development Program• Problem-solving skills• Emotional Intelligence in Practice• Power of Positive Emotions and Performance	<ul style="list-style-type: none">• Empower employees with essential soft skills to become engaged and productive contributors to the Group, focusing on improving efficiency, fostering collaboration, and encouraging workplace innovation• Support the growth of key soft skills such as critical thinking, negotiation, and effective coaching to enhance personal and professional development
Technical Training: <ul style="list-style-type: none">• Microsoft Excel (Fundamentals, Intermediate, Advanced)• Microsoft PowerPoint (Fundamentals, Intermediate, Advanced)• Microsoft Excel• OSHA Act training• Basic Fire Fighting Training & Emergency Response Plan & Preparedness Training• ISO Awareness Training (Project Team)• QLASSIC Awareness Course• IT training• Marketing strategy• Content creation• ESG Certified Praditioner Training	<ul style="list-style-type: none">• Provide employees with the technical knowledge to continuously enhance and update their skill sets• Create opportunities for employees to become subject-matter experts, enabling them to share their expertise and insights through the programme
Managerial Upskilling Courses: <ul style="list-style-type: none">• Leadership Development Program• Competent Manager Program• Problem-Solving Skills	<ul style="list-style-type: none">• Equip our middle-to-senior management employees with the skills needed to excel in future leadership roles• Foster the development of key leadership traits, such as emotional intelligence, the ability to influence others, complex problem-solving, and strategic decision-making

Programme	Description
Specific Training Courses: <ul style="list-style-type: none"> • Essentials of Business Communications • The Art & Science of Influencing • The Essentials of Customer Service • Interview Skills & Technique • Food Hygiene & Safety for Food Handlers in the Food Processing Industry 	<ul style="list-style-type: none"> • Training courses that are relevant to employee job functions are carried out by external consultants • Maintains competitiveness but also improves employee knowledge of operational management, food handling skills, governance, consumer trends and property market demand
Wellness Courses: <ul style="list-style-type: none"> • Employee Wellness: Fitness of Body and Mind for higher productivity • Employee Wellness - Attaining Fitness Intermediate 	<ul style="list-style-type: none"> • To improve employee health, well-being and ultimately enhance workplace productivity and performance by addressing both physical and mental aspects of employee health.

It is in our Learning & Development policy to provide relevant training to acquire relevant knowledge, attitude, skills and right habits to complement the employee self-development and career growth. Additionally, we also provide financial assistance to employees who are interested in pursuing knowledge with a training bond imposed; and a good facility such as training rooms and laptops to be used in any IT-related training.

Tabulated below is a summary of the total training hours for Tropicana at every employee level.

Employee Category	FY2024	FY2023	FY2022
Senior Management	1,720	1,053	980
Middle Management	5,569	4,706.5	1,100
Executive	4,954	2,173	4,100
Non-Executive	2,648	848	1,120
Total training hours	14,891	8,780.5	9,608

	FY2024	FY2023	FY2022
Average training hours per employee	31.62	29.27	17.94

Average training hours by employee level	FY2024	FY2023	FY2022
Senior Management	36.60	38.92	19.82
Middle Management	39.22	38.58	14.97
Executive	31.35	18.73	8.41
Non-Executive	21.35	40.38	2.03

Average training hours by gender	FY2024	FY2023	FY2022
Male	26.18	35.4	6.97
Female	35.60	26.28	10.97



Succession Planning

Succession planning is a key strategy for ensuring a continuous talent pipeline that can sustain the Company even during staffing changes. This proactive approach helps minimise operational disruptions and supports continued business progress, even during periods of leadership transitions.

Tropicana's succession planning process, led by our HR team, focuses on identifying key roles critical to our long-term success and selecting high-potential employees who possess the skills, drive, and values needed for these positions. We then provide targeted development programs and training to help these employees gain cross-functional experience, build key relationships, and enhance their strategic thinking and decision-making skills.

This is integrated into our talent development initiatives. In pursuit of this goal, our team engages with employees, identifying potential successors for our talent pool based on their consistent performance and readiness for future leadership roles.

Compensation & Benefits

In driving talent attraction and retention, we also offer competitive compensation and benefits packages benchmarked against industry standards. Our remuneration approach is based on skillset, years of experience, knowledge of the field, and talent and potential. A summary of our employee benefits is tabulated below:

Type of Employee Benefits	Benefits	Full-time employees	Fixed-term contract
Annual Leave	Annual, parental, marriage, compassionate, sick and hospitalisation, prolonged illness, calamity, study and examination.	✓	✓
Medical & Insurance coverage	Hospitalisation, inpatient and outpatient coverage via the appointed insurance company for staff and immediate family members of selected levels of employees and their eligible dependents, while personal accident applies to employees only. Other medical benefits include dental, optical, and health screening benefits.	✓	✓
Travel	Business travel, parking, mileage, public transport and outstation claims, accommodation, per diem, renewal of passport, telephone charges and laundry.	✓	✓
Welfare Token	Overtime, meal, outstation allowance, broadband, travel, transportation, entertainment, support allowance, marriage token, newborn token, birthday token, cash relief for staff on parent's demise.	✓	✓
Membership Subscriptions	Any professional association membership subscription that employees of Executive and above are claimable on an annual basis.	✓	✓
Prolonged Illness	For employees with a medical condition or illness that lasts for an extended period, benefits include long-term sick leave, short and long-term disability insurance coverage as well as job protection and return to work policies.	✓	



Parental Leave

Under the Employment Act 1955, parental leave legislation requires employers to allow staff to take time off and return to work in comparable positions without facing career discrimination. Offering equitable parental leave options, including maternity and paternity leave, helps the Group recruit and retain qualified employees, which is a key aspect of effective human capital management strategies.

All our employees were eligible for parental leave, subject to the local employment laws. In upholding this culture, we continue to endorse initiatives that promote an inclusive and equitable workplace, such as providing a nursery room. Overall, we achieved a return-to-work rate of 100% and a healthy retention rate of 100% across the Group.

	FY2024		FY2023		FY2022	
	Male	Female	Male	Female	Male	Female
Return to Work Rate (%)	100%	100%	100%	100%	100%	100%
Retention Rate (%)	100%	100%	100%	100%	100%	100%

1. Data covers the Tropicana Corporation Berhad and Tropicana Golf & Country Resort.
2. Data includes both permanent and contract employees, as well as those who resigned by the end of the reporting period.

Utilisation of Temporary/Contract Staff

The table below shows the percentage breakdown of Tropicana's workforce that are temporary/contract staff. At Tropicana, the decision to engage contractors and temporary staff is driven by our operational requirements. This strategy helps maintain operational continuity while leveraging their experience and knowledge in the business and work processes.

In FY2024, 7.6% of our employees during the year are temporary staff/contractors.

Employment Type	FY2024 (%)	FY2023 (%)	FY2022 (%)
Contractors/Temporary	7.6%	25%	24%

Employee Appraisals

At Tropicana, performance and career development reviews and appraisals are conducted for all employees on an annual basis. These evaluations not only assess individual performance over the past year but also provide an opportunity to align future training with our business objectives. Based on these assessments, employees are also recognised and rewarded accordingly.

In FY2024, we achieved a 100% completion for eligible employees' performance reviews.

	FY2024	FY2023	FY2022
Employee Appraisal Completion Rate (%)	100%	100%	100%

Employee Turnover

Our talent attraction and retention capabilities are reflected in our turnover rate. While a zero-turnover rate appears ideal, the Group recognises the importance of maintaining a healthy turnover rate instead. This not only ensures organisational efficiency but it also facilitates the recruitment of new talents with enhanced skill sets. The table below provides an overview of turnover numbers and the percentage by employee level and age category.

Employee Turnover by Employee Category	FY2024		FY2023		FY2022	
	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)
Senior Management	22	1.89%	35	2.1%	21	1.5%
Middle Management	56	4.82%	80	6.2%	65	5.8%
Executive	108	9.3%	136	11.3%	110	9.8%
Non-Executive	97	8.35%	135	15.5%	62	5.3%
Total	287	25.15%	386	27.20%	258	28.67%

Employee Turnover by Age Category	FY2024		FY2023		FY2022	
	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)
Under 30 years	81	6.98%	87	6.13%	76	8.44%
30 - 50 years	180	15.5%	246	17.33%	170	18.89%
Over 50	31	2.67%	53	3.73%	12	1.33%
Overall Turnover Rate	25.15%		27.20%		28.67%	

19 COMMUNITY ENGAGEMENT

Related UNSDGs



Goal 3:
Good Health
& Wellbeing



Goal 4:
Quality Education



Goal 16:
Peace, Justice
& Strong Institutions



Goal 17:
Partnership For
The Goals

Why This Is Important

Community investment is important in fostering the long-term social, economic, and environmental well-being of local communities. The Group recognises the importance of this, engaging in community investment to contribute positively to the areas where we operate through its charity arm, the Tropicana Foundation. We also encourage a company culture of giving back to the community whilst endorsing harmonious living that uplifts the well-being of the community.

Our Approach

Overall, our community engagement focus for FY2024 can be broken down into three major areas:

- Education
- Healthcare
- Sports & Wellness

Our Performance

Through our programs in FY2024, we managed to contribute an estimated total of RM30,355,012 to the community, supporting 1,573 beneficiaries.

	FY2024	FY2023	FY2022
Total amount invested in external community by category	RM30,355,012.07	RM297,786.67	RM3 mil
Sponsorships	RM62,000.00	RM84,412.20	RM188,211.00
Education	RM3,000.00	RM3,226.00	RM1,154,800
Donation	RM15,076,600.00	RM160,734.99	RM10,000.00
Charity	RM134,912.07	RM32,213.48	RM38,674.00
Sport	RM15,058,500.00	RM17,200.00	RM1,612,916.00
Total number of individuals benefitted	1,573	3,375	1,640

The data for the number of beneficiaries is based on our best estimate given the difficulty in tracking the exact number of beneficiaries for some of our initiatives.

The following table lists our most notable Community Engagement programs for FY2024.

No.	Programme
1.	CNY Meet & Greet 2024
2.	Back to School Program
3.	Bubur Lambuk Ramadan Distribution
4.	Majlis Berbuka Puasa with the Orphanage Homes
5.	Pet Care Programme & Donation Drive with SPCA
6.	Season of Joy & Giving 2024

Moving forward, we hope to enhance community investment as a strategic tool in enhancing our brand in the targeted neighbourhoods/ communities, build better relationships with relevant stakeholders, and invest in environmental and biodiversity-related causes such as conservation projects, as opposed to solely focusing on social causes. However, this is subject to our financial feasibility and impact assessment.



CORPORATE GOVERNANCE

CORPORATE GOVERNANCE

Related UNSDGs



Goal 16:
Peace, Justice & Strong
Insitutions

Why This Is Important

We are aware that strong corporate governance is crucial in combating bribery and corruption by fostering transparency, accountability, and ethical conduct within Tropicana, ultimately promoting a more trustworthy and sustainable business environment.

Our Approach

As part of its commitment to good governance and robust risk management, the board established a dedicated board-level risk management and sustainability committee with dedicated terms of reference, which are available on our website. Consequently, we have in place a dedicated risk management and sustainability department to establish, maintain and enhance our risk management and sustainability framework. As part of this, any instance of non-compliance with key laws is communicated immediately and directly to senior management and the board.

Detailed disclosure of our corporate governance and risk management framework can be found in the Corporate Governance Statement and Statement on Risk Management and Internal Control (“SORMIC”).

Anti-Corruption

Tropicana maintains a zero-tolerance policy towards bribery and corruption, steadfast in our commitment to upholding business ethics, transparency, fairness, and integrity across all business practices and relationships, wherever we operate. We are fully aware that any unethical conduct could have a lasting and irreparable impact on our business reputation and trust with stakeholders. Given this, our board maintain direct oversight of our anti-corruption policies and procedures.

To this end, we continuously review our bribery and corruption risk assessment to ensure our corruption risk exposure is adequately addressed. Our corruption risk assessment covers all operations.

Percentage of business operations and entities assessed for anti-corruption risks for FY2024, FY 2023, and FY 2022 (%)

100%

Our risk assessment ensures that our policies and procedures are adequate and that any potential issues are addressed immediately. Potential risks include outbound bribery exposure in securing illicit advantage in commercial deals, government permit/licence applications and as a result of non-compliance with key laws; inbound bribery and fraud, especially concerning procurement and human resource matters; conflict of interest; and vicarious corporate liability arising from our counterparties, intermediaries, agents and contractors as result of non-compliance to local anti-bribery and anti-corruption laws.

We have in place a robust anti-corruption framework which includes but is not limited to our code of conduct, anti-bribery and anti-corruption policy, gift policy, procurement policy, and human resource policy and human rights policy to ensure proper due diligence before entering into any deals, segregation of duty in company decision-making process and clear dos and don'ts to prevent any actual and perception of impropriety amongst anyone who is acting for or on behalf of Tropicana. Apart from management's compliance monitoring, we also rely on an independent review by our internal audit function to ensure continuous compliance. This allows the board to maintain its direct oversight of the company's anti-corruption framework.

We also ensure that we only deal with contractors and agents who are competent, possess a good track record with respect to compliance with local laws, and meet our ethical standards – and continuously engage them to ensure that they comply with our requirements and comply with local laws. For example, we mandate contractors to ensure competent health and safety officers at our construction sites in order to ensure relevant laws are complied with – thus preventing any instances of potential bribery to government officers as a result of non-compliance arising from said laws.

We are aware of recent controversies arising from the alleged misuse of political donations in securing commercial advantage. Whilst we do not prohibit political donations by our company and our agents, we discourage political donations, especially if they may lead to the perception of impropriety or give rise to a conflict of interest. Political donations, if any, will be subjected to enhanced scrutiny by senior management and the board. During this reporting year, our company did not make any political donations to any parties.

To encourage continuous compliance with our anti-corruption policies and procedures, we conduct training and engagement programs, which include communication of our anti-corruption policies.

Our policy is to require formal and comprehensive training for key staff at least once in three years, or when there are significant changes to the compliance environment in which we operate, and during the onboarding of key management personnel – with respect to new hires.

Percentage of employees who have received training on anti-corruption by employee category	FY2024	FY2023	FY2022
Senior Management	Nil	Nil	1%
Middle Management	Nil	Nil	4%
Executive	Nil	Nil	15%
Non-Executive	Nil	Nil	17%

Besides formal training, we embed anti-corruption awareness through management discussions and reviews of compliance and internal control. This ensures that key staff are aware of and able to mitigate the company's exposure to a multitude of corruption risks.

To ensure that any violation of company policy or non-compliance with the law does not go undetected, we have in place an independent, secure and trusted whistleblowing channel which allows for tipping to be raised anonymously. Whilst we do not prohibit anonymous tipping, we do encourage contact details to be provided to facilitate follow-up and to ensure protection against any detrimental action.

In order to promote trust and confidence, we have a strict no-retaliation policy, which offers protection against any detrimental action – to encourage whistleblowers to come forward. We are also aware of the importance of ensuring confidentiality to protect the whistleblower against detrimental action and in ensuring the integrity of the investigation. We understand the importance of a robust whistleblowing mechanism in preventing any corruption involving our people, our agents and contractors.

Our Performance

As a result of our commitment, we are pleased to report that for the past 3 years, there have been no confirmed incidents of corruption in the past three years. Consequently, no staff was disciplined or dismissed, and no penalties or fines were paid.

Number of confirmed corruption incidents in FY2024, FY2023 and FY2022

Zero

However, we are mindful that there will always be room for improvement and will continue to ensure periodic independent assessment of our anti-corruption policy – in line with local requirements. Our senior management and risk management personnel also practice an open-door policy and welcome any feedback in enhancing our governance and anti-corruption framework.

Conclusion

As a responsible developer, Tropicana Corporation continues to drive sustainable growth and embed sustainability throughout all facets of our business. Our sustainable commitments are anchored on our ESG pillars - People, Planet & Partnerships. Acknowledging sustainability as an ongoing journey, we are focused on continuously reviewing and adapting our sustainability and risk management practices, as we observe new regulatory requirements introduced by the authorities.

CLIMATE REPORT

Although climate risks have always been an integral part of our risk management strategy, FY2024 marks the first year we have introduced a dedicated section for climate-related disclosures, in line with the growing requirement for a climate report as a result of the adoption of IFRS Sustainability Disclosure Standards (“**IFRS SDS**”).

Our Board and management are closely monitoring developments in this area. We recognise the evolving risks and opportunities presented by climate change, including extreme weather events, energy disruptions, and the urban heat island effect, all of which could potentially impact our business. Our response will be influenced by factors such as our financial performance, the feasibility of climate initiatives, and the effectiveness of government policies promoting a low-carbon, climate-resilient economy.

Our approach to managing these climate risks is structured around the four key pillars of IFRS SDS, outlined below:

1. Governance

Climate change risks are addressed within the Sustainability Governance framework, as detailed in the “Sustainability Governance” section of this Sustainability Statement.

We acknowledge the interconnectedness of climate change with other sustainability issues, such as economic performance, health and safety, water management, energy management, and emissions.

We remain committed to continuously monitoring and managing climate-related risks and opportunities through our Enterprise Risk Management (“**ERM**”) process.

2. Strategy

We acknowledge that climate change poses a significant risk to our business and the environment in which we operate. Our strategy for managing climate change can be summarised as follows:

- Adapt to the physical climate risk given its pervasive and global nature, which is beyond our control;
- Mitigate transition risk, such as the introduction of carbon price, which affects our construction cost;
- Take advantage of increased demand for green buildings through early adoption.

The key material risks identified for our business, along with our adaptation plan, are outlined below.

Acute Physical Risk

Physical Risk	Potential Financial Impact	Our Adaptation Plan
<p>Safety and Security of Our People and Property</p> <p>The increased risk of extreme weather events, such as floods and heat waves, presents a potential threat to the safety and security of both our people and our assets. This includes:</p> <ul style="list-style-type: none">• Unsafe working conditions for construction workers, which could result in fatalities or significant incidents; and• Damage to existing properties, including structural harm, disruptions to utilities (e.g., energy supply), and challenges to access and security	<p>Increased operational expenses due to:</p> <ul style="list-style-type: none">• Higher project costs due to disruptions in project schedules caused by extreme weather events and work stoppages• Increased labour costs from reduced manhours due to unsafe working conditions during extreme weather events (e.g. floods and heat waves)• Rising repair costs from damage to property and infrastructure• Liquidated Ascertained Damages (“LAD”) for delays in project completion	<ul style="list-style-type: none">• Increased scrutiny of project costs associated with climate-related factors• Regular property inspections and maintenance schedules• Continuous monitoring by management personnel of weather conditions to mitigate potential incidents. Refer to: Health & Safety of this Sustainability Statement

Physical Risk	Potential Financial Impact	Our Adaptation Plan
	<ul style="list-style-type: none"> Increased insurance premiums driven by hospitalisation claims and damage to properties and construction sites caused by extreme weather-related incidents 	
Supply Chain Disruption Disruption to the supply chain caused by shortages or unavailability of essential raw materials, utilities (such as energy and water), or manpower at our sites	Increased operational expenses resulting from: <ul style="list-style-type: none"> Project schedule disruptions due to delays in material deliveries or labour shortages Liquidated Ascertained Damages (“LAD”) due to delays in project completion 	<ul style="list-style-type: none"> Established relationships with multiple suppliers and logistics partners while maintaining transparent communication with clients Periodic review of buffer stocks and manpower practices, as needed Refer to the “Procurement Practices” section of our Sustainability Statement

Chronic Physical Risk

Chronic risks involve long-term, gradual shifts in climate patterns that can impact businesses over time such as:

Physical Risk	Potential Financial Impact	Our Adaptation Plan
Rising Average Temperatures Inadequate chiller systems — inability to operate the chiller systems effectively due to increasing average temperatures.	<ul style="list-style-type: none"> Higher construction costs for climate-resilient systems, such as upgrading air conditioning systems Increased operational expenses due to higher energy consumption for cooling systems Higher maintenance costs for repairing or replacing chiller systems or upgrading existing systems to accommodate more extreme temperature fluctuations 	<ul style="list-style-type: none"> Ensure compliance with the continuous inspection and regular maintenance plan for chillers and the building ventilation system
Rising Sea Level Increased risk of coastal flood at potential sites.	Increased operational expenses due to: <ul style="list-style-type: none"> Higher construction expenses for flood-resistant design elements, such as elevated foundations or reinforced structures Increased repair and maintenance costs due to flood damage to the building's structure and utilities 	<ul style="list-style-type: none"> Continuous monitoring by management of weather conditions to mitigate potential incidents Incorporation of flood detention ponds and improved drainage systems in the planning and design phases

Transitional Risk

Transitional risks arise from the global shift toward a low-carbon economy as societies address the challenges of climate change.

Type of Transitional Risk	Potential Financial Impact	Our Adaptation Plan
<p>Policy & Legal</p> <p>This pertains to the risks associated with adapting to changing laws, regulations, and policies related to sustainability and climate change compliance.</p>	<p>Increased operational expenses due to:</p> <ul style="list-style-type: none">• Carbon tax on key materials, such as iron and steel, as outlined in the government’s FY2024 budget, though additional details remain undisclosed.• Higher operational expenses from complying with green building regulations.	<ul style="list-style-type: none">• Continuously monitor regulatory changes and stay informed about evolving climate regulations.• Engage in competitive sourcing to secure the best resources.• Early consideration of green building certification in the development process.

Opportunities Posed by Climate Change

We are integrating energy-efficient features and pursuing green building certifications (e.g. GBI/GreenRe certification) in our buildings and projects, positioning Tropicana as a brand and market leader in delivering value-added experiences through sustainable, green assets for our customers.

This includes the integration of renewable energy sources and encouraging the adoption of electric vehicles by providing charging ports for our developments.

The increased demand for green buildings is driven by the following factors:

- Rising energy costs and concerns about energy security, given Malaysia’s reliance on imported non-renewable energy sources
- Malaysia’s Net Zero Goals
- Technological advancements in green technology and materials, making adoption more feasible due to lower costs. This extends beyond the installation of solar panels and includes prioritising green construction materials such as green cement in our buildings

For updates on the progress of green building certifications for our properties, please refer to the “Sustainable & Green Design” section of this Sustainability Statement.

Climate Scenario Analysis

We understand the importance of climate scenario analysis to ensure proper identification of climate risk and its impact on our business over the short, medium and long-term horizon.

In 2024, Tropicana piloted its first climate scenario analysis, leveraging third-party data and literature. In this pilot exercise, we focused on the physical climate risk given the physical nature of business – physical production sites and highly reliant on niche manpower.

Our scenario analysis leveraged insights from sources such as the IPCC and the World Economic Forum’s Global Risk Report

We considered a few scenarios and appropriate timelines. We acknowledge the following:

- Increase in global surface temperature of 1.1 °C above 1850-1900 from 2011 to 2020.
- WEF Global Risk Report for 2034, by way of a survey, predicts that a 3 °C by 2034 is likely.

Therefore, based on our reading, the 1.5 °C world by 2050 is unlikely. Therefore, we explored a 2 °C scenario and beyond in more depth over a short, medium and long-term horizon.

We then considered the scenario for 10 years, e.g. up until 2035. We limit the long-term time horizon to 10 years to perform a more meaningful assessment and allow us to consider our adaptation strategy in the next 10 years.

Outcome of Scenario Analysis

We recognise that global warming will intensify and at present, the 1.5 °C aspiration set out in the Paris Agreement. This would heighten our exposure to physical climate risk – people, property and supply chain. We predict an increased likelihood of business disruption due to heightened global warming.

Therefore, we have set out the following measures:

- Increased monitoring of weather patterns to ensure our people and premises are safe and secure;
- To continuously engage and diversify our suppliers to mitigate supply chain disruption;
- Continuously assess our insurance to ensure adequate coverage in the face of global warming;
- Review and enhance our business continuity management framework to increase our resilience in the face of climate-related disruption;
- Increase engagement with local government to improve climate adaptation measures by the state and federal authorities.

However, our ability to respond to heightened physical climate risk is limited due to dependence on the government's adaption strategy (e.g. flood mitigation), the financial feasibility of enhanced initiatives, and our financial performance.

Climate scenario analysis is and will remain a work in progress and ongoing exercise. To this end, and in order to establish a baseline and promote awareness to management, we have engaged an independent party to facilitate our climate scenario analysis and climate risk assessment.

3. Risk Management

We have established Enterprise Risk Management ("ERM") framework, policies, and procedures to identify, assess, prioritise and monitor climate risk and opportunities, including whether our adaptation/mitigation strategies are integrated into our business policies, procedures and practices. Detailed disclosure of our Enterprise Risk Management is available in our SORMIC Section of this Annual Report.

For the upcoming 2025, we intend to review our climate-related risks as part of our commitment to ensure that our ERM remain effective. We have engaged an independent consultant to facilitate this whole process. Currently, we have developed a comprehensive list of potential climate-related risks, covering both transition and physical risks. This risk will then be subjected to evaluation based on criteria such as impact, likelihood, vulnerability and speed of onset. This will allow us to ensure that our risk mitigation efforts are appropriate.

4. Metrics & Target

Our Board and our Management monitor and manage the impact of climate-related risks through multiple metrics. We have targets in place as a reference point in enforcing accountability and a performance-based culture across our organisation. Given the nature and impact of climate risks, our target is both qualitative and quantitative.

An overview of our climate risks performance management dashboard is as follows:

Area	Metrics	Performance & Target
Health & Safety • Extreme weather events and the increase in mean temperature represent a threat to the health and safety of our people	Loss Time Injury Rate and Number of Fatalities	• Zero fatality and low injury rate, which can be attributed to climate-related factors. For the reporting year, we are pleased to announce that we achieved zero fatality and a low injury rate
GHG Emissions and Net Zero • As a responsible corporate citizen in Malaysia, we are committed to supporting Malaysia's Net Zero aspirations and global aspirations set out in the Paris Agreement. • However, in doing so, our stance is aligned with the Government of Malaysia's, which emphasises a just and fair transition to a low-carbon economy through inclusive, equitable, and responsible action on climate change. This ensures that the country's move towards sustainability is aligned with its economic interests and is equitable for all citizens.	Scope 1, Scope 2 and Scope 3 GHG emissions	• Our target is to ensure that our Scope 1 and Scope 2 GHG emissions are minimised through efforts on multiple fronts by optimising energy consumption through asset enhancement/maintenance programs and continuous monitoring and improvement in our business activity • We are pleased to announce that we continue to achieve our targets on these fronts. However, we acknowledge there is always room for improvement

Area	Metrics	Performance & Target
<ul style="list-style-type: none"> This is aligned to our business approach, where our Net Zero actions are undertaken with consideration of the financial feasibility and financial performance of our company. As a business, we are cognisant that we are the source of employment for many and the source of income for our lenders/investors. <p>Our commitment towards Net Zero does not override our socioeconomic responsibilities.</p>		<p><u>Scope 3 Emission</u></p> <ul style="list-style-type: none"> We have yet to calculate our Scope 3 GHG emission for all sources. However, we are cognisant of our business impact on emissions from sources not directly owned and controlled by us. Therefore, we have in place key measures and targets on initiatives in minimising our carbon footprint as a result of Scope 3 GHG emissions Employees' emission – Encourage carpooling and public transport usage amongst our employees. To this end, our headquarters office comes equipped with a covered walkway to the nearest metro rail station Customers' emission – To prioritise green building certification for our developments and emphasize on integration of development to public transport corridors Supplier's emission – To explore green materials such as green cement, which has lower emissions than the conventional alternative With respect to Scope 3 Emissions, we will progressively expand our computation to other categories in line with regulatory requirements. This is our moving forward target, and subsequently allow us to put in place targeted measures and initiatives in further reducing our carbon footprint from Scope 3 GHG Emission
Green building certification	Percentage of existing and new developments which are green certified.	<ul style="list-style-type: none"> Please refer to the Sustainable and Green Design section of our Sustainability Statement with respect to the percentage of existing and new development that is green-certified Sales and profit as a result of our green-certified development continue to contribute positively to our company's financial performance
<p>Operating costs, which are significant and directly attributable to climate-related risks. This includes, but is not limited to, the following:</p> <ul style="list-style-type: none"> Penalties and fines due to project delays and/or damages to existing projects Insurance costs due to an increase in premium Medical claims from employees Increase in raw material and logistic costs 	Climate-related business cost	<ul style="list-style-type: none"> For the reporting year, nothing has come to our attention on any material and adverse financial impact on our operating costs and profitability, which can be directly attributable to poor management of climate-related risks This includes any Liquidated Ascertained Damages during the reporting year as a result of delays, which can be directly attributable to climate-related factors

BURSA PERFORMANCE TABLE

Indicator	Unit	2022	2023	2024
Bursa (Anti-corruption)				
Bursa C1(a) Percentage of employees who have received training on anti-corruption by employee category				
Senior Management	Percentage	1	0	0
Middle Management	Percentage	4	0	0
Executive	Percentage	15	0	0
Non-Executive	Percentage	17	0	0
Bursa C1(b) Percentage of operations assessed for corruption-related risks	Percentage	100	100	100
Bursa C1(c) Confirmed incidents of corruption and action taken	Number	0	0	0
Bursa (Community/ Society)				
Bursa C2(a) Total amount invested in the community where the target beneficiaries are external to the listed issuer	MYR	3,004,601.00	297,786.67	30,355,012.07
Bursa C2(b) Total number of beneficiaries of the investment in communities	Number	1,640	3,375	1,573
Bursa (Diversity)				
Bursa C3(a) Percentage of employees by gender and age group, for each employee category				
Age Group by Employee Category				
Senior Management - <30	Percentage	0	0	0
Senior Management - 30-50	Percentage	7.8	70.4	65.3
Senior Management - >50	Percentage	2.8	29.6	34.7
Middle Management - <30	Percentage	1.3	3.3	1.4
Middle Management - 30-50	Percentage	29.7	86.8	83.8
Middle Management - >50	Percentage	3.9	9.9	14.8
Executive - <30	Percentage	9.5	31.7	27.5
Executive - 30-50	Percentage	18.0	57.7	63.4
Executive - >50	Percentage	3.7	10.6	9.1
Non-Executive - <30	Percentage	6.8	24.2	23.7

Indicator	Unit	2022	2023	2024
Non-Executive - 30-50	Percentage	14.0	57.8	59.8
Non-Executive - >50	Percentage	2.4	18.4	16.5
Gender Group by Employee Category				
Senior Management - Male	Percentage	50.6	59.8	58.7
Senior Management - Female	Percentage	49.4	40.2	41.3
Middle Management - Male	Percentage	38.4	43.5	45
Middle Management - Female	Percentage	61.6	56.5	55
Executive - Male	Percentage	30.6	38	32.9
Executive - Female	Percentage	69.4	62	67.1
Non-Executive - Male	Percentage	74.8	38	78.9
Non-Executive - Female	Percentage	25.2	62	21.1
Bursa C3(b) Percentage of directors by gender and age group				
Male	Percentage	83	70	73
Female	Percentage	17	30	27
<30	Percentage	0	0	0
30-50	Percentage	42	30	27
>50	Percentage	58	70	73
Bursa (Energy management)				
Bursa C4(a) Total energy consumption	Megawatt	29,893.98	42,126.97	32,465.61
Bursa (Health & safety)				
Bursa C5(a) Number of work-related fatalities	Number	1	0	0
Bursa C5(b) Lost time incident rate ("LTIR")	Rate	0	0.12	0.67
Bursa C5(c) Number of employees trained on health and safety standards	Number	2,027	1,141	1,855
Bursa (Labour practices and standards)				
Bursa C6(a) Total hours of training by employee category				
Senior Management	Hours	980	1,053	1,720
Middle Management	Hours	1,100	4,707	5,569

Indicator	Unit	2022	2023	2024
Executive	Hours	4,100	2,173	4954
Non-Executive	Hours	1,120	848	2,648
Bursa C6(b) Percentage of employees that are contractors or temporary staff	Percentage	24	25	7.6
Bursa C6(c) Total number of employee turnover by employee category				
Senior Management	Number	21	35	22
Middle Management	Number	65	80	56
Executive	Number	110	136	108
Non-Executive	Number	62	135	97
Bursa C6(d) Number of substantiated complaints concerning human rights violations	Number	0	0	0
Bursa (Supply chain management)				
Bursa C7(a) Proportion of spending on local suppliers	Percentage	100	100	100
Bursa (Data privacy and security)				
Bursa C8(a) Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	Number	0	0	0
Bursa (Water)				
Bursa C9(a) Total volume of water used	Megalitres	-	482.34	473.95
Bursa (Waste management)				
Bursa C10(a) Total waste generated	Metric tonnes	-	-	706.06
Bursa C10(a)(i) Total waste diverted from disposal	Metric tonnes	-	-	23.93
Bursa C10(a)(ii) Total waste directed to disposal	Metric tonnes	-	-	682.13
Bursa (Emissions management)				
Bursa C11(a) Scope 1 emissions in tonnes of CO2e	Metric tonnes	-	-	1,133.71
Bursa C11(b) Scope 2 emissions in tonnes of CO2e	Metric tonnes	-	-	22,280.30
Bursa C11(c) Scope 3 emissions in tonnes of CO2e (at least for the categories of business travel and employee commuting)	Metric tonnes	-	-	13,485.67

Internal assurance

GRI CONTENT INDEX

ESG Topic	GRI Standard	Description of Disclosure	Location of Disclosure
GRI 201: Market Presence	201-1	Direct economic value generated and distributed	Economic Performance (page 111)
GRI 203: Indirect Economic Impacts	202-2	Proportion of senior management hired from the local community	Employee Diversity & Inclusion (page 160)
GRI 203: Indirect Economic Impacts	203-1	Infrastructure investments and services supported	Indirect Economic Impact (page 118 - 121)
	203-2	Significant indirect economic impacts	
GRI 204: Procurement Practices	204 - 1	Proportion of spending on local suppliers	Procurement Practices (page 115)
GRI 205: Anti-corruption	205-1	Operations assessed for risks related to corruption	Corporate Governance (page 171)
	205-2	Communication and training about anti-corruption policies and procedures	
	205-3	Confirmed incidents of corruption and actions taken	
GRI 3: Material Topics	3-1	Process to determine material topics	Materiality Assessment Matters (page 104 - 106)
	3-2	List of material topics	
	3-3	Management of material topics	
GRI 302: Energy GRI 302: Energy	3-3	Management approach	Energy Management (page 142)
	302-1	Energy consumption within the organization	Energy Management (page 83)
GRI 303: Water and Effluents	3-3	Management approach	Planet: Environmental Sustainability (page 80)
	303-1	Interactions with water as a shared resource	Water Management (page 142 - 143)
	303-2	Management of water discharge-related impacts	
	303-3	Water withdrawal	

ESG Topic	GRI Standard	Description of Disclosure	Location of Disclosure
GRI 304: Biodiversity	3-3	Management approach	Biodiversity (page 144 - 148)
	304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	
	304-2	Significant impacts of activities, products and services on biodiversity	
	304-3	Habitats protected or restored	
	304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	
GRI 306: Waste	3-3	Management approach	Waste Management (page 150)
	306-1	Waste generation and significant waste-related impacts	Waste Management (page 151 - 152)
	306-2	Management of significant waste-related impacts	
GRI 401: Employment	3-3	Management approach	Employee Management (page 159)
	401-1	New employee hires and employee turnover	Employee Management (page 166)
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Employee Management (page 165)

ESG Topic	GRI Standard	Description of Disclosure	Location of Disclosure
GRI 403: Occupational Health and Safety	403-1	Occupational health and safety management system	Occupational, Safety & Health (page 157 - 159)
	403-2	Hazard identification, risk assessment, and incident investigation	
	403-3	Occupational health services	
	403-4	Worker participation, consultation, and communication on occupational health and safety	
	403-5	Worker training on occupational health and safety	
	403-6	Promotion of worker health	
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	
	403-8	Workers covered by an occupational health and safety management system	
	403-9	Work-related injuries	
	403-10	Work-related ill health	
GRI 404: Training and Education	404-1	Average hours of training per year per employee	Employee Management (page 162 - 163)
	404-2	Programs for upgrading employee skills and transition assistance programs	
	404-3	Percentage of employees receiving regular performance and career development reviews	
GRI 405: Diversity and Equal Opportunity	405-1	Diversity of governance bodies and employees	Employee Management (page 160 - 162) & Corporate Governance Overview Statement (page 198)
GRI 413: Local Communities	413-1	Operations with local community engagement, impact assessments, and development programs	Community Engagement (page 167)
GRI 418: Customer Privacy	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Quality & Customer Satisfaction (page 137)