



# MOVING TOGETHER, BUILDING LIVES

SUSTAINABILITY REPORT 2021

# MOVING TOGETHER, BUILDING LIVES

Consistent with the cover design and theme of the FY2021 Integrated Report, the LBS FY2021 Sustainability Report mirrors the Group's growing focus on sustaining financial and business performance through environmental and social performance.

Sustainability is increasingly being brought to the forefront of the Group's strategic thinking with ESG considerations progressively being embedded into the Group's business model. In doing so, emerging risks and opportunities are effectively addressed and stakeholders are placed at the heart of value creation.







**Sustainability is every small step we take today towards a greener tomorrow.**

Our founder and former Chairman, the late Dato' Seri Lim Bock Seng believed in giving back to the community and this sets the foundation towards building a more sustainable legacy for the business as well as the communities we operate in.





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## About This Report

The Sustainability Report 2021 ("SR2021") provides a detailed narrative of the environmental, social and governance ("ESG") performance for LBS Bina Group Berhad ("LBS" or "the Group") for financial year ended December 31, 2021 ("FY2021").

SR2021 provides the management approach for material ESG topics, statistical data that assesses Group performance against set targets, as well as future plans. The report also aims to demonstrate the relevance of identified material ESG topics to the LBS' business model and approach to value creation.

As a property developer, LBS is driven by its Vision and Mission and the goal of providing quality, affordable homes nationwide in Malaysia. In essence, the Group is focused on meeting the Malaysia's housing needs while managing its environmental and social footprint.

Please refer to the Sustainability Committee Chairperson's message for more information on LBS' sustainability highlights and achievements and its plans and targets going forward.





## Frameworks Applied

SR2021 has been prepared in accordance with the Global Reporting Initiative ("GRI") Standards Core Option. The full GRI content index is provided at the end of this report. SR2021 has also been prepared in accordance with disclosures pertaining to:

- Global Reporting Initiative ("GRI") Standards: Core Option
- Bursa Malaysia Sustainability Reporting Guide Second Edition
- FTSE4Good Bursa Malaysia Index
- SASB Sector Specific Disclosures
- TCFD Disclosures
- United Nations Sustainable Development Goals ("UN SDGs")

## Statement Of Use

Representing the Board of Directors of LBS and as Chairperson of the LBS Sustainability Committee, Dato' Lim Mooi Pang, acknowledges responsibility for the following statement of use: The information contained in SR2021 has been prepared in reference with the GRI Standards.

## Reporting Scope & Boundary

All disclosures contained in SR2021 are scoped to the holding entity of LBS and its operating companies and subsidiaries, including the property development division; LBS Bina Holdings Sdn Bhd's Head Office and our construction division, MGB Berhad's Head Office, and the construction sites in Malaysia where MGB is the main contractor. The full list of companies is provided in the LBS Integrated Annual Report.

Exclusions are associate companies of which the Group does not have management control of.

Where meaningful and accurate data is available, LBS has endeavoured to provide disclosures on its value chain, which comprises suppliers, business partners, contractors, vendors, and service providers. We exercise a "local-where-we-operate" practice.

Going forward, LBS will aim to increase its supply chain and environmental disclosures given the potential ESG impacts arising from the same.





## About This Report (Cont'd)



### Report Quality & Data Assurance

Content for inclusion has been further determined based on the GRI principles of accuracy, balance, clarity, comparability, reliability, and timeliness, as well as the GRI content principles of stakeholder inclusiveness, sustainability context, materiality, and completeness.

This is to ensure the quality of disclosures in enabling readers to gain a better comprehension of the Group's sustainability performance and its unique sustainability context.

All data contained within this report has been sourced internally and verified by the respective business units or Senior Management and endorsed by LBS' Board of Directors and Sustainability Committee. We continue to enhance our data collection and analysis processes towards improving data accuracy and quality and to strengthen disclosures going forward.

Financial data has been assured by the Group's External Auditor. The Group intends to seek partial assurance for non-financial ESG information in future sustainability reports.

### Determining Of Material Topics And Content

In determining SR2021's content, LBS has applied the following aspects to determine material ESG content for inclusion:

- Topics that impact the Group's value creation capabilities
- Topics that impact stakeholders
- Topics that have high environmental and social impacts

The following were the basis for a Materiality Assessment Exercise ("MAE") which was conducted in November-December 2021, which provided an accurate presentation of material ESG topics. Specific details of the MAE process and findings are provided in the Materiality Assessment section of this report.



## Reporting Period

SR2021 covers the financial reporting year from 1st January 2021 to 31st December 2021 ("FY2021"). In establishing trendlines, three-year statistical data is provided for most disclosures. This also enables readers to better track and understand the comparative performance achieved.

## Limitations

LBS is cognisant that there remains unavailability of data for certain disclosures and the Group continues to improve data collection efforts to address these gaps. This includes developing new processes for data collection, introducing a more frequent reporting cycle for sustainability related data and also firmly establishing a clear reporting structure for ESG matters within the Group.

Collectively, these measures will support improved data collection towards strengthening disclosures.

## Forward Looking Statement

Any forward-looking statements such as targets, future plans, operations and forecast figures are based on reasonable current assumptions. Readers are advised not to place undue reliance on such statements as our business is subject to risks and uncertainties beyond LBS' control. Actual results may differ.

## References

All references to "LBS", "the Company", "the Organisation", "the Group", "us" and "we" shall refer to LBS Bina Group Berhad.

## Report Availability & Feedback Channel

SR2021 is available for download at: the LBS Sustainability Website: <https://lbs.com.my/sustainability/>. Only a limited number of printed copies are available towards reducing paper consumption and environmental footprint. To request a printed copy, please contact the below.

We welcome questions, feedback and suggestions towards improving our sustainability disclosures and performance. Suggestions for improvements or comments can be sent to:

Shany Lim

Head, Group Sustainability

T : +603 78777333

E : [sustainability@lbs.com.my](mailto:sustainability@lbs.com.my)

## Membership In Associations

For FY2021, as required by law or by voluntary participation, LBS is a member of the following professional and industry associations:

- Malaysian Employer Federation (MEF)
- Construction Industry Development Board (CIDB)
- Master Builders Association Malaysia (MBAM)
- Real Estate & Housing Developers' Association (REHDA)
- FIABCI national committee member



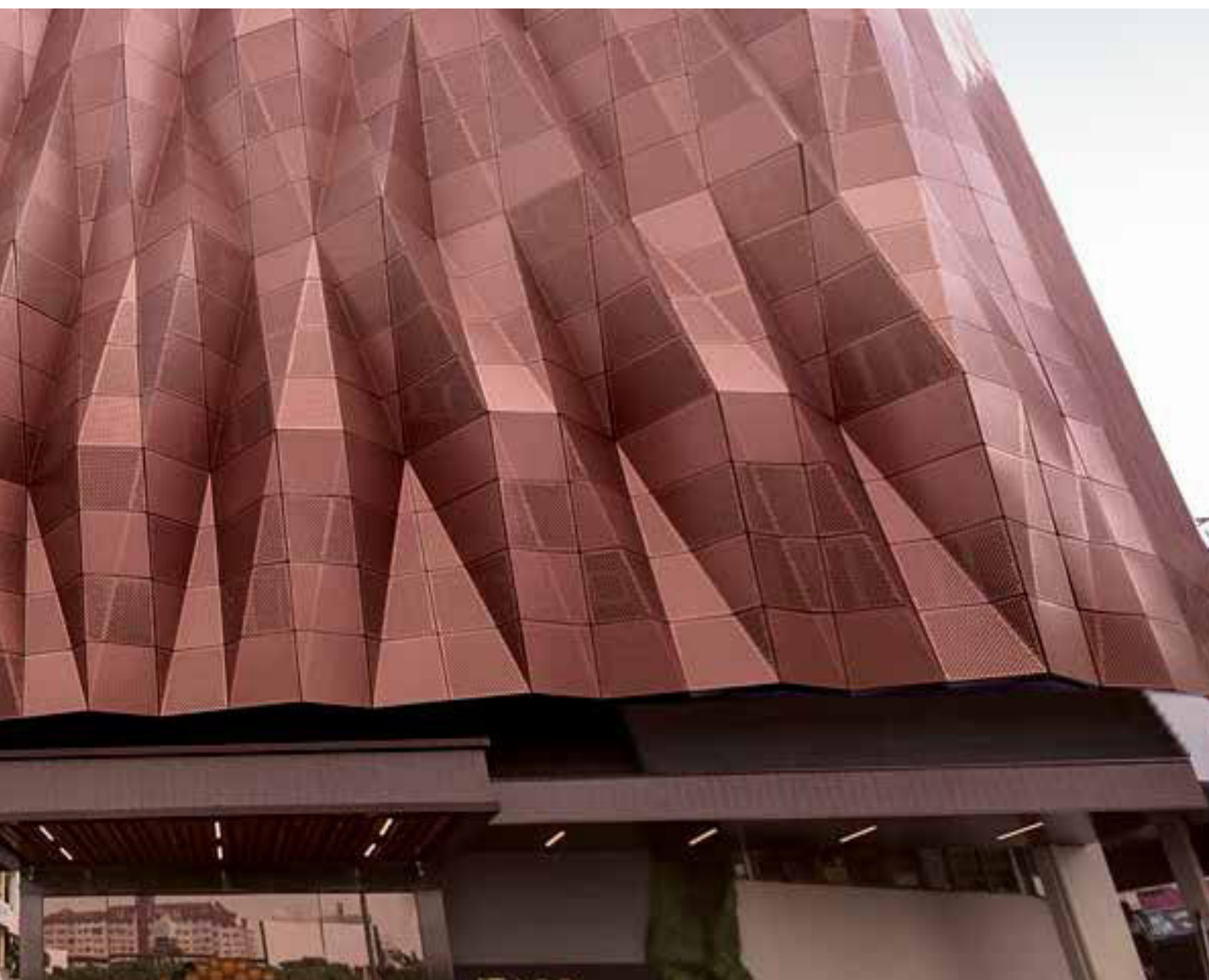
## About LBS



LBS Bina Group Berhad ("LBS" or "the Group") is an investment holding company involved in property development and investment activities primarily in Malaysia and the People's Republic of China. LBS was established in 1961 when its founder, the late Dato' Seri Lim Bock Seng, began undertaking construction projects in the township of Petaling Jaya. LBS subsequently went on to be listed on the Main Board of Bursa Malaysia Securities Berhad in January 2002.

Today, LBS is a trusted developer of residential, industrial, and commercial properties. Whether it is their first home, an upgrade to more spacious living, or a place of business – we create inspiring and delightful spaces that are motivated by our purchasers' priorities and their lifestyle needs. Through our subsidiaries, we undertake design and construction, as well as trade in building materials, manufacture Industrialised Building System ("IBS") precast products and provide civil engineering expertise.

Our activities also encompass general construction, hospitality, financing through money lending, property management services, retail mall operations, developing and managing motor racing circuits. Moving forward, we intend to continue prudently identifying our business portfolio so as to create long-term, sustainable value for the Group and our stakeholders including the communities that we operate in.



The interweaving designs on the outer walls of the LBS Head Office serve to symbolise the enduring bonds between our founder, the late Dato' Seri Lim Bock Seng and his four sons.


Together, they have expanded LBS into a leading property group by infusing it with their core values of unity and the pursuit of excellence. The interwoven pattern then expands into an infinite monogram design, representing LBS' mission of consistently delivering an exceptional performance through progressive creations that present value to all stakeholders and which enrich communities at large.



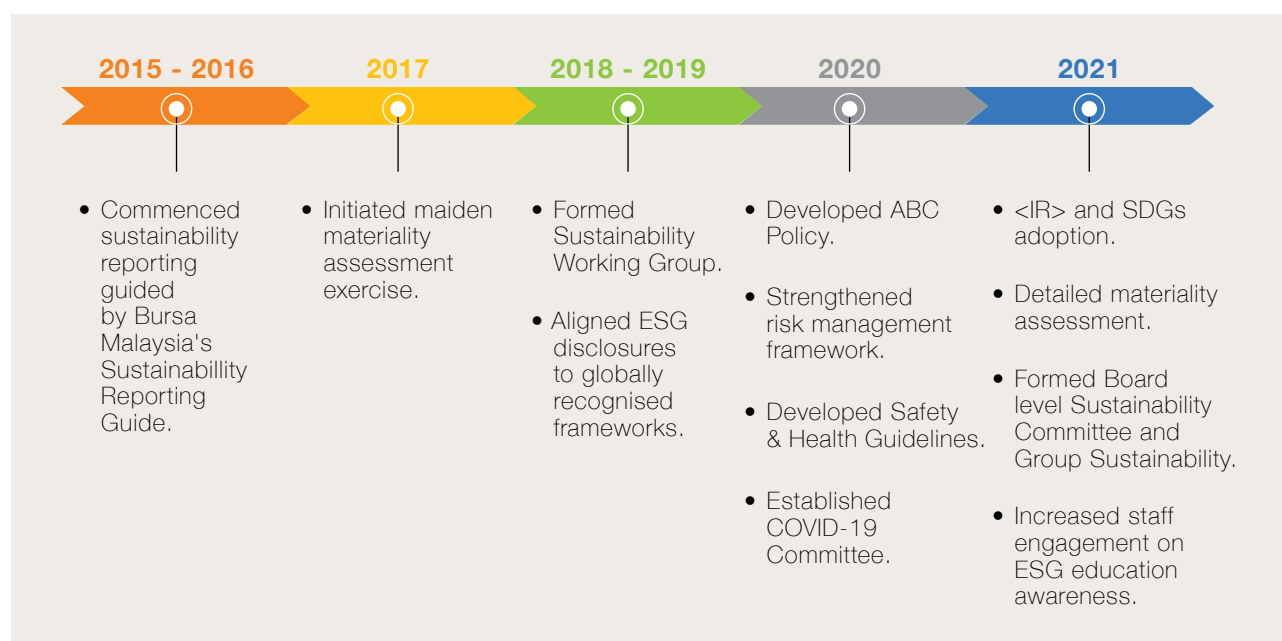
## Supporting The United Nations Sustainable Development Goals

In assessing its sustainability highlights and achievement, LBS has aligned its progress to selected United Nations Sustainable Development Goals ("UN SDGs"). The rationale is to provide a larger sustainability context to LBS ESG journey as well as agenda and to ensure that its attempts to create value truly deliver positive outcomes and support the realisation of a more equitable society and a better world.

RESULTS	LINKAGE TO UN SDGS	LINKAGE TO MATERIAL TOPICS
<p>Zero reported cases of corruption, zero cases of non-compliance or unethical conduct.</p> <p>Established Gift, Entertainment and Hospitality Policy as well as Donation and Sponsorship Policy.</p>		<ol style="list-style-type: none"> <li>1. Climate Change</li> <li>2. Community Development</li> <li>3. Covid-19 Pandemic</li> <li>4. Customer Satisfaction</li> </ol>
<p>Zero incidents of safety and health non-compliance, zero fatalities, 0.46 LTI rate.</p> <p>10.6% worker representation on OSH Committees and Enforcers in LBS HQ office.</p>		<ol style="list-style-type: none"> <li>5. Digitalisation and Technology</li> <li>6. Direct Economic Performance</li> </ol>
<p>Zero human rights violations during the reporting period, zero incidents of non-compliance with regard to labour matters.</p> <p>Diverse workforce ethnicity composition, 100% of employees appraised annually.</p> <p>1,510.75 training hours with an average of 3.4 hours per employee.</p>		<ol style="list-style-type: none"> <li>7. Energy Consumption</li> <li>8. Ethics and Integrity</li> <li>9. Financial and ESG Risk Management</li> <li>10. Indirect Economic Values Created</li> <li>11. Labour Rights</li> </ol>
<p>Established Group Sustainability.</p> <p>Established climate change risks.</p> <p>21.31% water consumption reduction year-on-year.</p> <p>18,243kg of waste recycled and prevented from being sent to landfills.</p> <p>Planted more than 1,846 trees at the hill side town of Cameron Highlands alone.</p> <p>Published Scope One, Two and Three emissions data as well as emissions intensity data.</p>	  	<ol style="list-style-type: none"> <li>12. Local Procurement and Supply Chains</li> </ol>

RESULTS	LINKAGE TO UN SDGS	LINKAGE TO MATERIAL TOPICS
Increased female board representation as well as number of independent directors on the Board.		13. Occupational Safety and Health 14. Raw Materials Consumption 15. Regulatory Compliance
RM1.34 billion in revenues and RM104 million in after tax profits.  77% local procurement spend.  More than RM74 million paid out to employees in benefits and bonuses, including payments for statutory retirement savings.		16. Talent and Labour Management 17. Water Consumption 18. Waste Management & Recycling
Built various community infrastructure and supported diverse societal causes.  Driving urban regeneration to revive local economies and communities.		

## Milestones And Sustainability Journey





## Message From Sustainability Committee Chairperson

As we grow as a business entity, LBS Bina Group Berhad remains focused on sustainable value creation for all stakeholders. This focus or philosophy is an intrinsic aspect of our business model, and we are committed to achieve financial values, while charting a clear path towards managing environmental and social performance.

The link between ESG performance and financial values continues to become stronger, especially in the present business environment. However, balancing the differing aspirations of various stakeholders while charting a clear sustainability roadmap is indeed challenging.

We continue to persevere, seeking to balance the different interests to develop an effective sustainability roadmap for the Group. The Board and Management of the Group are of the view that having a clear ESG agenda is essential in mitigating risks and enabling effective business operation amidst the many rapid and high impact changes and developments in the world today.

From the COVID-19 pandemic, climate change, disruptive digitalisation and technologies and other notable trends and developments, our world is fast evolving. The future is not as we had envisioned a decade ago. Businesses must be prepared to adapt to these changes.

A strong ESG focus and a robust strategy to drive implementation, supported by clear goals and targets will be beneficial in augmenting any business plan for value creation. Importantly, sustainability will enable LBS to remain relevant, competitive and resilient going forward.

Our focus remains steadfast; that is the development of quality, affordable homes to meet the nation's growing housing needs. As Malaysia transitions into a developed nation, more Malaysians aspire to quality housing and better quality of life.

Good housing has proven to be a catalyst for upward social mobility, improved education and work opportunities, better quality of living and more. In a multicultural environment, townships and projects can foster social



**DATO' LIM MOOI PANG**

*EXECUTIVE DIRECTOR*

*LBS SUSTAINABILITY COMMITTEE CHAIRPERSON*

harmony and improved relations. The focus now is to drive our business model while managing and mitigating environmental and social impacts.

SR2021 details our continued efforts in driving sustainability across the organisation, and where possible, our value chain.

Specifically, the report has been aligned to best practice, sustainability reporting frameworks such as the Global Reporting Initiative or GRI, Sustainability Accounting Standards Board or SASB and the Bursa Malaysia Sustainability Reporting Guide. SR2021 shares our highlights and also the many lessons learnt as well as future plans.

However, beyond reporting, LBS continues to drive the sustainability agenda across the organisation. We are on the verge of establishing a dedicated Sustainability Committee ("SC") that will provide further strategic impetus for ESG matter. The SC shall oversee the LBS Group Sustainability and shall execute its duties based on a dedicated Terms of Reference ("TOR").

Collectively, the SC and the Group Sustainability will set ESG goals and targets based on the short, medium and long-term perspectives, while also formulating action plans to drive desired performance in the realisation of these goals.

This approach paves the way for the development of a more robust and comprehensive sustainability management framework for LBS. One that further embeds ESG within strategic decision making and business operations.

Going forward, LBS shall be setting KPIs and targets to drive ESG performance. Sustainability is making progressive steps towards a better tomorrow. We shall continue to emphasise ESG as a key competitive and business enabler that will support LBS' growth and progress over the short, medium and long-term horizons.





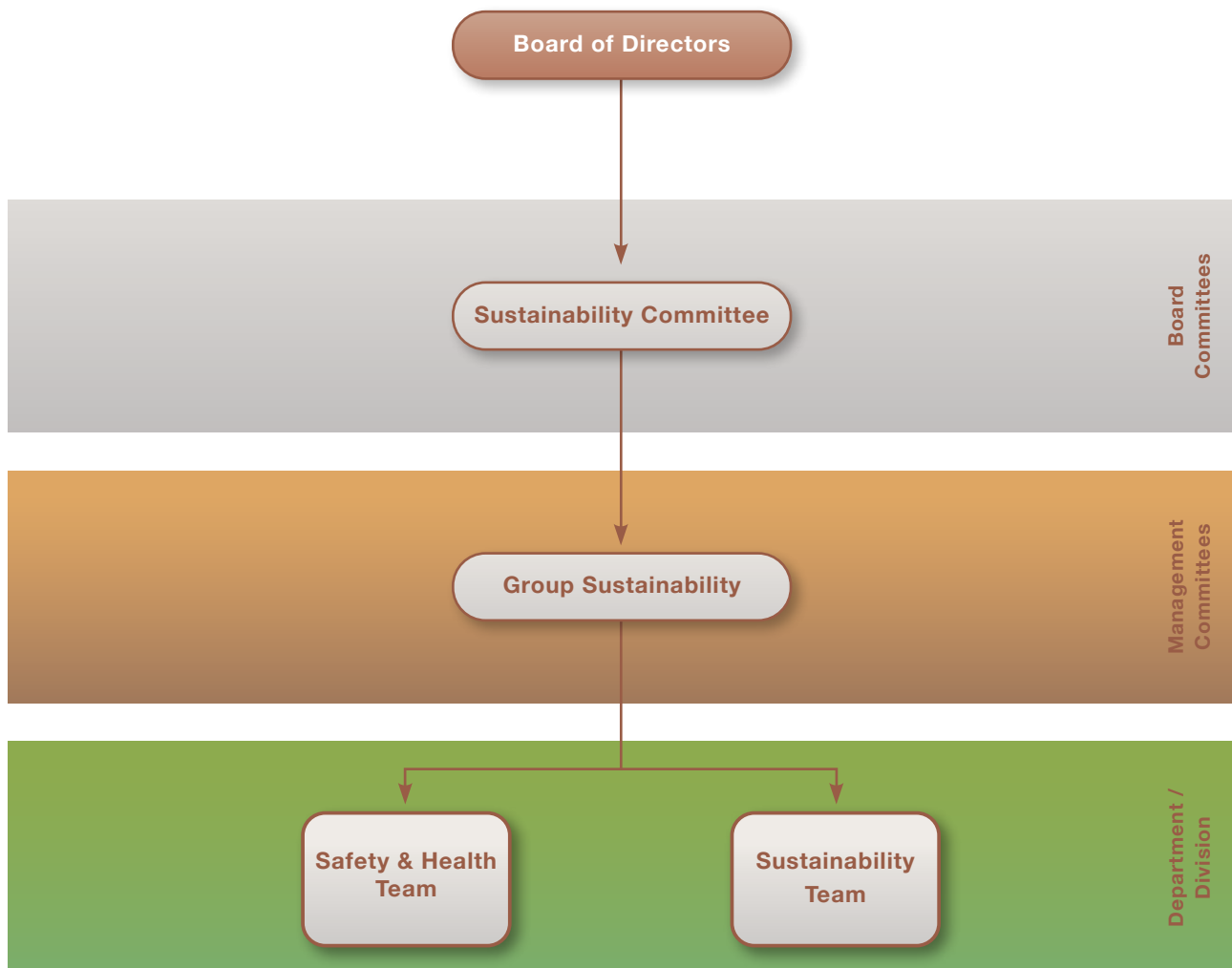
## Governance Of Sustainability

LBS has put in place a robust governance structure to drive its ESG agenda. The structure serves to drive ESG across the Group and as much as possible, to cascade ESG awareness and consciousness across the value chain.

The governance structure enables Board and Senior Management oversight on material sustainability topics, as well as risks and opportunities arising from said topics. It enables the development of reporting structures between senior leadership as well as the working level, the cascading of policies and decisions to all facets of Group operations and supports execution or implementation of action plans.

Importantly, it enables quick and effective, two-way dissemination of information. The structure ultimately lends itself to the continued development of an ESG oriented culture across the organisation and across the value chain.

### LBS Bina Group Berhad Sustainability Governance Framework



In essence, the aforementioned governance structure enables ESG matters to come under the purview of the Board.

In FY2021, LBS formed its Group Sustainability (GS) comprising dedicated personnel to oversee material ESG concerns and to develop action plans for the realisation of set goals and targets.

The Group Sustainability oversees and monitors sustainability trends, sustainability governance and reporting to ensure compliance and also in charge of driving periodic materiality assessment. The GS also provides support to the Sustainability Committee and Sustainability Team.

The GS is specially mandated to drive the sustainability and ESG awareness across the group through ongoing engagement activities.

### **Embedding An ESG Focus Into Group Risk Management**

Increasingly, risks arising from material ESG topics are being included in LBS' overall risk management approach. Tangible linkages between ESG concerns and issues and their potential impact on financial performance are being established. This includes climate change, anti-corruption, labour and human rights as well as human capital management.

Hence, the direct and active participation of LBS' Risk and Business Divisions within the structure. This is essential in establishing the linkages between ESG matters and business performance. Going further, ESG is progressively embedded into the Group's risk matrix. The potential as well as actual impacts of material ESG topics are closely monitored and assessed.

The linkage between ESG risks and business impacts will be further strengthened in FY2022 and onwards with the development of actual financial costs associated with ESG impacts and the development of KPIs and targets to mitigate / manage risks.

### **Board Oversight On ESG Topics**

Through the aforementioned sustainability governance structure, LBS' Board of Directors has oversight on material ESG topics. These include OSH, climate change, resource consumption and others. Reports on these topics as well as other forms of information are periodically brought to the Board's attention for deliberation and decision making.

Among the key considerations that guide Board deliberation and decision making are how ESG matters lead or contribute to risks and opportunities for the Group. These risks and opportunities are usually regarded in terms of actual or potential impacts on financial and non-financial value creation over the short, medium and long-term perspectives.



## Governance Of Sustainability (Cont'd)

### Board Remuneration And Linkage To Sustainability Targets

In line with the aspirations of the industry regulator, Bursa Malaysia (and various sustainability reporting frameworks), LBS is exploring the feasibility of linking the remuneration of its Board and Senior Management to the realisation of ESG goals and targets.

The Group is considering effecting the aforementioned through an incentives or bonus system, where realisation of annual ESG performance targets will entitle recipients to additional rewards. These rewards could be either in monetary or non-monetary benefits.

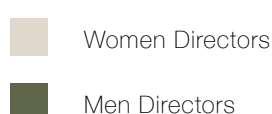
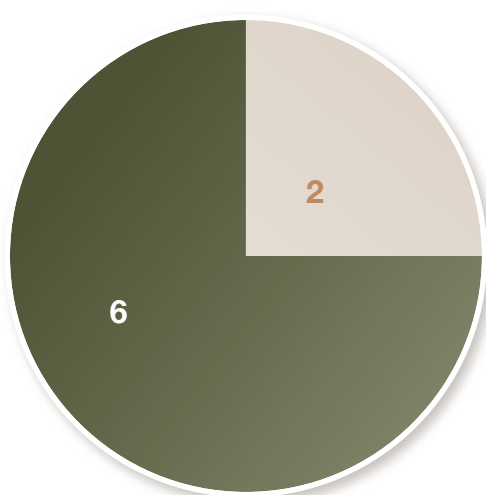
The idea is being studied further to evaluate the suitable methodology of guaranteeing a fair and beneficial system for beneficiaries.

### Board Diversity And Independence

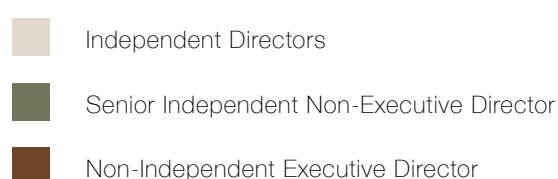
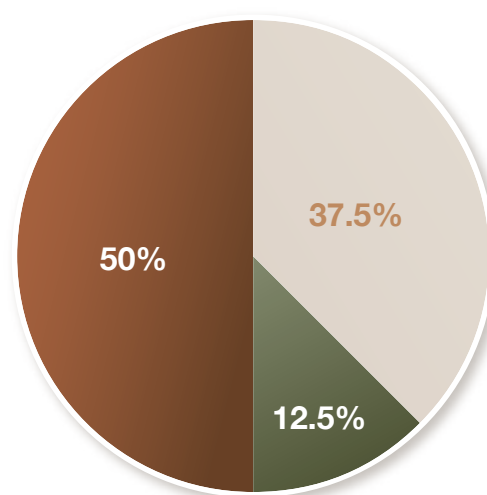
As part of the overall approach in ensuring a capable and qualified Board, LBS has progressively taken measures to increase the level of diversity and the composition of independent directors sitting on the Board. This is also in line with strengthening corporate governance by promoting more diverse perspectives and independent deliberation and discussion that support improved decision making.

The Board has recently appointed its second woman director bringing women representation on the Board to 25%, slightly short of the recommended target of 30% set forth in the MCCG 2021 and by industry regulators. In addition, changes made to the Board composition now ensure a 50% representation of independent directors on the LBS Board.

**Directors Composition (Gender)**



**Board Composition (Independence)**



## Governance Through Adherence To Local Legislation And Laws

Good corporate and sustainability governance is also driven across LBS via the stringent adherence to local laws, industry best practices and recommended corporate governance practices of the regulator, Bursa Malaysia. In addition, LBS also aligns itself with the practices of the Malaysian Code on Corporate Governance 2021 (MCCG 2021).

In the property development industry, good governance and regulatory compliance is essentially an organisation's license to operate. A poor track record for non-compliance as well as poor corporate governance increase business and operational risks. These risks include inability to tender for contracts, risks to reputation and credibility, closure of project sites and erosion of customer confidence and appeal.

LBS has attained the following licenses / certifications:

License	Issuing Body	Purpose
Advertising Permit and Developer's License ("APDL")	Ministry of Housing and Local Government ("KPKT")	To grant property developer permission to advertise and sell property. And to ensure property developer complies with rules on fair and legal practice.
Manufacturing License for IBS	Malaysian Investment Development Authority ("MIDA")	<p>A manufacturer is required by law to obtain a manufacturing license from MIDA if it meets a certain threshold. The Industrial Coordination Act (ICA), 1975 requires person(s) engaging in any manufacturing activity to obtain a license from the Licensing Officer in respect of the manufacturing activity.</p> <p>The ICA was introduced to ensure an orderly development and growth of the country's manufacturing sector.</p>
Business Premises Licenses	Respective State Authorities/ Local Council	All businesses in Malaysia are required to apply for business premises licenses from the respective State Authorities. The requirements for the application may vary according to each local authority.
Personal Data Protection Act ("PDPA")	Ministry of Communications and Multimedia Commission ("MCMC")	To ensure all personal data collected by LBS are stored and processed in accordance and compliance with the Personal Data Protection Act 2010 ("PDPA"), the applicable regulations, guidelines, orders made under the PDPA and any statutory amendments or re-enactments made of the PDPA.

## Governance Of Sustainability (Cont'd)



### Regulatory Non-Compliance

For FY2021, there was a single case of environmental non-compliance at the Group's Cybersouth project, attributed to excess surface runoff. LBS was instructed by the Department of Environment ("DOE") to take immediate remedial actions to rectify the project's water discharge point.

The Group acted upon DOE's instructions towards ensuring Total Suspended Solids ("TSS") of discharge was restored to below DOE's upper limit threshold. Post rectification, LBS submitted a full report to the DOE demonstrating the actions taken and performance TSS levels thereafter.

The Group was neither fined nor censured for the incident.

On a separate note, LBS had zero incidents of non-compliance with regard to labour matters.

### Governance Through Ethical Conduct And Corporate Integrity

LBS has established its Directors' Code of Ethics and its Employee Handbook towards guiding internal and external stakeholders on expected corporate norms and behaviours. The Directors' Code of Ethics can be viewed here: <https://lbs.com.my/wp-content/uploads/2021/09/CodeofEthics-20140527website.pdf>.

Both the Code and the Handbook stipulate what is deemed as normal or acceptable and behaviours, engagements for the Board and employees, including potential conflict of interest scenarios. They also address other areas such as sexual harassment, racial discrimination, coercion, and more.

All new employees are briefed on corporate integrity and ethical conduct during their induction session. A copy of e-Handbook is published on the intranet, which can be accessed by all employees. Likewise, all incoming directors are briefed on the Directors' Code of Ethics.

In FY2021, there were zero cases of non-compliance or unethical conduct. Human Resources Department and Secretarial and Corporate Affairs Departments are joint custodians of the Code and Employee Handbook, who shall review the same periodically to ensure relevance to the present market environment. This includes compliance to any changes in law.



## Zero Tolerance Stance On Corruption

The scourge of corruption causes significant negative impacts to all stakeholders and across the value chain. Within governments, companies, and value chains, corruption erodes the creation of financial and non-financial values, it diminishes competitiveness and promotes inefficiency and damages reputation and credibility. It can also lead to lack of enforcement action that can support crime.

Pursuant to Section 17A, LBS has established its Anti-Bribery and Corruption ("ABC") Policy and Whistleblowing ("WB") Policy.

The ABC Policy clearly defines the organisation's no-compromise position on corruption while defining what constitutes corrupt acts. The Policy states that both the beneficiary and the proposer of the corrupt act will be censured by the company and if necessary, reported to the relevant authorities for further enforcement action. The Policy is available for review at: <https://lbs.com.my/sustainability>.

100% of Board members and employees have provided signed acknowledgement of having read and understood the ABC, which attests to their willingness to abide by the Policy at all times and in all of their dealings as agents of the Group.

The ABC Policy is cascaded to all new staff during their induction session. Regular refresher activities are held to remind and reinforce the anti-corruption agenda to all staff.

A full corruption risk assessment is scheduled for FY2022. The assessment is aimed at identifying specific departments or operations that may be more susceptible to corruption due to their proximity to external stakeholders or having positions to influence awarding of contracts or hiring decisions.

The basis of assessment will be centred on whether any decisions or actions taken are in the best interests of LBS without prejudice; or decisions have been made in line with the vested interest of any party.

In FY2021, LBS had zero reported cases of corruption. Hence, there were zero cases of staff disciplined or dismissed due to non-compliance with Anti-Corruption Policy and zero fines incurred for the financial year.



## Governance Of Sustainability (Cont'd)



### Strengthening Anti-Corruption Across The Value Chain

The ABC is also being conveyed to external stakeholders such as suppliers, vendors and business partners across the value chain.

All supplier forms include the ABC Policy. As a prerequisite to tender for contracts, bidders must provide written acknowledgement of their awareness and consent to comply with the ABC Policy in all dealings with LBS and its representatives. Failure to do so could lead to punitive actions such as termination of contracts to being reported to the authorities for appropriate action.

In addition, the newly formed Compliance Team shall be conducting extensive due diligence on all new suppliers/vendors. This includes a background check of their track record, financial strength, physical inspections, familial ties with anyone in the Group, checks for potential conflict of interest situations and other inspections prior to approving vendors to bid for contracts or prior to awarding of contracts.

The Compliance Team is also tasked with reviewing the level of compliance of external and internal stakeholders with the Group's Code of Conduct / Code of Ethics. The Compliance Team also reviews all Codes as and when required, recommends improvements to strengthen the Code in tandem with regulatory developments or changing marketplace requirements. Comprising trained staff from the Group Legal Department and Secretarial and Corporate Affairs Department, the LBS Compliance Team is helmed by the Head of the Group Legal Department.

In FY2021, tender processes have been strengthened. For example, the Group has adopted an open tender box system where bids are opened in a transparent environment in the presence of independent parties.

### Role Of The LBS Board In Driving Anti-Corruption

Overseeing the anti-corruption agenda is the Board of Directors who maintain a direct oversight via periodic reports presented at Board meetings by the Secretarial and Corporate Affairs Department.

Both the ABC Policy and WB Policy are reviewed by the Board on a periodic basis. The periodic review is intended to ensure relevance with the present operating landscape. Whistleblowing report is verified by Audit Committee and further report to the Board.

## Anti-Corruption Training And Group Wide Communication

As mentioned, LBS actively engages internal and external stakeholders on anti-corruption via a wide range of communication channels. This includes virtual and physical training sessions, emails and other company organs. The same applies to the Group's Board of Directors and its Senior Management.

HR conducts regular training and awareness sessions on anti-corruption towards refreshing employees' awareness and knowledge and to reinforce the no compromise culture Group wide. 89% of the Board, Senior Management and employees have received anti-corruption awareness and training.

## Whistleblowing Policy And Channel

LBS has established a Whistleblowing Policy and whistleblowing channel. Both internal and external stakeholders have access to the channel and are reminded of its existence periodically.

A whistleblower who chooses to disclose any improper conduct will be accorded with confidentiality of identity, to the extent reasonably practicable, as long as the disclosure is made in good faith. The whistleblower shall be protected from victimization, harassment or disciplinary action for his / her disclosure.

The whistleblowing channel is administered by the Heads of Human Resources Department and Group Legal Department, and is overseen by Independent Directors of the LBS Board. The Independent Directors effectively function as the Investigating Committee for whistleblowing cases.

Upon receipt of the WB report, the administrator of the WB channel will conduct a preliminary screening or assessment of the case, and prepare the case report within seven days from the receipt of the WB report. The said report is then passed to the Investigating Committee ("IC") for further investigation.

The IC then deliberates and submits its findings via the Investigation Report which is reviewed by the Group Managing Director ("GMD") or the Board of Directors.

In the event that the GMD or BOD is satisfied with the outcome of the investigation, the matter shall be referred to Human Resources Department if the case involves an employee(s) for disciplinary action, or to the Contract Department if it involves a vendor or supplier. The matter may be reported to enforcement authorities for further action.

However, if the GMD or BOD is not satisfied with the Investigation Report, the GMD may instruct the IC to investigate further towards ensuring a fair and due process for the accused party.

In FY2021, there were zero cases reported under the WB channel.



## Governance Of Sustainability (Cont'd)

### Political Views And Contributions

LBS is an apolitical privately owned company and hence does not favour or promote the agenda of any political party. Neither is the Group affiliated to any political organisation. The Group has not made any donations to any political parties.

However, the Group from time to time may participate in charitable or nation-building events organised by the government of the day or its ministries and agencies. The Group may also support Corporate Social Responsibility ("CSR") events or programmes that could see the involvement of political parties or politicians.

### No Gift Policy And Donation And Sponsorship Policy

On February 24, 2022, the Board of Directors of LBS approved two new policies: Gift, Entertainment and Hospitality Policy and Donation and Sponsorship Policy. Both policies can be viewed at: <https://lbs.com.my/corporate-governance/>.

In principle, the giving, receiving and soliciting of gifts by any party is not allowed. This is to avoid any perception of impropriety and for gifts to be perceived as being an inducement to extract favours or preferential treatment by any party from LBS. Notably, in exchange for contracts or special contractual terms.

The Policy also extends to other aspects such as provision of hospitality, travel and entertainment.

Exceptions may be made for corporate gifts so long as such gifts do not have significant commercial value, are provided without any expectations of reciprocity and are declared by the receiver to the appointed higher authority.

Such gift should not have a significant monetary value. Gifts received or provided cannot be perceived as to having an impact on actions or decisions or leading to the expectation of favours to be granted. All gifts received or provided must be declared, recorded and get approval with pertinent details such as the value of said gift and who is the giver and receiver.





## Conflict Of Interest

Employees must not engage in any other occupation, business or have an interest in any business or activity that conflicts with their positions in LBS. This covers capacities of an employee, agent, consultant, director, advisor, shareholder, partner or any other position. Employees are required to report any conflict of interest to Management. Private matters should not be in any conflict with the duties of employees or the interests of LBS.

Employees should not derive any profit or advantage in the course of discharging their duties. They are prohibited from competing or becoming rivals to the business interests of the Company. They are also discouraged from associating with any organisation that competes with the business interests of LBS.

## Upholding Data Privacy

As a property developer, LBS receives a vast amount of personal data, notably the data of customers. The Group complies with the Personal Data Protection Act ("PDPA 2010"), where all data is regarded as private and confidential and is not made available to 3rd parties unless mandated by law or enforcement agencies.

All data has been collected with the consent of customers and with their full understanding and awareness that such data is being collected by LBS and may be used for internal purposes as agreed by the customer. Data security is paramount and the Group maintains a robust IT security system to ensure data confidentiality.

There have been zero cases of data breach throughout LBS' operations.

## Assessing And Prioritising Material Topics

In accordance with its strategic planning cycle, LBS conducts a comprehensive Materiality Assessment Exercise ("MAE") annually, to identify, understand and prioritise material ESG topics including topics related to direct and indirect economic values performance.

A thorough MAE involving the participation of the Board of Directors, Senior Management and employees was conducted for LBS by an external ESG Advisory firm.

In determining materiality, the following criteria were applied:

- Topics that impact the business model (including capitals)
- Topics that impact stakeholders
- Topics that impact economic, environmental and social performance (creation of financial and non-financial values)

A constant review of materiality is vital towards ensuring that the Group remains attuned to its most pertinent concerns and issues and is cognisant of how these can impact the realisation of the LBS Vision and Mission and value creation both for LBS and its stakeholders.

### Materiality Assessment Process

The MAE included an interactive workshop conducted for relevant Board members, Senior Management and employees. This was a joint session with LBS' listed subsidiary, MGB with the purpose of enabling participants to understand the objective of the exercise and to elicit more strategic responses / insights.

Respondent participation for the LBS MAE included all Board members and Senior Management. The topics for the MAE were drawn from the following reporting frameworks: GRI, Bursa, FTSE4Good, TCFD and SASB.

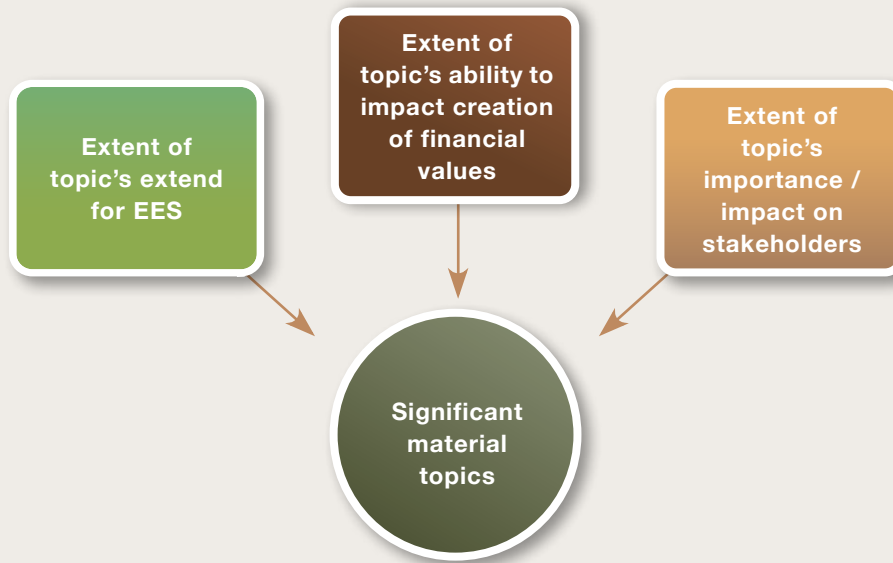


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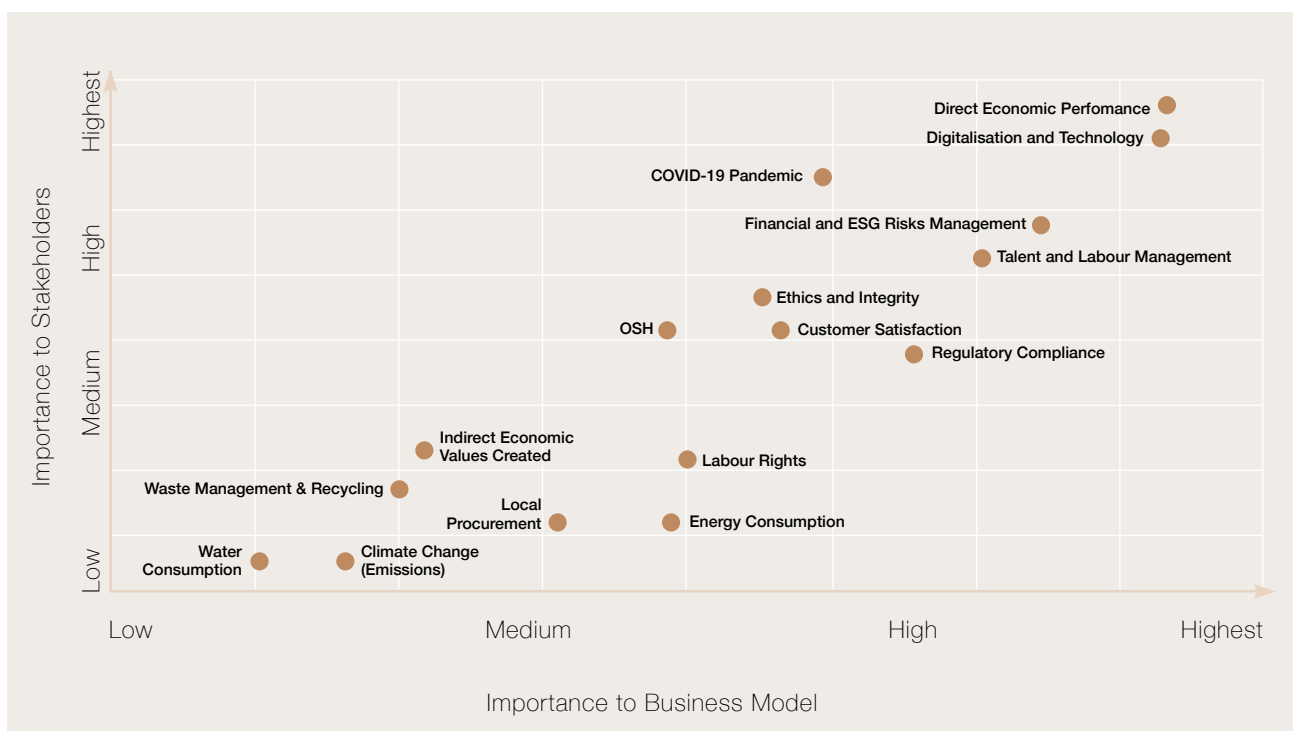


The topics were assessed using a detailed ranking and ratings system supported by a weightage system allotted to topics based on the following criteria:



*Criteria for identifying and selecting most significant material topics*

## FY2021 Materiality Matrix



## Stakeholder Engagement

The views, concerns and aspirations of LBS' many stakeholders are duly considered and, where appropriate, included in our approach to ESG and ultimately value creation.

Specifically, the perspectives of stakeholders are used to guide the identification, assessment and prioritisation of material topics, which in turn may influence LBS' business strategies and management approach to material ESG topics.

In FY2021, LBS has continued to feel the pulse of its stakeholders – engaging them through multiple communication channels and approaches. The objective of engagements is to ensure that the Group remains inclusive and receptive to the views of various entities, groups, communities who are impacted by, or can impact LBS' business operations.

In FY2021, our engagements with stakeholders have provided continued useful insights that have further reinforced our assessment of ESG material topics.

Stakeholder Group	Mode of Engagement	Frequency of Engagement	Issues of Concern
Shareholders/ Investors	<ul style="list-style-type: none"> <li>• Annual General Meeting</li> <li>• Annual Report</li> <li>• Quarterly Financial Report</li> <li>• Analyst Briefing</li> <li>• Extraordinary General Meeting</li> <li>• Regular Shareholder Communication</li> <li>• Announcement on Bursa Malaysia and Corporate Website</li> </ul>	<ul style="list-style-type: none"> <li>• Annually</li> <li>• Annually</li> <li>• Quarterly</li> <li>• As and when needed</li> <li>• As and when needed</li> <li>• Monthly one-to-one and group</li> <li>• As and when needed</li> </ul>	<ul style="list-style-type: none"> <li>• Economic Performance</li> <li>• Corporate Governance</li> <li>• Anti-Corruption</li> </ul>
Employees	<ul style="list-style-type: none"> <li>• Annual Performance Appraisal</li> <li>• Briefing and Trainings</li> <li>• Events, Celebrations and Sports</li> <li>• Management, Operational and Committee Meetings</li> <li>• Townhall Meetings</li> </ul>	<ul style="list-style-type: none"> <li>• Annually</li> <li>• Periodic</li> <li>• Weekly and Periodic</li> <li>• Weekly and Periodic</li> <li>• Half-yearly</li> </ul>	<ul style="list-style-type: none"> <li>• Training &amp; Education</li> <li>• Employment</li> <li>• Occupational Safety and Health</li> <li>• Market Presence</li> <li>• Local Communities</li> <li>• Diversity &amp; Equal Opportunities</li> <li>• Anti-Corruption</li> </ul>

Stakeholder Group	Mode of Engagement	Frequency of Engagement	Issues of Concern
Customers	<ul style="list-style-type: none"> <li>• Feedback Channels such as Emails, Phone Calls, Hotlines, and Helpdesk</li> <li>• Corporate Website and Social Media Channels</li> <li>• Product Launches and Roadshows</li> <li>• Marketing &amp; Promotion</li> <li>• Programmes and Events</li> </ul>	<ul style="list-style-type: none"> <li>• As and when needed</li> <li>• As and when needed</li> <li>• As and when needed</li> <li>• As and when needed</li> <li>• As and when needed</li> </ul>	<ul style="list-style-type: none"> <li>• Economic Performance</li> <li>• Corporate Governance</li> <li>• Procurement Practices</li> <li>• Customer Health &amp; Safety</li> <li>• Anti-corruption</li> </ul>
Government/Regulators	<ul style="list-style-type: none"> <li>• Income Tax Filing</li> <li>• Annual Return</li> <li>• Official Meetings and Visits</li> <li>• Industry Events and Seminars</li> </ul>	<ul style="list-style-type: none"> <li>• Annually</li> <li>• Annually</li> <li>• As and when needed</li> <li>• As and when needed</li> </ul>	<ul style="list-style-type: none"> <li>• Corporate Governance</li> <li>• Anti-corruption</li> </ul>
Suppliers/Contracts	<ul style="list-style-type: none"> <li>• Product Launches and Roadshows</li> <li>• Meetings and Site Visits</li> <li>• Supplier Assessment System</li> <li>• Briefings and Trainings</li> </ul>	<ul style="list-style-type: none"> <li>• As and when needed</li> <li>• As and when needed</li> <li>• As and when needed</li> <li>• As and when needed</li> </ul>	<ul style="list-style-type: none"> <li>• Corporate Governance</li> <li>• Procurement Practices</li> <li>• Anti-corruption</li> </ul>
Local Communities	<ul style="list-style-type: none"> <li>• Community Outreach and Development Programmes</li> <li>• Strategic Partnerships</li> <li>• Charitable Contributions</li> <li>• Corporate Website and Social Media</li> </ul>	<ul style="list-style-type: none"> <li>• Periodic</li> <li>• Upon Mutual Agreement</li> <li>• As and when needed</li> <li>• As and when needed</li> </ul>	<ul style="list-style-type: none"> <li>• Local Communities</li> </ul>
Media	<ul style="list-style-type: none"> <li>• Press Releases</li> <li>• Site Visits</li> <li>• Interviews</li> <li>• Events</li> <li>• Website and Social Media</li> </ul>	<ul style="list-style-type: none"> <li>• As and when needed</li> <li>• As and when needed</li> <li>• As and when needed</li> <li>• As and when needed</li> <li>• As and when needed</li> </ul>	<ul style="list-style-type: none"> <li>• Corporate Governance</li> <li>• Customer Health &amp; Safety</li> </ul>



# Group Economic Performance

(Excluded Oversea Group)

## Direct Economic Values Created

The continued generation of financial values such as revenues and profits are essential to sustain the business operations of any for-profit entity. Often, financial performance is necessary to drive environmental and social performance. ESG strategies and action plans typically require some level of financial investments, especially at the start of initiatives.

Financial performance also enables the creation of indirect economic values for stakeholders. This includes distribution of dividends to shareholders, payment of taxes to the government (which enables social and infrastructure development), repayments to finances and the development and support of community infrastructure and services. The latter includes monetary and non-monetary support for a wide range of societal and environmental causes.

Specific information on financial and operational performance as well as the Group's business model and strategies are given in the LBS Bina Group Berhad Integrated Annual Report 2021 ("IAR2021").

	FY2019 <sup>#</sup> (RM'000)	FY2020 <sup>@</sup> (RM'000)	FY2021 (RM'000)
Group revenue	1,300,166	1,073,143	1,344,491
Group profit after tax and non-controlling interests	69,650	40,706	104,844
Total assets	4,063,581	3,913,689	4,173,854
Cash and cash equivalents	77,003	158,302	131,969

### Remarks

# The comparative figures have not been restated following the adoption of the IFRIC Agenda Decision on MFRS 123 *Borrowing Costs*.

@ The comparative figures have been restated following the adoption of IFRIC Agenda Decision on MFRS 123 *Borrowing Costs*.

## Value In Terms Of Economic Impact Vs Environmental Footprint

In FY2021, LBS has commenced efficiency and intensity performance by providing ratios of financial performance against selected environmental indicators. Following is a measurement of revenue performance for FY2021 against said indicators:

		FY2019	FY2020	FY2021
Total build up area for the building	Sqft	771,095	890,598	895,030
Electricity consumption	kWh	7,896,178	7,170,635	7,332,352
Electricity intensity	kWh/Sqft	10.24	8.05	8.19
Carbon emissions (Scope 1, 2 and 3)	tCO <sub>2</sub> e	11,942.86	10,868.54	11,562.53
Carbon emissions (Scope 1 and 2)	tCO <sub>2</sub> e	11,821.89	10,527.06	11,446.30
Emissions intensity (Including Scope 3 emissions)	tCO <sub>2</sub> e/Sqft	0.01549	0.01220	0.01292
Emissions intensity (Scope 1 and 2 emissions only)	tCO <sub>2</sub> e/Sqft	0.015331	0.011820	0.012789

## Indirect Economic Values Created

	FY2019 <sup>#</sup> (RM'000)	FY2020 <sup>@</sup> (RM'000)	FY2021 (RM'000)
Economic value generated	1,319,338	1,087,237	1,357,858
Economic value distributed	1,259,398	1,051,574	1,261,935
Operating costs	1,021,156	826,998	1,024,818
Community investment	1,339	1,437	1,359
Employee salaries and benefits	76,261	66,380	74,245
Corporate taxation	67,077	57,912	63,580
Finance costs	59,219	66,348	60,239
Dividend expenses	34,347	28,043	28,855
Distribution to holders of perpetual sukuk	-	4,456	8,840
Economic value retained	59,939	35,663	95,923

## Group Economic Performance (Cont'd)

### Creating Values Through The Property Development Business Model

With its focus on quality, affordable properties, LBS' business model generates a wide range of socio-economic multiplier effects. At every stage of the value chain, values support economic growth as well as usher improvements to society.

# 01

Our business model generates jobs, unlocks idle land, ushers development into new areas (thereby reducing the pressures on urban epicentres), and enables more Malaysians to own a home.

# 02

Home ownership can offer many benefits to families, individuals and society as a whole. This includes social mobility, access to better education and healthcare, improved job opportunities and more.

# 03

Property development supports infrastructure development such as roads, highways and schools. It enables the creation of catchment populations that allow businesses to commence and sustain operations. Ultimately, the industry is a key catalyst for urban development and progress.



Bandar Saujana Putra Township



## Community Infrastructure And Services Supported

### Construction Of RM55.53 Million Flyover At Bandar Saujana Putra

LBS at its own cost has undertaken the construction of the 4-lane Bandar Saujana Putra ("BSP") Flyover towards alleviating traffic congestion, especially during peak periods.

The interchange shall be accessible to all road users in the area which targets to complete in May 2023. Despite delays caused by the COVID-19 pandemic and rising material costs, LBS as part of its commitment to the local community has proceeded to stay the course and to develop the Flyover.

**BSP****Bandar  
Saujana Putra**



## Group Economic Performance (Cont'd)

### Urban Regeneration At Cameron Highlands

The historic hill town of Cameron Highlands, renowned for its cool climes, required a massive urban regeneration to ensure its continued sustainability. Prior to LBS' involvement, Cameron Highlands saw a mass exodus of its younger population to urban epicentres in search of jobs and career opportunities.

Due to its small population size and lack of commercial activities, businesses also were reluctant to move into the area. Tourists, both local and overseas preferred closer destinations with more modern attractions such as Genting Highlands.

LBS' significant investments into Cameron Highlands-Cameron Centrum has reversed the downward spiral, injecting new lease of life into the hill town. The various development projects have spurred development and activity with tourist interest returning.

Consisting of residential areas, commercial hub, retail outlets, a hotel and more in the pipeline over a total of 7 precincts. Inspired by the English's history in the highland and the Tudor-like design architecture, Cameron Centrum has injected some English influence and its charm within its compound. Nuances of English touches is seen through the themed push carts, mobile buses, clock tower and a telephone booth that are placed around the Centrum Boulevard.

Locals as well as weekend holidayers and long-stay tourists have more options for hotels and accommodation. The interest of tourists has sparked retail businesses, both from within Cameron Highlands as well as other parts of Malaysia to establish a presence.

In particular, the Cameron Centrum project has brought the town's first McDonalds, Starbucks Coffee, Pizza Hut, Baskin Robbins, Tealive, The Coffee Bean & Tea Leaf, Marrybrown, 7-Eleven, Watson's, Guardian, Billion Hypermarket, Family Mart, and Public Bank.



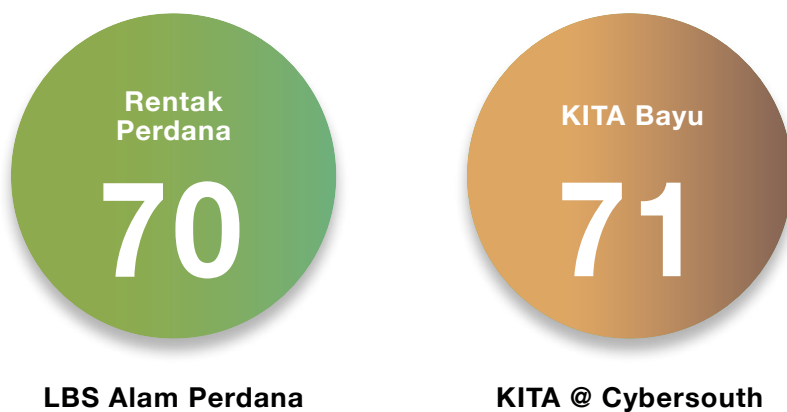
Cameron Centrum Precinct 1

## Product And Service Quality

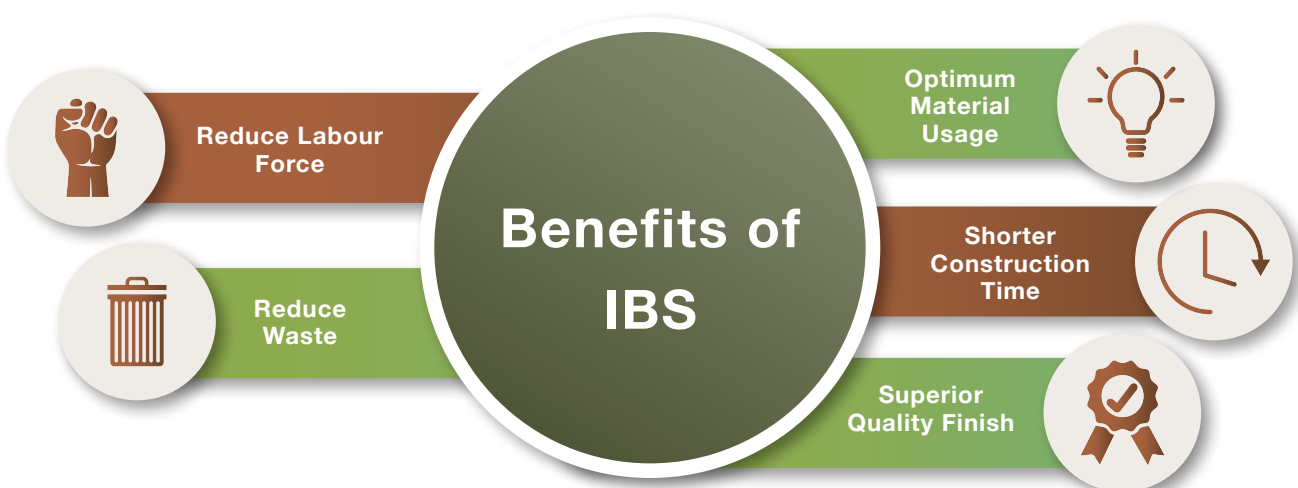
LBS measures quality in terms of build quality of its properties as well as service quality or customer satisfaction.

As per its industry peers, LBS aligns to CIDB's QLASSIC quality assessment system for finished units. Through the IBS expertise provided by subsidiary, MGB, LBS continues to achieve consistent and improving QLASSIC scores for its property projects.

### QLASSIC Scores FY2021



Benefits of IBS Precast Concrete include more efficient use of resources, reduced reliance on manual labour, increased consistency in quality, which reduces wastage, less energy consumption as most components is produced in a factory environment (and therefore reduced environmental impacts).





## Group Economic Performance (Cont'd)

Quality is essential in ensuring customer satisfaction, especially in developing repeat buyers, or buyers through referrals. Focusing on quality also leads to improved operational efficiency by reducing waste and resource consumption, while shortening the construction period.

Given the importance of quality to financial performance, customer satisfaction and company perception, quality and customer satisfaction comes under the direct purview of the Board of Directors and Senior Management.

Defect management is managed through the use of proprietary mobile apps. These apps enable customers to report issues immediately to LBS and rectification action can be then performed soonest. The system also eliminates paper documentation and thus reduces overall paper consumption.

The apps also have tracking and monitor features that enable both LBS' Property Management Department and buyers to monitor the progress of defect rectification.

There have been zero incidents of health and safety non-compliance for LBS' property projects as well as its mall and hotel operations.

## Customer Satisfaction

Customer satisfaction comes under the oversight of the Customer Service Department ("CSD") who addresses complaints and feedback received.

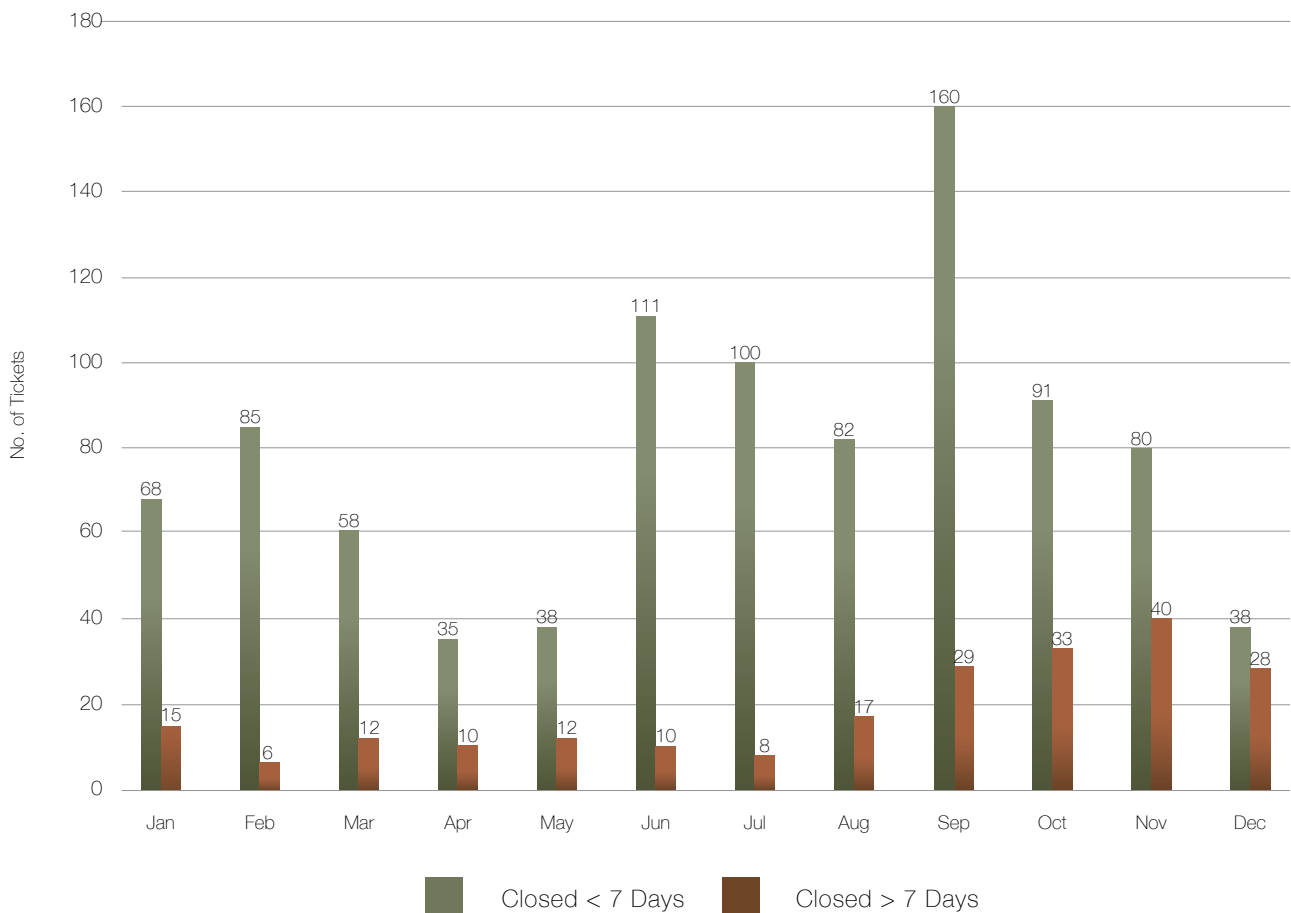
Customers can reach out to LBS via the proprietary mobile apps, the dedicated Helpdesk platform as well as emails. In ensuring timely response, a Service Level Agreement ("SLA") has been developed to ensure speedy and satisfactory resolution of complaints.

CSD established a KPI that customer inquiries / complaints are to be resolved within seven days as much as possible. The bar chart on the following page shows the effectiveness of the customer service helpdesk in responding to and resolving customer inquiries / complaints within the stipulated seven-day period.

As a people centric developer, customer satisfaction remains crucial to LBS. The Group acknowledges that customer expectations are constantly evolving, therefore the greater focus by CSD to enhance customer experience and to improve service processes towards seeing an upward movement in issues resolution.



## Customer Service Helpdesk Response Summary



Month	SLA
Jan	82%
Feb	93%
Mar	83%
Apr	78%
May	76%
Jun	92%
Jul	93%
Aug	83%
Sep	85%
Oct	73%
Nov	67%
Dec	58%

**2021 SLA : 80%**

*Note: Service Level Agreement (SLA)*

*= Resolved Enquiries in less than or equal to 7 days*

## Group Economic Performance (Cont'd)

### Supporting Local Procurement And Local Supply Chains

LBS supports local procurement evidenced through a clear preference to always select local goods and service providers unless local providers are unable to provide such goods and services at the required specifications and quality.

Local is defined as in local to where LBS operates.

The case for local procurement is made based on the many socio-economic benefits generated for local supply chains, local talent and local communities. LBS' size and market position provides the unique opportunity to generate employment opportunities and develop many Malaysian small medium enterprise and industries, which are essential to the economic growth of the nation.

Local procurement also enables knowledge and skills transfer as well as reduces environmental footprint (when compared to importing goods or services from abroad). This is due to local procurement typically having shorter supply lines and thus less resources are consumed to produce and supply the goods or services.

### Fair Competition For Local Procurement

Selection of local procurement is made through a rigorous tender process towards ensuring that only qualified suppliers with the best value proposition can bid for and are awarded contracts.

As LBS' business model is centred on property development, construction related procurement is managed under the subsidiary company, MGB. LBS oversees MGB and has some level of control and approval on the choices of materials and suppliers.

LBS' direct procurement under the Group is limited more to finished items such as sanitary ware, lock sets, tiles and others. Other construction items procured including administrative items such as stationery, office supplies and others, which are not deemed material.

As a property developer, LBS, has developed a nomination process to nominate contractors / consultants. Nominated contractors / consultants have been assessed for quality, ESG practices and price competitiveness.

The Group typically engages with a limited number of suppliers who have passed LBS stringent quality standards and are able to provide goods and services at the required standards. All contractors are encouraged but not all items are compelled to purchase from the nominated suppliers.

Interested vendors may bid under an open tender system where contracts are awarded based on the best value proposition offered in terms of cost, quality of goods and services and other set criteria. Local procurement comes under LBS' Contract Department and receives oversight from the GMD.

## Local Procurement Data

	FY2019	FY2020	FY2021
Total procurement budget (RM)	14,661,180	12,421,858	17,570,551
Total local procurement budget (RM)	11,043,373	12,081,311	13,442,107
Percentage of local procurement budget	75%	97%	77%
Total number of suppliers	3	3	3
Total number of local suppliers	3	3	3
Percentage of local suppliers	100%	100%	100%

## Assessing Contractors / Consultants' Performance

LBS assesses contractors / consultants through an annual review or six months after a project has reached vacant possession status. Contractors / consultants are assessed based on the following criteria:

Criteria	Description
Organisational core competencies	Project awareness & commitment, productivity, problem solving & decision making.
Technical competencies	Design compliance, design drawing accuracy, constructability of the design, practicality of the design, cost control and awareness, drawings and variation orders.
People / leadership competencies	Staff availability, coordination and correspondence to / with other parties.

Where necessary, a thorough post-mortem session is held between LBS and contractors / consultants towards driving quality improvement.



## Environmental Performance



LBS is cognisant that the property development industry contributes a wide range of environmental impacts.

However, the industry also has tremendous opportunity to transition and adopt more sustainable development approaches. These include circular construction, green building design and construction, Industrial Building Systems ("IBS") and continued digitalisation and technology. The aforementioned enable the emergence of a more "greener" industry and the continuation of an essential business sector that is vital towards meeting the nation's housing needs and socio-economic aspirations.

Construction and property development is a vital economic sector and one of the largest contributors to global and domestic Gross Domestic Product ("GDP"). Both play a vital role in driving much-needed infrastructure development and economic growth.

This also includes sufficient supply of homes, especially affordable homes, to ensure that prices remain within the buying capability of Malaysia's expanding middle class comprising newly-weds, young families, single adults and others.

Pertaining to LBS, building and construction works are undertaken by the Group's subsidiary and construction arm, MGB Berhad, which is also a Bursa Malaysia listed entity.

Details on MGB's environmental performance including performance data for emissions, energy consumption, waste, water and resource consumption is given in the MGB Sustainability Report 2021. The report is available for download from the MGB corporate website.

## Management Approach To Environmental Footprint

LBS' environmental disclosures are scoped specifically to its direct operations. As a property developer, the biggest environmental aspect is consumption of land resources i.e. the purchasing of landbank for property development.

The Board and Senior Management are also cognisant that its design for townships and standalone projects also play a significant role in creating or reducing environmental impacts. This is vital as it involves considering environmental impacts of the project not just during its construction phase, but also throughout its lifecycle.



### Thinking

of environmental and social impacts beyond design and construction, but throughout the project lifecycle and also subsequent usage by the community and homeowners.

Long term and largest impact, looking into Scope 3 related impacts outside the immediate boundary of the organisation.



### Reducing

environmental and social impacts through design and technology.

Looking at reducing and managing ESG impacts across the process and the project lifecycle.



### Reducing

environmental and social impacts from construction activities.

Managing impacts at projects sites by working with all value chain players, ensuring regulatory compliance.

In guiding its approach, LBS continues to align its operations to the following UN SDGs:



## Environmental Performance (Cont'd)

FY2021's data for energy, emissions, and water consumption has been scoped to the following sites:

Group	Area
Offices	Head office, Batu Pahat office, Cameron Highlands office and Ipoh office
Construction sites	Selangor: KITA @ Cybersouth, LBS Alam Perdana, Puchong, Bukit Jalil, Seri Kembangan, Bandar Saujana Putra Perak: Chemor Pahang: Cameron Centrum, Cameron Golden Hills Johor: Molek, Laman Bayu
Sales galleries	Bandar Saujana Putra, Batu Pahat, Bayu Hills @ Genting Highlands, Brinchang Square, D' Island Residence, KITA @ Cybersouth, LBS Alam Perdana, LBS Sales Gallery @ Bukit Jalil, Prestige Residence, Skylake Residence
Malls	M3 Mall
Hotels	SCAPES Hotel

LBS, through MGB ensures that all project sites come under stringent environmental pollution monitoring to ensure effluents, noise, and emissions levels are in compliance with standards set by the Department of Environment ("DOE").

LBS and all subsidiaries adhere to Environmental Impact Assessments (EIA) and Environmental Management Plan (EMP) requirements to ensure the safety and quality of the environment.



## Land Use

As mentioned, land is necessary for the property development business model. Whether land is purchased and owned outright by the property developer or is acquired through a joint venture partnership with landowners, land is the first step in the property development process.

Equally important, land parcels must be strategically located and acquired at competitive prices to ensure the final product is within the buying capabilities of prospective homeowners.

Given LBS' business model, which is centred on developing townships and standalone projects, the Group is a comparatively large consumer of land. Following is its landbank position as at end March 31, 2022:

State	Remaining Land Acreage
Selangor	1,010
Johor	1,112
Pahang	163
Perak	407
Sabah	6
<b>Grand Total</b>	<b>2,698</b>

Land that is yet to be developed continues to be well maintained as required under local legislation. This includes undertaking regular maintaining activities to ensure safe conditions.

Prior to commencing with development of land parcels, LBS obtains all necessary regulatory approvals. This includes EIA, social impact assessments, traffic assessments. The Group also submits all necessary proposals and documents to the local council who provides the necessary approvals for the Development Order.

Most of LBS' landbank are situated in urban locations that are generally well developed. Hence, the landbank is inherently low in biodiversity value. Further details are provided in the Biodiversity subsection of SR2021.



## Environmental Performance (Cont'd)

### Climate Change And Emissions

Climate change is arguably, the single most prominent environmental issue that the world faces today.

Across the globe, there is a growing realisation or awakening that climate change is causing significant impacts to weather patterns and the physical environment which, in turn affects entire economic sectors, business activities, our flora and fauna and ultimately quality of life.

Across the world, the construction and property development industry through its business processes, is a significant producer of carbon and GHG emissions, which in turn contributes to climate change.

The Board and Senior Management of LBS are cognisant that by using LBS, a large extent of the various environmental impacts associated with the property development industry can be reduced or mitigated.

Given its importance, climate change now comes under the oversight of the Board. As the highest decision-making body of the Group, the Board of Directors are playing an increasing role in assessing the present LBS business model towards reducing environmental impacts within direct business operations as well as throughout the supply chain and across the lifecycle of projects.

In FY2021, LBS has commenced with initial strategic efforts to incorporate climate change as a business risk, and accordingly, to consider where and how the business model and business process requires adaptation or outright change towards effectively addressing risks and to reduce environmental footprint.



## Risks And Opportunities Associated With Climate Change

### Physical Risks

- Changes in weather patterns may lead to greater occurrence of flash floods with increased severity. More locations may become flood prone and hence, not suitable for development. Landbanking and development strategies may be impacted.
- Greater infrastructure investments may be required to deepen waterways and to provide more channels to effectively disperse rainwater.
- Building designs may need to come with flood resistant features that could also lead to increased design and construction costs.
- Excessive rain could lead to extended delays on project works in construction sites, resulting in revenue loss. Wet and slippery conditions arising from rain can increase risks of accidents and injuries at work sites.
- Drought may lead to certain locations being less suitable for development. Alternatively, additional considerations are required for rainwater harvesting, water recycling and water saving features. Water cuts at property developments may become more frequent and more severe and longer.
- Choice of vegetation at sites may need to be types that require less water or are resilient to drought.

### Transitional Risks

- As LBS looks to evolve its business model towards meeting climate change impacts, significant capex requirements may be needed. Productivity can also be disrupted. For example, the use of solar on offices and sales galleries or on project sites may have initial disruptions as the Group transitions to RE.
- Delays in approvals by authorities for solar installations can also lead to business and operational disruptions.

### Financial / Reputational Risks

- Any climate change induced disaster could cause short-term financial impacts but long-term reputational loss.
- A flash flood may mean that a particular area is now shunned by buyers. This could significantly affect developers.
- Flash floods are also often linked to over development, which casts a negative light on property players.

### Opportunities

- Greater realisation among stakeholders, especially the authorities and buyers supports green building designs and concepts.
- Greater opportunity to introduce more eco-friendly features into the design and construction of homes.
- Regulatory support for greater use of grey water or recycled water for non-potable consumption.
- Greater incentives to transition to RE i.e. solar energy.

## Environmental Performance (Cont'd)

### Financial Costs Associated With Climate Change Risks And Impacts

LBS acknowledges that climate change impacts can lead to financial impacts. The Group has not released specific financial numbers in terms of CAPEX or OPEX. But it has made provisions in its budgeting to fund new design and build requirements necessitated by climate change.

### Responding To Climate Change (Climate Change Scenario Planning)

One of the major issues in Malaysia is flash flood, which has been exacerbated by climate change. One of the initiatives undertaken by LBS is ensuring that all of its developments come with sufficiently sized retention ponds.

Going beyond, in November 2020, LBS upgraded the retention pond at Simfoni Perdana. The upgraded retention pond enables an increased storm water capacity in the event of torrential thunderstorms to reduce the risks of flash floods.

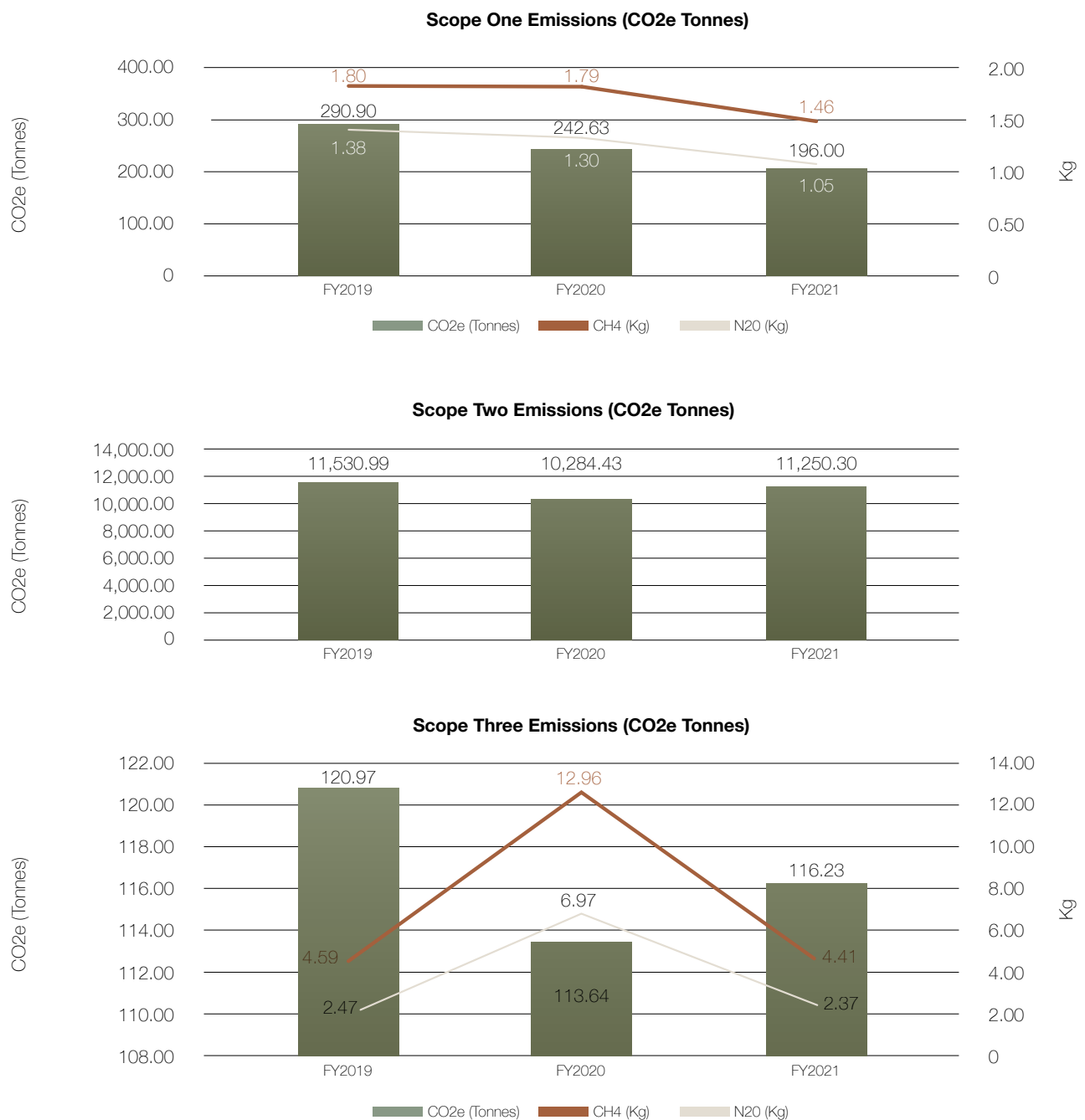


*Simfoni Perdana*

## Carbon Emissions

LBS measures its carbon emissions based on the GHG Protocol and calculation is done using formulas provided by the Malaysia Greentech Corporation ("MGTC").

## Emissions Data





## Environmental Performance (Cont'd)

### Energy Consumption

As mentioned, the construction and property development industries consume significant amounts of energy. This includes Scope One and Scope Two energy sources.

In Malaysia, Scope One energy typically comprises diesel and fuel. Diesel is used to power machinery and gensets on work sites, while petrol is consumed by the organisation's vehicle fleet.

Scope Two energy comprises mainly electricity sourced from the local grid. However, given that a large portion of electricity produced in Malaysia comes from coal and other hydrocarbon fired power plants, the consumption of electricity indirectly contributes to emissions.

Within LBS' business operations, significant energy consumptions come from its mall and hotel operations as well as project sites and its sales galleries. However, project sites come under the purview of the Group's construction arm, MGB and hence has been excluded. MGB's energy consumption is provided in the MGB Sustainability Report.

Energy is also consumed by LBS' head office. Beyond reducing environmental impacts, LBS is also driven to reduce energy consumption towards achieving improved cost and operational efficiencies.

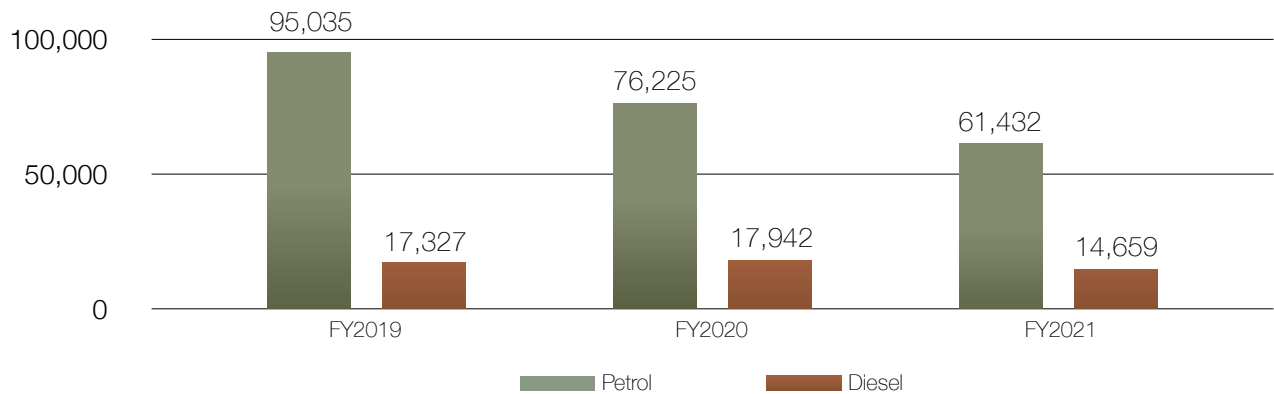
Through the use of IBS precast concrete, provided by MGB, LBS is also able to further reduce energy consumption for its property development projects.

Energy Source	Area
Electricity from the national grid	Head office, Mall, Retail, Hotel, Sales Galleries, Project sites.
Diesel and petrol	Gensets and machinery on project sites, vehicle fleet (petrol); Cybersouth site and sales gallery <sup>1</sup> .
Solar	Ongoing plans for installation at Group head office.

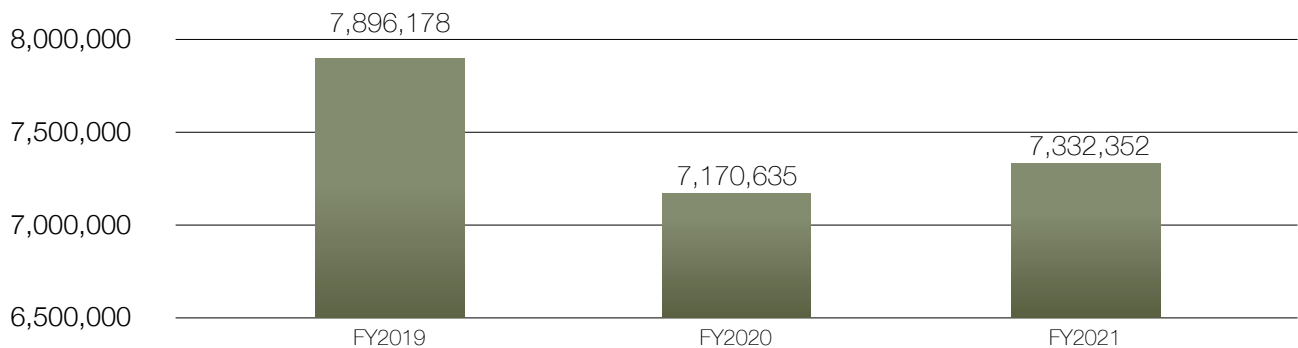
<sup>1</sup> As of September 2019, the Cybersouth sales gallery has been connected to the national grid, thus reducing reliance on diesel gensets for electricity.

## Energy Data

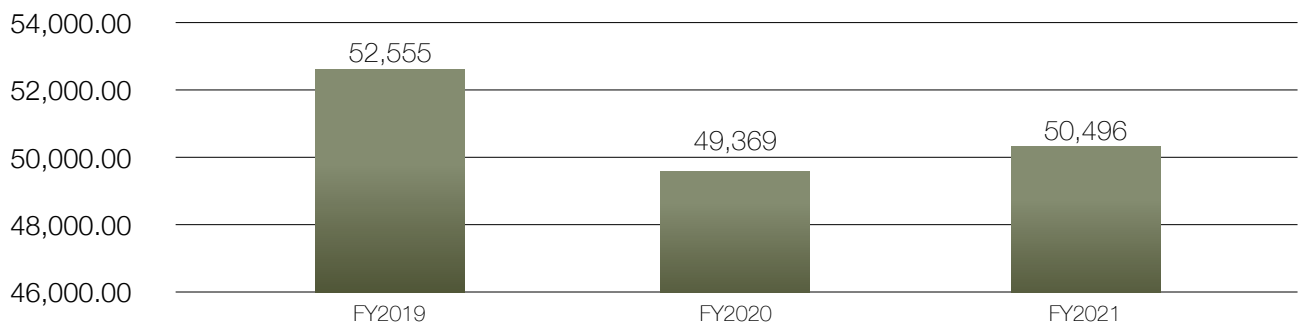
**Direct Energy Consumption: Petrol and Diesel (Litres)**



**Electricity Consumption (kWh)**



**Fuel Consumption (Business Travel): Petrol (Litres)**



## Environmental Performance (Cont'd)

### Managing Energy Consumption

Increasingly, LBS is exploring solar energy beginning with a feasibility exercise for installation at the Group's headquarters. This initiative is jointly undertaken with MGB.

Considerations include the intermittent nature of solar, the dependence on unpredictable weather conditions and the ability to store power produced to power machinery and operations at night.



*LED Lighting for streets, common areas in projects, and etc, to reduce energy consumption throughout project lifecycle.*



*Electricity timer installed at office building parking lots for maximum energy efficiency.*



*Following LBS' "Save Today Survive Tomorrow" initiative, all air conditioners at workplace implemented default temperature setting at 24°C.*

### Managing Stakeholders' Energy Consumption

Going forward, LBS is exploring means to enable its buyers to also become energy efficient and to use renewable energy. The Group is exploring the possibility of including more energy efficient features into its property projects and to provide options for solar use.

LBS is also looking at working with the Sustainable Energy Development Authority and other associated bodies to see how best to enable residential and commercial buyers to adopt RE for their units.

### Water Consumption

Water is mainly consumed at project sites, where it is used mainly for cleaning purposes and for potable consumption. It is also consumed at the Group's mall, hotel, its head office, and sales galleries.

LBS believes that water is a shared and finite resource and access to clean water is a basic human rights.

The recent disruptions to water supply in various parts of Malaysia serve as reminders on how precious water resources are. The disruptions caused significant commercial loss and also affected the quality of life for thousands if not millions of people across the Klang Valley.

Hence, LBS is committed to ensure that its consumption of water should not impact water sources or water bodies. This includes not polluting water bodies such as drains and rivers by ensuring all effluents are within the permissible levels set by the DOE.

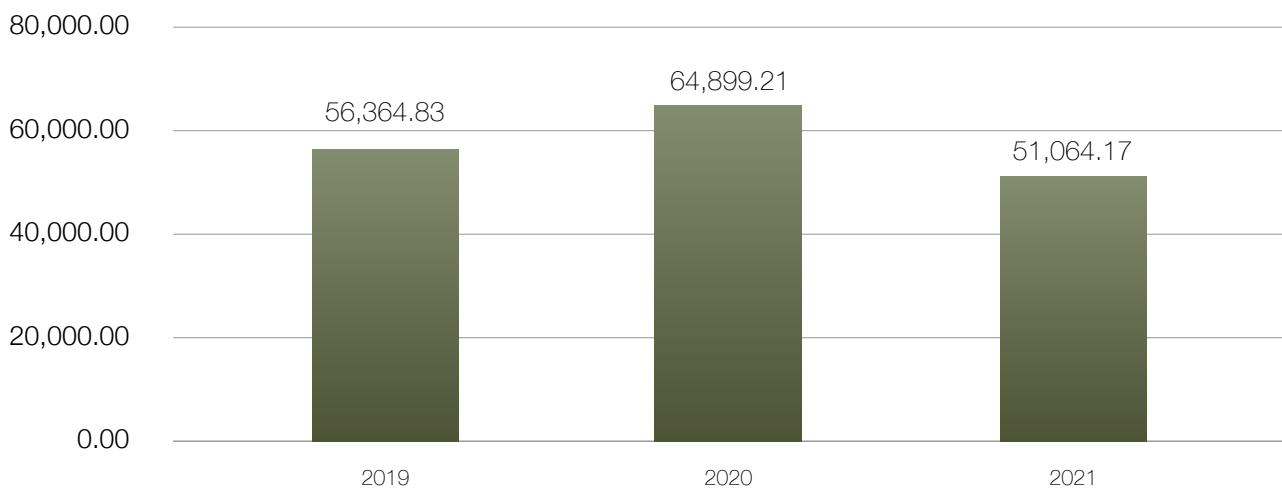
Any issue of discharge exceeding stipulated levels may cause shutdown of operational sites and lead to censures and fines from enforcement authorities.

Water is sourced from the water utility company.

Increasingly efforts are being made to recycle water at project sites for non-potable application. Existing efforts to promote water efficiency continued to be maintained. This includes ongoing efforts to reinforce the message of efficient water use among employees.

The Group, as much as possible, attempts to incorporate water saving fixtures into its developments. These include water-saving taps and using gravity to drive water flow, thus reducing the requirements for water pumps, which consume electricity.

#### Water Consumption in M<sup>3</sup>



### Waste Management

The process of building homes, converting idle land into a township or a commercial / residential project consumes significant resources and also produces various types of waste. These include construction waste such as concrete waste, food, and paper waste from mall and hotel operations.

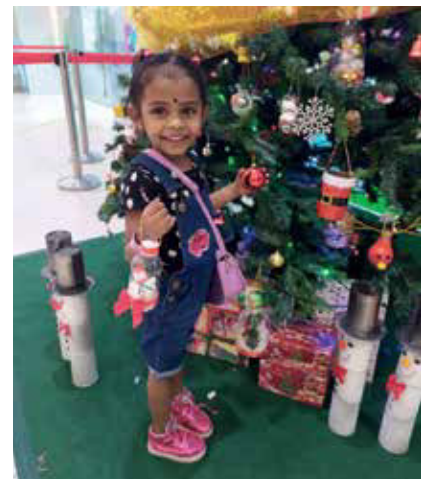
Waste management deals with material waste products that produce carbon emissions and when not well managed can pollute water systems, dirty the environment, and become an eyesore.

Beyond environmental impacts, poor waste management can impact entire communities and cause serious reputational damage to LBS or its property projects. Cleaning-up waste or contaminated environments will incur additional operational costs.



## Environmental Performance (Cont'd)

Waste can be categorised into hazardous and non-hazardous. As much as possible, waste is recycled or repurposed to prevent sending waste to landfills. In addition, the continued use of IBS enables raw material optimisation within a controlled environment. This reduces wastage of materials when compared to in situ development. LBS collaborates with nearby waste collection centres to establish a bi-weekly waste collection schedule for all operational sites.



*As part of its approach in promoting community awareness on recycling, LBS conducted a complimentary Christmas Decoration Workshop using recycled materials at its M3 Shopping Mall. At the event, recycled materials were used to create Christmas decorations.*

LBS' approach to waste management is guided by UN SDGs 11: Sustainable Cities and Communities and UN SDGs 12: Responsible Consumption and Production.

Mall / Hotel	Head Office and Sales Galleries	Project Sites
<ul style="list-style-type: none"> <li>• Resize portions and takeaway boxes.</li> <li>• Reduce paper consumption.</li> <li>• Reduce single-use toiletries.</li> <li>• Constant reinforcement of message through posters and other materials.</li> <li>• Dedicated recycle bins.</li> </ul>	<ul style="list-style-type: none"> <li>• Implement printing monitoring system to minimise printing.</li> <li>• Use of digital platforms to reduce physical meetings (energy and paper consumption).</li> <li>• Bi-weekly recycling initiatives.</li> <li>• Implementation of 3R system among staff.</li> <li>• Replaced single-use plastic water bottles with reusable glass bottle.</li> </ul>	<ul style="list-style-type: none"> <li>• Awarding of projects to contractors that employ IBS prefabrication to reduce waste.</li> </ul>

## Materials Consumption

LBS continues to enhance its overall resource efficiency towards mitigating environmental impacts and to reduce costs. Materials constitute a major part of construction cost. Reducing material use will ultimately enable cost reduction.

In managing material use, LBS is guided by its Environmental Policy. The Policy provides clear guidelines on proper usage of materials as well as recommends the appointment of contractors who are resource efficient. In particular, contractors that use IBS or precast systems as well as Aluminium formwork.

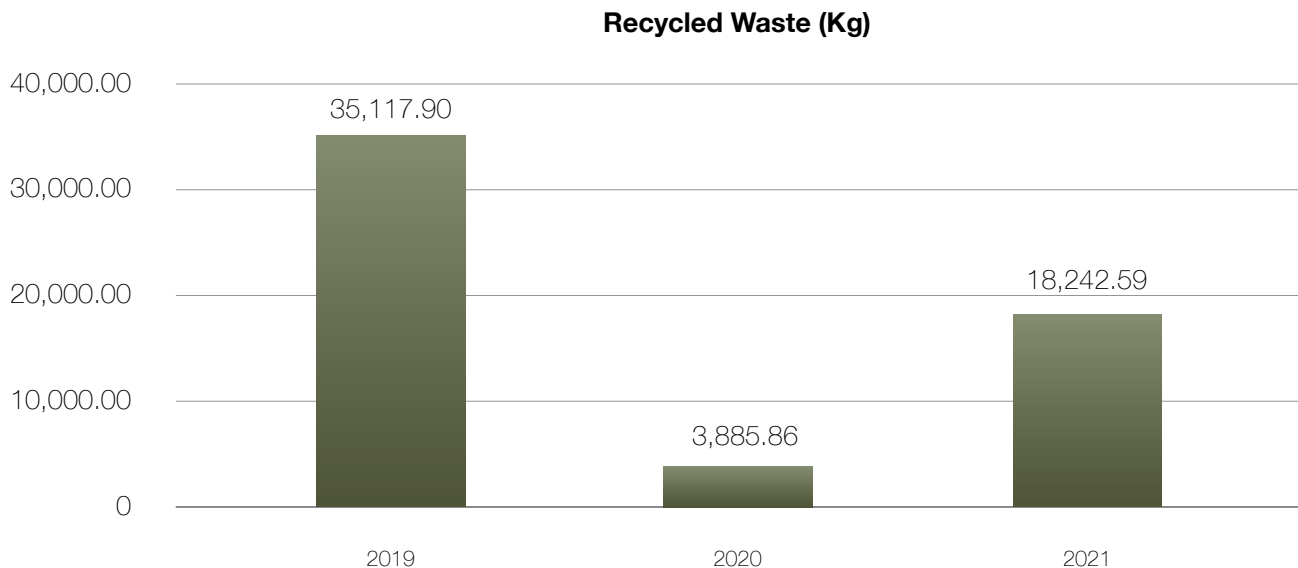
Again, the process of driving optimum resource efficiency begins with design, where the focus is to adopt building designs that require less usage of building materials, or usage of more green building materials.

At the construction stage, emphasis is placed on using IBS precast concrete or other methodologies that support efficient resource use and reduces wastage, by ensuring higher quality of finished products.

## Environmental Performance (Cont'd)

### Waste Recycling Data

As much as possible, LBS recycles produced waste. Recycled waste includes plastics, paper, office waste, cardboard, aluminium and other recyclable materials. Following is the Group's total recycled material output:



LBS has been an active proponent of waste recycling. Since 2019, through LBS Foundation, the non-profit, charitable arm of the Group collected some 35,117.90kg of recycled items from Recycle Project.

Despite the onset of COVID-19 recycling efforts were also made in FY2020 and subsequently FY2021. Efforts comprised voluntary collection of recyclable items including office recyclables and from employees' homes.

# Environmental Performance Monitoring

Summary of environmental related issues and mitigation measures identified through EIA for the Mixed Development Project in all of our projects.

No	Environmental Related Issues	Key Mitigation Measures
1	Soil Erosion	<ul style="list-style-type: none"> <li>• Provide protection or restorative covers such as vegetation and plastic sheets on exposed areas;</li> <li>• All earthworks exceeding 1.5m in height or depth will not be cut or cleared until the site is ready to be worked;</li> <li>• Greeneries will not be cut or cleared until the site is ready to be worked, whereby the cleared ground will be refitted with turf (3 months – dry season / 1 month – wet season) after commencement of earthworks.</li> </ul>
2	Water Quality	<p>Mitigation measures for this environmental issue are to ensure the Group undertakes the necessary provisions in ensuring proper flow and quality of water discharge, which includes among others:</p> <ul style="list-style-type: none"> <li>• Diesel storage tanks are to be sited within a concrete bunded area;</li> <li>• Separate stores to be provided for chemicals (oils, paints etc.) and scheduled wastes equipped with secondary containment;</li> <li>• Establishment of an Emergency Response Plan (ERP);</li> <li>• Design of primary and secondary outlets;</li> <li>• Proper maintenance of the retention pond and sewerage treatment plant.</li> </ul>
3	Air Pollution	<p>Actions undertaken for this environmental issue are aimed at reducing the circulation of air pollutant such as dust, as exemplified below:</p> <ul style="list-style-type: none"> <li>• Watering of unpaved roads within the project site with an increased frequency during hot and dry periods;</li> <li>• Dusty stockpile materials to be kept and maintained in damp conditions;</li> <li>• Provision of wash through and wheel washing at the main entrance of the project site and mid-section;</li> <li>• Truck loads carrying dry materials (cement, sand, aggregate, soil etc) to and from the construction site are to be covered with tarpaulin.</li> </ul>



## Environmental Performance Monitoring (Cont'd)

No	Environmental Related Issues	Key Mitigation Measures
4	Waste Management	<p>In order to ensure the proper management and disposal of waste generated from our project sites, we undertake the following key actions:</p> <ul style="list-style-type: none"> <li>• Good housekeeping practices to be upheld by the Contractor at all times;</li> <li>• General construction waste to be recycled on site as much as possible;</li> <li>• Unsalvageable demolition waste to be stockpiled at a designated site and sold to salvage yard operators or other parties that are equipped to recycle the materials;</li> <li>• Scheduled waste to be stored in a suitable container under a cover with provisions that prevent leakage or spillage into the environment;</li> <li>• Storage area for scheduled waste will be secured and provided with secondary containment for control of spillage.</li> </ul>
5	Noise Generation	<p>Measure for this issue is to ensure the reduction of harmful noise generated due to work performed and activities on the project sites, which includes among others:</p> <ul style="list-style-type: none"> <li>• Construction activities to be confined to day time (7am – 7pm);</li> <li>• Use of acoustic cover or screen for noisy machinery is to reduce noise at source;</li> <li>• Metal hoarding will be erected around the project site.</li> </ul>

As prior mentioned, LBS undertakes all necessary monitoring of environmental performance to ensure regulatory compliance with DOE standards. This includes monitoring air emissions, discharge of effluents or silt into water bodies and noise levels.

FY2021 has seen the Group being censured once for non-compliance at its Cybersouth project site. The issue has been rectified and work continues at the site on schedule.

## Biodiversity

While LBS' project sites are situated in urban areas with little to no biodiversity, the Group is cognisant of the role it can play in reviving or increasing biodiversity at its sites as well as through CSR programmes and activities. The latter includes mangrove planting initiatives undertaken by the LBS Foundation, the Group's non-profit charitable arm.



*Fishes were released into the lakes at D' Island Residence, demonstrating compassion and restoring aquatic biodiversity.*

All of LBS' project sites comply with regulatory requirements to ensure a minimum of 10% of space is reserved for green landscape. Going beyond, LBS is looking to introduce local flora species at all sites. This includes IUCN Red List species, where suitable. None of the Group's project sites have been deemed sites with high biodiversity / high conservation value. Neither does the Group operate adjacent to sites with high biodiversity / high conservation value.

Biodiversity is material to LBS as green landscapes contribute to cleaner air and a better living environment in its developments. In the larger context, biodiversity is vital for food security, traditional livelihoods and traditional medicine.

Focusing on biodiversity conserves and enhances local environments and also brings benefits such as reduced ambient temperatures, reduced risks of landslides and flash floods and other risks.

Biodiversity also can be tapped to promote environmental consciousness among the community, which in turn promotes greater understanding among local communities on the importance of sustainability.

LBS' approach to preserving ecosystems and biodiversity is encapsulated in its Environmental Policy. The Environmental Officer is responsible for overseeing environmental aspects of any given project, with typical tasks including engagement of project site personnel and the inspection of project site activities to ensure compliance with environmental laws and regulations.

While no official biodiversity audits have been conducted, the mandatory EIA required for development approval stipulates that the developer include information on existing flora and fauna within the project site. Hence, LBS does provide information on the flora and fauna found in the area in its EIA reports.

All EIA reports are conducted by an independent 3rd party that is qualified to undertake such reports. Thus far, there have been no citing of any risks of biodiversity loss at any development projects.

Going forward, LBS will explore working with organisations to promote biodiversity at its sites as well as to stakeholders. LBS has allocated a budget to manage biodiversity and to undertake environmental conservation activities.

## Environmental Performance Monitoring (Cont'd)

### Tree Planting To Preserve And Restore Biodiversity

As a responsible developer, LBS has planted a wide range of local flora and fauna at its projects. In particular, the Group's projects in the mountain retreat of Cameron Highlands have seen a total of 1,846 trees of varied species in recent years.





# Social Performance

As LBS looks to address its environmental impacts, the Group places equal emphasis on addressing social impacts.

Mainly, the Group's material social topics are those linked to its key stakeholders who are the employees of LBS, local communities and also 3rd party workers who work on LBS' project sites. The latter primarily comprise workers of contractors and sub-contractors hired by LBS.

LBS does not directly hire 3rd party workers. Its workforce comprises almost exclusively of full-time employees.

As LBS progresses on its sustainability journey, it will continue to identify areas where it can deliver lasting positive impacts to stakeholders. This includes supporting local employment and benefitting local communities through socio-economic development.

## Committed To Upholding Human Rights

LBS is committed to respecting and adhering to internationally recognised human rights standards such as the International Bill of Human Rights. The Group also complies with fair labour practices as stipulated in local statutory laws across its company operations ("Human Rights Laws").

LBS has implemented Human Rights Policy. The Policy is aligned to the Children and Young Persons (Employment) Act 1966. The Human Rights Policy is available for viewing here: <https://lbs.com.my/sustainability/>.

It clearly states the prohibition of the use of child labour and exploitation of workers as well as forbids discrimination based on ethnicity, religious beliefs, social backgrounds and other socio-demographic factors.

LBS' working hours are regulated under the employment contract with the employee, Malaysia Employment Act 1955 and the Employment (Limitation of Overtime Work) Regulations 1980.

The Company condemns all forms of child exploitation and modern slavery. All workers, especially those employed by 3rd party contractors or sub-contractors, must ensure their labour force is treated with dignity and safe working conditions are provided. LBS is strictly against forced labour, modern slavery, debt bondage, and human trafficking.

Workers must have decent living quarters and access to healthcare and be accorded all rights including the right to freedom of association, the right to religious freedom and collective bargaining. Workers' employment hours, including overtime, must not exceed the stipulated normal working hours by local labour laws.

There have been zero human rights violations during the reporting period.

As a leading property developer, LBS also continues to play a role beyond its supply chain to support industry initiatives on eradicating or preventing forced labour, modern slavery, debt bondage and human trafficking. LBS' position in all of the aforementioned are a severe violation of human rights and restriction of human freedom and hence, must be prevented. Given its seriousness, the matter of human rights comes under the purview of the Board of Directors. The Group continues to closely monitor its work sites and in particular, its supply chain for possible human rights violations. The WB mechanism doubles a reporting mechanism for human rights violations.



## Social Performance (Cont'd)

### Human Rights And Related Training

Moving forward, Human Rights and related training will be conducted for employees of the Group, especially for HR to attend training on handling domestic inquiries brought up through the WB mechanism or any other grievance mechanism. In particular, training shall be on ensuring professional handling of domestic enquiries via virtual mediums.

Training plans in relation to the topic were disrupted by the COVID-19 pandemic and the intention is to restore the training schedule for human rights matters going forward.

### Occupational Safety And Health

As a responsible company, LBS strives to always ensure a safe and secure work environment for all stakeholders. Stakeholders comprise employees, suppliers, contractors, visitors, and others who may be involved in our business operations.

The topic of occupational safety and health ("OSH") is most material on project sites (as opposed to office environments), where there can potentially be higher risks for the occurrence of OSH incidents.

The emphasis on OSH is driven by a wide range of motivations. Among these include business or commercial reasons as OSH incidents such as an accident, can cause serious disruption to ongoing works, causing delays in progress or damages that lead to additional costs incurred.

OSH incidents can also lead to site shutdowns by regulatory authorities, which will consequently impact the schedule of work and revenue recognition. Any OSH incident may significantly disrupt the continuity of business activity leading to financial loss, not forgetting impacts to brand credibility and reputation.

However, the single most compelling motivation to ensure excellent OSH is to keep people safe. Any incident that causes injuries or fatalities is a serious tragedy and has serious impacts on families and societies. It is an irreplaceable loss and human life is precious.

The Board and Management of LBS are cognisant that its stakeholders may be parents or have come far from other countries to seek a livelihood. Hence, it is imperative that they can work in the safest conditions possible and go home after putting in a productive day's work.

LBS' construction arm, MGB is responsible for on-site safety and health. Through MGB, all Group construction sites are 100% OHSAS 18001 certified. MGB has established clear OSH Committees with worker representation on these committees. On average, workers comprise 20% of these committees.

Aside from that, LBS' head office has its OSH Committee and the enforcer team comprising 10.6% of total staff whilst M3 Shopping Mall and SCAPES Hotel have formed their Safety and Health committees respectively.



## Social Performance (Cont'd)

### OSH / HSE Training

Trainings continue to play an important role in OSH related matters. There were total of 267 employees trained on HSE in FY2021.

Besides training, LBS organised safety awareness sessions. This included fire prevention and first aid briefings / refresher courses. In addition, all site staff must have at least a CIDB green card which they are required to renew their card every 2 years.

### OSH Risk Assessment

LBS conducts periodic risk assessments for the entire Group and they include OSH risks assessments. In addition, specific project risks assessments are also conducted for all project sites that includes OSH risks assessments.

However, LBS acknowledges that staff who are based on, or mostly work on project sites are likely to have higher risks. Compared to office environments, project sites, i.e., construction sites, storage depots and others, inherently have higher OSH risks.

LBS' construction arm, MGB, continues to champion safe and secure construction sites. This includes establishing all necessary systems, providing training to site staff and undertaking Hazard Identification, Risk Assessment and Risk Control ("HIRARC").

Year	Total man-hours <sup>2</sup>	Fatalities	Number of re-recordable work-related injuries	Total number of lost days / LTIs	LTI Rate	LTI per million hours worked	Incident Report	Occupational diseases rate	Work related injuries outside the work-place
2019	746,932.0	0	0	352	1.34	471	0	0	5
2020	760,884.0	0	0	44	0.53	58	0	0	2
2021	866,298.5	0	0	91	0.46	105	0	0	2

<sup>2</sup> Average overall total number of days worked by workers

## Covid-19 Prevention

In response to COVID-19, LBS has taken all measures required under government SOPs to ensure a safe and healthy working environment at all operating sites to the best ability of the Group.

From the onset a COVID-19 committee, helmed by the Safety and Health Committee and supported by enforcers from various departments, was formed to spearhead all related measures and strategies to ensure high SOP compliance.

A disinfection schedule for all workplace was initiated as mandated by SOPs. A work-from-home system was initiated. For employees required physically to be at their work sites, a Team A and Team B rotational system was implemented.

Daily temperatures scans were held, supported by COVID-19 testing for all staff working at sites on a fortnightly basis. Other initiatives included bi-weekly self-test and declaration, provision of hand sanitisers, masks and gloves for staff.

Constant reinforcement of key messages was achieved via online talks, posters, emails, and other communication mediums. The LBS Broadcast WhatsApp group was created for quick and timely dissemination of key company announcements, updates, and new SOPs to all company Directors and employees.

Any employee or worker who tested positive was immediately quarantined and reported to the medical authorities for further isolation and treatment. LBS also actively encouraged its staff to obtain full vaccination.

Equally important was the implementation of remote work and the use of virtual mediums to facilitate meetings and discussions. The Group also initiated contactless meetings and contactless workflow approval processes.





## Our Workforce

LBS' human capital is its biggest asset. High calibre, professional talent is essential in driving greater productivity and ensuring operations across the Group are at excellent levels.

In essence, the Group's ability to sustain financial and non-financial values is dependent on the recruitment, retention and development of a competent, capable, and experienced workforce across the Group.

Increasingly, with the influx of technology across key business processes such as marketing, design and construction, procurement, risk management, and more, there is a growing requirement to ensure a sufficient talent pool that is technologically savvy and adept at leveraging technology to drive efficiencies and competitive advantage.

Hence, the Board and Senior Management of LBS continue to prioritise talent management and development and maintain direct oversight on this material topic. Matters specific to human resources at the strategic level come under the oversight of Executive Director, Dato' Lim Mooi Pang.

At the operational level, Human Resources Department is responsible for championing talent management and ensuring that LBS' talent pool is well placed to the Group's value creation aspirations, including sustainable business growth.

### Championing Workforce Diversity

LBS continues to foster a diverse workforce comprising talents from diverse demographic backgrounds. The Group is of the view that diversity in professional backgrounds and experiences as well as gender, ethnicity and culture promotes richness of ideas and perspectives which supports innovative thinking and creativity.

A multi-cultural workforce enables diversity of ideas to come to the fore, which enables more effective decision making and problem solving.

Consistent with this view, LBS is committed to further developing diversity and inclusion at the workplace. LBS' approach also is motivated by UN SDGs 5: Gender Equality and UN SDGs 8: Decent Work & Economic Growth.

The Group strictly forbids any discrimination in the hiring, rewarding, remunerating, promotion, and training of employees based on race, gender, and religious background or any other socio-cultural and demographic factors. The same applies to compensation and benefits and employee communication.

All employees or candidates for employment are judged purely on merit; that is their qualifications, experience, professional contributions, and results achieved.

The only exception is a Group-wide preference to hire local talents.

General Workforce	FY2019	FY2020	FY2021
Total workforce	382	419	475
Male employees	168	193	217
Female employees	214	226	258
Malaysian employees	382	419	473
Foreign nationals	0	0	2
Malay employees	183	212	258
Chinese employees	185	194	194
Indian employees	12	12	13
Others	2	1	10
Senior management staff	57	58	56
Management staff	74	97	108
Executives	216	214	234
Non-executives	35	50	77
Number of permanent employees	361	401	450
Number of temporary / contract staff	21	18	25
Percentage of permanent employees	95%	96%	95%
Percentage of employees that are temporary or contract staff	5%	4%	5%
Percentage of global staff with a disability	0%	0%	0%
Percentage of employees entitled to employee benefits	95%	96%	95%

## Our Workforce (Cont'd)

New Hires	FY2019	FY2020	FY2021
Total new hires	92	83	187
New hires (Male)	40	37	96
New hires (Female)	52	46	91
New hires aged 30 and below	59	39	107
New hires aged 31-50	28	38	70
New hires aged 51-65	5	6	10
New hires with disabilities or from underprivileged groups	0	0	0

Turnover	FY2019	FY2020	FY2021
Total turnover	86	44	153
Full-time staff voluntary turnover rate	94%	95%	100%
Turnover (Male)	42	22	79
Turnover (Female)	44	22	73
Turnover aged 30 and below	47	20	72
Turnover aged 31-50	32	17	67
Turnover aged 51-65	7	7	14
Turnover of staff with disabilities or from underprivileged groups	0	0	0

Gender Breakdown based on Employment Position	FY2019	FY2020	FY2021
Number / percentage of female managerial staff	76 / 21%	84 / 21%	84 / 19%
Number / percentage of male managerial staff	51 / 14%	68 / 17%	74 / 16%
Number / percentage of female managerial staff	117 / 33%	120 / 30%	129 / 30%
Number / percentage of male managerial staff	90 / 25%	85 / 21%	87 / 19%
Number / percentage of female managerial staff	11 / 3%	15 / 4%	29 / 6%
Number / percentage of male managerial staff	16 / 4%	29 / 7%	47 / 10%

Salary and Remuneration	FY2019	FY2020	FY2021
Salary difference between men and women	356,073.00	367,336.50	331,526.00
Ratio of basic salary and remuneration of women to men for key employee categories	917,494.60 : 968,856.59 4 Women : 6 Men	968,559.11 : 1,220,015.63 4 Women : 6 Men	935,454.04 : 1,885,331.01 5 Women : 6 Men (updated as at 31/3/2022)

Employee Engagement	FY2019	FY2020	FY2021
Total spend on employee engagement activities	RM50,128.60	RM9,708.65	RM2,237.30

Employee Volunteerism	FY2019	FY2020	FY2021
Number of volunteering hours	243	53	40
Number of employees who volunteered	206	96	95
Percentage of employees who volunteered	54%	23%	20%



## Our Workforce (Cont'd)

### Board of Directors Breakdown

Board of Directors Gender Breakdown	FY2019	FY2020	FY2021 (updated as at 31/3/2022)
By Gender: -			
Female	10%	9%	25%
Male	90%	91%	75%

Board of Directors Ethnicity Breakdown	FY2019	FY2020	FY2021
Bumiputera	10%	9%	10%
Chinese	90%	91%	90%
Indian	0%	0%	0%
Others	0%	0%	0%

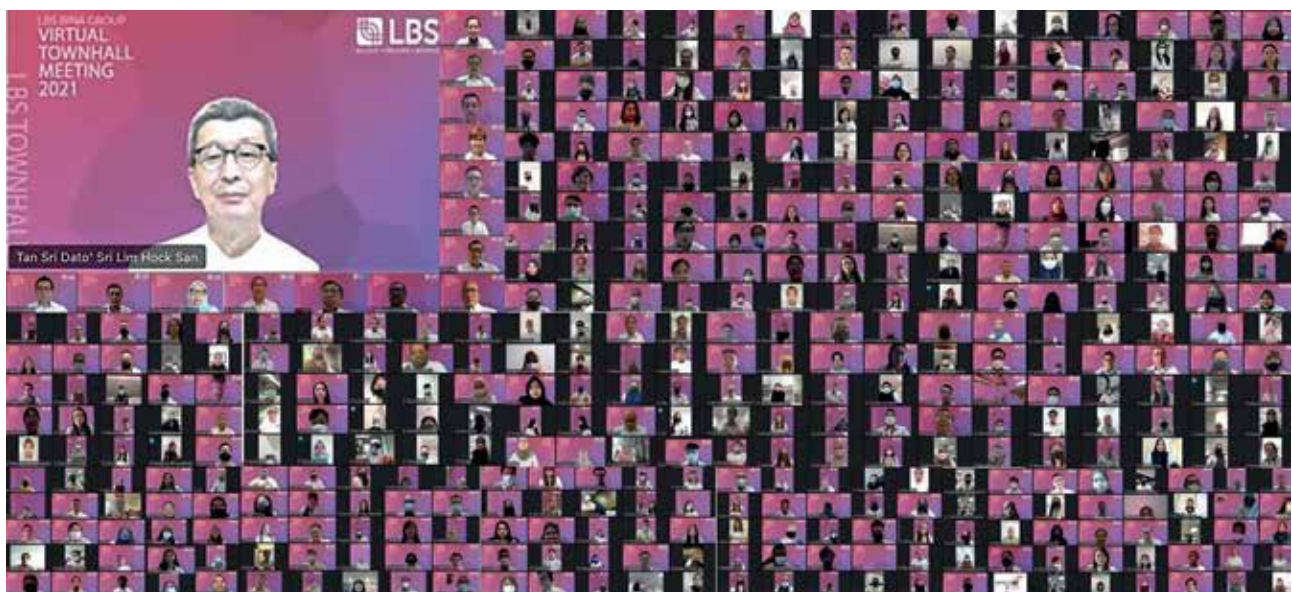
Board of Directors Nationality Breakdown	FY2019	FY2020	FY2021
Malaysian	100%	100%	100%
Non-Malaysian	0%	0%	0%

## Employee Engagement

The last two years has seen LBS focus on engaging its staff through online mediums. This was due to the COVID-19 pandemic, which had made physical engagements such as townhalls not possible.

Nevertheless, a wide range of engagement activities was held for employees. The transition to online has been well accepted by employees across the Group.

Later in the financial year, as vaccination rates increased and COVID-19 restrictions were relaxed, physical sessions were held. The LBS Connect (intranet) serves as the internal platform for communication between management and employees.



## Our Workforce (Cont'd)

### FY2021 Training Events And Programmes

No.	Programme	Date	Mode
1	LBS Connect Virtual Activities & Games		
	a) LBS Play!	Jan - Dec	Virtual
	b) Positive Quote	17-Aug-21	Virtual
	c) Spin Wheel	17-Aug-21	Virtual
	d) Share with you	17-Aug-21	Virtual
	e) Kahoot!	17-Aug-21	Virtual
	f) LBS Talent	17-Aug-21	Virtual
	g) Tell Me Your Wish	20-Aug-21	Virtual
	h) Virtual Zumba	Sep - Dec-21	Virtual
	i) Virtual talk / webinar	May - Oct-21	Virtual
	j) Prizes for Active King & Queen	1-Dec-21	Virtual
2	COVID-19 Vaccines Introduction & Briefing	7-May-21	Virtual
3	Townhall Meeting 2021	25-Aug-21	Virtual
4	Heroes for Change-Dress-up Friday		
	a) Colours of Malaysia	17-Sep-21	Physical
	b) Denim Outfit and Head Accessories	27-Oct-21	Physical
	c) Holiday Season – Beach or Hawaii Vibes	17-Dec-21	Physical
5	Thanksgiving Day	26-Nov-21	Physical

## Employee Remuneration And Benefits

To attract top talents and retain the existing workforce, the Group offers comprehensive workforce benefits and competitive remuneration to all employees. LBS also offers performance-based rewards such as monetary bonuses towards incentivising employees to meet and exceed set KPIs and targets.

Compensation packages for employees are on par with present industry standards and also commensurate with an employee's job performance, skills, knowledge and contributions. Employees are entitled to financial and non-financial rewards which are accorded through annual performance appraisal process.

LBS operates in full compliance to applicable wage, work hours, overtime and benefits laws. This clause is stated in the Group's Human Rights Policy.

Employee Benefits	FY2019	FY2020	FY2021
Total payments made to employees in terms of salaries, bonuses and benefits	40,507,612.73	36,058,045.29	34,153,371.66
Total statutory payments made for employees' retirement benefits (EPF)	4,656,084.00	4,516,099.00	3,994,142.00
Total payments in medical insurance (SOCISO) for employees	254,035.25	259,772.40	287,003.65

Parental Leave	FY2019	FY2020	FY2021
Employees entitled to maternity and paternity leave	306	339	346
Employees who took paternity leave	2	5	9
Employees who took maternity leave	16	12	15

Return to Work Post Parental Leave	FY2019		FY2020		FY2021	
	Male	Female	Male	Female	Male	Female
Return to work rates (return to work after parental leave)	100%	100%	100%	100%	100%	93.33%
Retention rates (remain with the organisation for 12 months or more post parental leave)	100%	56.25%	100%	83.33%	88.89%	73.33%

## Our Workforce (Cont'd)

### Employee Appraisals

All employees from non-executive until senior management level (SGM grade) receive a performance appraisal at least once a year.

In FY2021, 100% of employees were appraised. The appraisal platform is an effective channel that enables multi-party assessment of the employees' performance and allows both his/her superior to provide accurate feedback while enabling said employee to also voice his/her views.

In essence, the appraisal process is meant to fairly judge the employees' job performance and contribution to the company. It also serves the purpose of identifying training and development requirements.

The results of the appraisal are to be mutually agreed by both the employee and his / her superior, which is then provided to Human Resources Department for the development of a customised training plan.

In the event the employee disagrees with the findings of the appraisal, he / she is entitled to voice the grievances to Human Resources Department, who is then responsible for managing the matter to eventual resolution.

LBS provides three types of performance appraisals:

- Year-end individual performance appraisal for all employees who join the organisation before 1st October of the year and their employment being confirmed by 31 December of the financial year.
- Confirmation performance appraisal for new employees whose employment status is confirmed (having served their probation period).
- Contract renewal performance appraisal for employees whose employment is to be renewed on an annual basis (contract employees).



## Employee Training And Development

Fair and equal training opportunities are provided to employees at all levels of the organisation. The objective is to facilitate their continued professional development, which in turn promotes high-performance and productivity from employees, and supports financial and non-financial value creation.

Training is based on the individual employee's training plan which outlines gaps in skills, that the employee, with the support of his / her superior and management, is required to address. This may consist of equipping employees with the required skillsets to improve their job performance, or to take on additional responsibilities towards driving their career advancement within the organisation.

Annually, Human Resources Department develops an Annual In-house Training Plan based on employees' responses on the Training Needs Questionnaire Forms and the appraisal process.

Training requests can also be submitted on an ad-hoc basis by the employee based on their views of what specific training programmes would be relevant to their professional development. This is done via Training Requisition Forms which enable employees to directly indicate their interests in any external training or development programmes. Such requests are subjected to review and approval from their respective Head of Department(s) as well as the Executive Director.

In addition, the Senior Management team can also nominate employees that they believe would benefit from specific training programmes.

Training provided is comprehensive, covering technical expertise, soft skills, leadership capabilities, and OSH training. Human Resources Department shall work closely to ensure sufficient budget and all logistical matters are in place to facilitate employee training. This includes co-ordinating with external trainers.

On a related note, LBS shall be resuming its 'LBS Star Talent' program, which is career fast-track programme for high-performing employees and employees who have been earmarked to assume leadership positions in the Group.

The Star Talent programme is aligned to Management's approach to ensure a sufficient talent pool to support effective succession planning.

## Our Workforce (Cont'd)

	FY2019	FY2020	FY2021
Total training hours as a company	2,018.00	1,140.20	1,510.75
Total training spend as a company	RM79,789.94	RM16,315.07	RM21,250.93
Average training hours per employee	5.6 hours	2.8 hours	3.4 hours

	FY2019	FY2020	FY2021
Average training hours per employee (Male)	6.2 hours	2.6 hours	2.9 hours
Average training hours per employee (Female)	5.1 hours	3.5 hours	3.7 hours
Average training hours per employee (Senior management staff)	12.6 hours	8.3 hours	9.0 hours
Average training hours per employee (Management staff)	8.7 hours	2.1 hours	4.6 hours
Average training hours per employee (Executives)	3.3 hours	2.2 hours	2.3 hours
Average training hours per employee (Non-Executives)	0.3 hours	0.3 hours	0.7 hours

	FY2019	FY2020	FY2021
Total male employees attended training	81	59	166
Total female employees attended training	82	90	211
Total employees attended training	163	149	377

Total Training Hours Per Division / Business Unit	2019	2020	2021
Corporate office	1,923.50	1,017.72	1,344.25
Hotel	16.25	14.50	112.50
Mall	78.25	108.00	54.00
<b>Total</b>	2,018.00	1,140.20	1,510.75

Total Training Spend Per Division / Business Unit	2019 (RM)	2020 (RM)	2021 (RM)
Corporate office	76,494.76	14,315.27	20,518.93
Hotel	286.22	99.90	260.00
Mall	3,008.96	1,899.90	472.00
<b>Total</b>	79,789.94	16,315.07	21,250.93

## Post Training Feedback And Evaluation

All training is assessed for effectiveness post attendance. Post training assessment is conducted through e-Training Evaluation Forms distributed by HR to participants. The forms assess a wide range of aspects including employees' satisfaction with the training, learning objectives and outcomes achieved, and the ability to apply what has been learnt to the respective job.

## Employee Induction And Exit Interviews

All new hires are required to attend an induction programme. The programme is intended to familiarise employees with their new work environment and to expedite acclimatisation to their respective roles and responsibilities.

However, induction programmes also play an important role in creating awareness and understanding of LBS' stringent standards for good corporate governance, anti-corruption, business ethics, and corporate integrity. It is an opportunity for LBS to inculcate the desired behaviours in new employees to ensure continued compliance and the strengthening of the desired organisational culture.

## Our Workforce (Cont'd)

Employees who are resigning from the organisation will be provided with an exit interview survey where they need to complete the questionnaires. HR will then share the employee's feedback with the respective HODs. The information gained from an exit interview is to access what should be improved, changed, or remain intact in the organisation.

### Minimum Notice Periods For Changes

LBS provides sufficient notice for any significant changes to an employees' work environment or job role. The exact notice period differs based on the change and employees are entitled to seek further clarification or information regarding the change.

Employees also have the right to voice any grievances or dissatisfaction arising from the change with their immediate superior or the Human Resources Department. HR serves as neutral, non-biased party to resolve issues towards ensuring a mutual satisfactory outcome for both employee and LBS.

### Freedom Of Association

LBS respects the right of employees to join, support or participate in any legal association, cultural society, professional body or political entity as provided for in the laws of the country. LBS does not discourage, or hinder employees from such involvement so long such participation is not against the law.

Employees may choose to jointly bring up issues or concerns to management. Such collective negotiation is recognised by the Group, with employee representatives of such groups given due credence by HR and Senior Management.

### Providing Internship And On The Job Training

The Group continues to provide internship opportunities for undergraduates. In particular, candidates with physical disabilities or from disadvantaged backgrounds are given preference in line with UN SDGs 10: Reduced Inequalities. In FY2021, 16 interns were taken on board with 3 absorbed as full-time employment.

### Minimum Wage

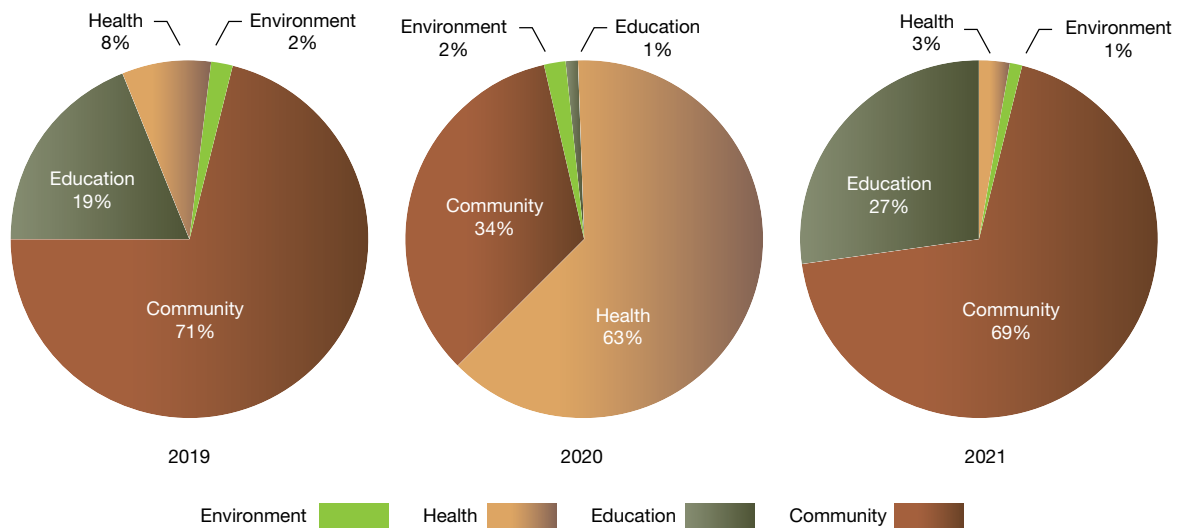
All LBS employees are paid basic salaries that meet or exceed the stipulated national minimum wage as prescribed under the National Wages Consultative Council Act 2011 [Act 732], Minimum Wages Order 2020.

## Community Contributions And Engagements

At LBS, we are committed to building a society that continues to grow and prosper. Through the LBS Foundation ("LBSF"), LBSF focuses on making positive societal impacts in four key areas: Health, Education, Environment and Community.

LBSF's aim is to enrich the lives of its communities and to provide equal opportunities by reducing poverty, addressing education gaps and helping societies attain access to quality and affordable healthcare. The Group shall continue to identify areas where it can continue to deliver lasting positive impacts for society and the country.

### Community Contributions Summary





## Sample Of CSR Programme

PILLAR	ACTIVITY
Health 	<ul style="list-style-type: none"> <li>• Sponsorship of dental treatment and dentures for the underprivileged individual</li> <li>• Mental health talk</li> <li>• Donation of beds to the Banting Hospital, Kuala Langat</li> <li>• Donation for Tzu Chi COVID-19 Malaysia Solidarity fund, an Emergency Fund for medical aid and assistance</li> <li>• Sponsorship for blood donation campaigns</li> <li>• Donation to Love and Care Charitable Association Selangor</li> </ul>
Environment 	<ul style="list-style-type: none"> <li>• Tree donation to Authorities</li> </ul>
Education 	<ul style="list-style-type: none"> <li>• Cash contributions in support of "back to school" campaign</li> <li>• Various donations to the Lim Association education fund</li> <li>• Donation to Ajar-Ajar Malaysia</li> <li>• Fundraising for multipurpose hall of SJKC Kerarong</li> <li>• Purchase of advanced PA System for Catholic High School</li> <li>• Sponsorship for school debate competition</li> </ul>
Community 	<ul style="list-style-type: none"> <li>• Various contribution to flood victims in Pahang state</li> <li>• Various assistance to flood victims nationwide</li> <li>• Contribution of T-Shirts for the Pahang Volunteer Team</li> <li>• Donation to Pertubuhan Dapur Infaq Ummah</li> <li>• Donation of 300 units steel double gas cookers</li> <li>• COVID-19 related campaigns support, donations and contributions</li> <li>• Contributions towards various charitable causes during the holy Muslim month of Ramadan</li> <li>• Sponsorship of the 38th Kiwanis Treasure Hunt 2021</li> <li>• Sponsorship for SHCA Alumni Homecoming Charity Dinner</li> <li>• Sponsorship for Building Fundraising</li> <li>• Donation for Chen Ai OKU monthly expenses</li> <li>• Food basket donations to needy families during the pandemic period</li> <li>• Donations to physically handicapped individuals</li> <li>• Contribution for Virtual Run 2021 Anjuran Angkasa Negeri Selangor</li> <li>• Contribution for program Rumah Prihatian Kementerian Wilayah Persekutuan</li> <li>• Donation to the Sg Way Police Station Football team</li> <li>• Donation for charity golf tournament</li> <li>• Contribution for program bersama kakitangan rumah Puteri Arafiah</li> <li>• Donation of rental deposits to Polis Diraja Malaysia at Banting, Kuala Langat</li> </ul>

PILLAR	ACTIVITY
	<ul style="list-style-type: none"> <li>• Sponsorship for Hospis Malaysia's 20th charity motor treasure hunt 2021</li> <li>• Donation of teachers' fees for Blessed Sunway Mentari Learning Centre</li> <li>• Donation for Pusat Pelancongan kelip-kelip Kampung Kuantan</li> <li>• Financial support for the establishment of a COVID-19 vaccination centre</li> <li>• Purchase of chiller for Lembaga Pelawat Taman Sinar Harapan</li> <li>• Sponsor 4 set TV to Majlis Perbandaran Kuala Selangor at Santuari Kelip-kelip Kampung Kuantan</li> </ul>

### Employee Volunteerism

LBS provides many opportunities through the LBS Foundation for staff to participate in a wide range of CSR activities. Since the inception of the Foundation, there has been high numbers of employee participation. Going forward, such participation will be recorded towards determining the actual number of hours provided by employees.

### Equal Access For Disabled Persons

All LBS' projects are disabled friendly with wheelchair access for the physically impaired.



# GRI Content Index

GRI Standard	Disclosure	Page number(s) and/or URL(s)	Omission		
			Part Omitted	Reason	Explanation
<b>GRI 102: General Disclosures 2016</b>	102-1 Name of the organization	--	Front Cover, Back Cover		
	102-2 Activities, brands, products, and services	8-10	IAR2021: About LBS		
	102-3 Location of headquarters	13	IAR2021: Corporate Information		
	102-4 Location of operations	13,16-29	IAR2021: Corporate Information, Our Portfolio		
	102-5 Ownership and legal form	12-15	IAR2021: Corporate Information, Corporate Structure		
	102-6 Markets served	8-10, 11	IAR2021: About LBS, LBS At A Glance		
	102-7 Scale of the organisation	14-15, 16-29	IAR2021: Corporate Structure, Our Portfolio		
	102-8 Information on employees and other workers	62-66	Social Performance – Championing Workforce Diversity		
	102-9 Supply chain	20, 36-37	Governance of Sustainability - Strengthening Anti-Corruption Across the Value Chain, Group Economic Performance - Supporting Local Procurement and Local Supply Chains		
	102-10 Significant changes to the organization and its supply chain	20, 36-37			
	102-11 Precautionary principle or approach	15,	Governance of Sustainability - Embedding an ESG Focus into Group Risk Management  IAR2021: Statement of Risk Management and Internal Control		
		156-159			
	102-12 External initiatives	26-29	IAR2021: Event Highlights		

GRI Standard	Disclosure	Page number(s) and/or URL(s)	Omission		
			Part Omitted	Reason	Explanation
GRI 102: General Disclosures 2016	102-13 Membership of associations	7	About This Report - Membership in Associations		
	Strategy				
	102-14 Statement from senior decision-maker	12-13	Message from Sustainability Committee Chairperson		
	102-15 Key impacts, risks, and opportunities	10-11, 24,25	Assessing and Prioritising Material Topics, Supporting the United Nations Sustainable Development Goals		
	Ethics and integrity				
	102-16 Values, principles, standards, and norms of behavior	18-19	Governance of Sustainability - Governance Through Ethical Conduct and Corporate Integrity, Governance of Sustainability - Zero Tolerance Stance on Corruption		
	102-17 Mechanisms for advice and concerns about ethics	18-19			
	Governance				
	102-18 Governance structure	14-23	Governance of Sustainability		
	102-19 Delegating authority	14-23			
	102-20 Executive-level responsibility for economic, environmental, and social topics	14-23			
	102-21 Consulting stakeholders on economic, environmental, and social topics	24-27	Stakeholder Engagement, Assessing and Prioritising Material Topics		
	102-22 Composition of the highest governance body and its committees	14-23	Governance of Sustainability		

## GRI Content Index (Cont'd)

GRI Standard	Disclosure	Page number(s) and/or URL(s)	Omission		
			Part Omitted	Reason	Explanation
GRI 102: General Disclosures 2016	Governance				
	102-23 Chair of the highest governance body	14-23	Governance of Sustainability		
	102-24 Nominating and selecting the highest governance body	14-23	Governance of Sustainability, Conflict of Interest		
	102-25 Conflicts of interest	14-23			
	102-26 Role of highest governance body in setting purpose, values, and strategy	14-23	Governance of Sustainability		
	102-27 Collective knowledge of highest governance body	14-23	Governance of Sustainability		
	102-28 Evaluating the highest governance body's performance	14-23			
	102-29 Identifying and managing economic, environmental, and social impacts	24-27	Stakeholder Engagement, Assessing and Prioritising Material Topics		
	102-30 Effectiveness of risk management processes	156-159	IAR2021: Statement of Risk Management and Internal Control		
	102-31 Review of economic, environmental, and social topics	24-77	Assessing and Prioritising Material Topics, Group Economic Performance, Environmental Performance, Social Performance		
	102-32 Highest governance body's role in sustainability reporting	14-23	Governance of Sustainability		



GRI Standard	Disclosure	Page number(s) and/or URL(s)	Omission			
			Part Omitted	Reason	Explanation	
GRI 102: General Disclosures 2016	102-33 Communicating critical concerns	24-27	Stakeholder Engagement, Assessing and Prioritising Material Topics			
	102-34 Nature and total number of critical concerns	24-27				
	102-35 Remuneration policies	16, 62-66, 69	Governance of Sustainability - Board Remuneration and Linkage to Sustainability Targets, Social Performance – Championing Workforce Diversity, Social Performance - Employee Remuneration and Benefits			
	102-36 Process for determining remuneration	16, 62-66, 69				
	102-37 Stakeholders involvement in remuneration	16, 62-66, 69				
	102-38 Annual total compensation ratio	16, 62-66, 69				
	102-39 Percentage increase in annual total compensation ratio	62-66	Social Performance – Championing Workforce Diversity			
	Stakeholder engagement					
	102-40 List of stakeholder groups	26-27	Stakeholder Engagement			
	102-41 Collective bargaining agreements	57-58, 74	Social Performance – Committed to Upholding Human Rights, Social Performance - Freedom of Association			
	102-42 Identifying and selecting stakeholders	26-27	Stakeholder Engagement			
	102-43 Approach to stakeholder engagement	26-27				
	102-44 Key topics and concerns raised	26-27				

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GRI Standard	Disclosure	Page number(s) and/or URL(s)	Omission		
			Part Omitted	Reason	Explanation
GRI 102: General Disclosures 2016	Reporting practice				
	102-45 Entities included in the consolidated financial statements	14-15	IAR2021: Corporate Structure		
	102-46 Defining report content and topic Boundaries	4-6	About This Report – Reporting Scope & Boundary, About This Report - Determining of Material Topics and Content		
	102-47 List of material topics	24-25	Assessing and Prioritising Material Topics		
	102-48 Restatements of information	26-27	Stakeholder Engagement		
	102-49 Changes in reporting	--	No significant changes to reporting for FY2021		
	102-50 Reporting period	7	About This Report - Reporting Period		
	102-51 Date of most recent report		No date provided as previously sustainability reporting was done as part of the annual report. This is LBS' first year of publishing a stand-alone sustainability report		
	102-52 Reporting cycle	7	About This Report - Reporting Period		
	102-53 Contact point for questions regarding the report	7	About This Report - Report Availability & Feedback Channel		
	102-54 Claims of reporting in accordance with the GRI Standards	5	About This Report – Frameworks Applied, About This Report – Statement of Use		
	102-55 GRI content index	78-96	GRI Content Index		
	102-56 External assurance	6	About This Report - Report Quality & Data Assurance		

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Economic Performance					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	28-37	Group Economic Performance		
	103-2 The management approach and its components	28-37			
	103-3 Evaluation of the management approach	28-37			
GRI 201: Economic	201-1 Direct economic value generated and distributed	28	Group Economic Performance – Direct Economic Values Created		
Performance 2016	201-2 Financial implications and other risks and opportunities due to climate change	29, 42-44	Group Economic Performance - Value in Terms of Economic Impact VS Environmental Footprint, Environmental Performance – Risks and Opportunities Associated with Climate Change, Group Economic Performance - Financial Costs Associated with Climate Change Risks and Impacts		
	201-3 Defined benefit plan obligations and other retirement plans	69	Social Performance - Employee Remuneration and Benefits		
	201-4 Financial assistance received from government	22	LBS did not receive any assistance from the government with the exception of COVID-19 related industry incentives and assistance, Governance in Sustainability - Political Views and Contributions		

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GRI Standard	Disclosure	Page number(s) and/or URL(s)	Omission		
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Material Topics					
GRI 200 Economic Standard Series					
Market Presence					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	31-32	Group Economic Performance - Community Infrastructure and Services Supported		
	103-2 The management approach and its components	31-32			
	103-3 Evaluation of the management approach	31-32			
GRI 202: Market Presence 2016	202-2 Proportion of senior management hired from the local community	62-66	Social Performance – Championing Workforce Diversity		
Indirect Economic Impacts					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	29, 31-32	Group Economic Performance - Value in Terms of Economic Impact VS Environmental Footprint, Group Economic Performance - Community Infrastructure and Services Supported		
	103-2 The management approach and its components	29, 31-32			
	103-3 Evaluation of the management approach	29, 31-32			
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	29, 31-32			
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GRI 200 Economic Standard Series								
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GRI 103: Management Approach Approach 2016	103-1 Explanation of the material topic and its Boundary	36	Group Economic Performance - Supporting Local Procurement and Local Supply Chains					
	103-2 The management approach and its components	36						
	103-3 Evaluation of the management approach	36						
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	36						
Anti-corruption								
GRI 103: Management Approach Approach 2016	103-1 Explanation of the material topic and its Boundary	19-20	Governance of Sustainability - Zero Tolerance Stance on Corruption, Governance in Sustainability - Strengthening Anti-Corruption Across the Value Chain, Governance in Sustainability - Role of the LBS Board in Driving Anti-Corruption					
	103-2 The management approach and its components	19-20						
	103-3 Evaluation of the management approach	19-20						
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	19				Governance of Sustainability - Zero Tolerance Stance on Corruption		
	205-2 Communication and training about anti-corruption policies and procedures	21				Governance in Sustainability - Anti-Corruption Training and Group Wide Communication		



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GRI 200 Economic Standard Series					
Anti-corruption					
GRI 205: Anti-corruption 2016	205-3 Confirmed incidents of corruption and actions taken	19	Governance of Sustainability - Zero Tolerance Stance on Corruption		
GRI 300 Environmental Standards Series					
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GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	51	Environmental Performance – Materials Consumption		
	103-2 The management approach and its components	51			
	103-3 Evaluation of the management approach	51			
GRI 301: Materials 2016	301-1 Materials used by weight or volume	51			
	301-2 Recycled input materials used	51			
Energy					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	46-48	Environmental Performance – Energy Consumption		
	103-2 The management approach and its components	46-48			
	103-3 Evaluation of the management approach	46-48			

GRI Standard	Disclosure	Page number(s) and/or URL(s)	Omission		
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GRI 300 Environmental Standard Series					
Energy					
GRI 302: Energy 2016	302-1 Energy consumption within the organization	46-48	Environmental Performance – Energy Consumption		
	302-2 Energy consumption outside of the organization	46-48			
	302-3 Energy intensity	29	Group Economic Performance - Value in Terms of Economic Impact VS Environmental Footprint		
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GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	48-49	Environmental Performance – Water Consumption		
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GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	48-49			
	303-2 Management of water discharge-related impacts	48-49			
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	103-2 The management approach and its components	55-56			
	103-3 Evaluation of the management approach	55-56			
GRI 304: Biodiversity 2016	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	55-56			
	304-2 Significant impacts of activities, products, and services on biodiversity	55-56			
	304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	55-56			
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GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	42	Environmental Performance – Climate Change and Emissions		
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GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	45	Environmental Performance – Emissions Data		

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GRI 300 Environmental Standard Series					
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	305-2 Energy indirect (Scope 2) GHG emissions	45			
	305-3 Other indirect (Scope 3) GHG emissions	45			
	305-4 GHG emissions intensity	29	Group Economic Performance - Value in Terms of Economic Impact VS Environmental Footprint		
	305-7 Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions		N/A		
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GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	49-51, 53-56	Environmental Performance – Waste Management, Environmental Performance – Environmental Performance Monitoring		
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GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	49-51, 53-56			
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	306-3 Waste generated	49-51	Environmental Performance – Waste Management		
	306-4 Waste diverted from disposal	49-52	Environmental Performance – Waste Management, Environmental Performance – Waste Recycling Data		
	306-5 Waste directed to disposal	49-51, 53-56	Environmental Performance – Waste Management, Environmental Performance – Environmental Performance Monitoring		

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GRI Standard	Disclosure	Page number(s) and/or URL(s)	Omission		
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GRI 300 Environmental Standard Series					
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GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	18, 53-56	Environmental Performance – Environmental Performance Monitoring, Governance of Sustainability - Regulatory Non-Compliance		
	103-2 The management approach and its components	18, 53-56			
	103-3 Evaluation of the management approach	18, 53-56			
GRI 307: Environmental Compliance 2016	307-1 Non-compliance with environmental laws and regulations	18, 53-56			
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GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary		N/A		
	103-2 The management approach and its components				
	103-3 Evaluation of the management approach				
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GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	62-74	Social Performance – Our Workforce		
	103-2 The management approach and its components	62-74			
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GRI Standard	Disclosure	Page number(s) and/or URL(s)	Omission		
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	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	69	Social Performance – Employee Remuneration and Benefits		
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GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	57-58, 62-74	Social Performance - Committed to Upholding Human Rights, Social Performance – Our Workforce, Social Performance – Freedom of Association		
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	103-3 Evaluation of the management approach	57-58, 62-74			
GRI 402: Labor/ Management Relations 2016	402-1 Minimum notice periods regarding operational changes	74	Social Performance - Minimum Notice Periods for Changes		
GRI 403: Occupational Health and Safety					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	58-61	Social Performance - Occupational Safety and Health		
	103-2 The management approach and its components	58-61			
	103-3 Evaluation of the management approach	58-61			
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	58-59	Social Performance – Occupational Safety and Health, Social Performance – Management's Approach to OSH		

## GRI Content Index (Cont'd)

GRI Standard	Disclosure	Page number(s) and/or URL(s)	Omission		
			Part Omitted	Reason	Explanation
Material Topics					
GRI 400 Social Standards Series					
GRI 403: Occupational Health and Safety					
	403-2 Hazard identification, risk assessment, and incident investigation	60	Social Performance - OSH Risk Assessment		
	403-4 Worker participation, consultation, and communication on occupational health services	58-61	Social Performance - Occupational Safety and Health		
	403-5 Worker training on occupational health and safety	60	Social Performance – OSH / HSE Training		
	403-6 Promotion of worker health	59, 61	Social Performance - COVID-19 Prevention		
	403-8 Workers covered by an occupational health and safety management system	58-61	Social Performance – Occupational Safety and Health		
	403-9 Work-related injuries	60	Social Performance – OSH Performance		
	403-10 Work-related ill health	60	Social Performance – OSH Performance		
Training and Education					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	71-73	Social Performance – Employee Training and Development		
	103-2 The management approach and its components	71-73			
	103-3 Evaluation of the management approach	71-73			
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	71-73			
	404-2 Programs for upgrading employee skills and transition assistance programs	71-73			

GRI Standard	Disclosure	Page number(s) and/or URL(s)	Omission		
			Part Omitted	Reason	Explanation
Material Topics					
GRI 400 Social Standards Series					
Training and Education					
	404-3 Percentage of employees receiving regular performance and career development reviews	70	Social Performance – Employee Appraisals		
Diversity and Equal Opportunity					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	62-66	Social Performance – Championing Workforce Diversity		
	103-2 The management approach and its components	62-66			
	103-3 Evaluation of the management approach	62-66			
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	16, 62-66	Governance of Sustainability - Board Diversity and Independence, Social Performance – Championing Workforce Diversity		
Non-discrimination					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	57-58, 62-66	Social Performance - Committed to Upholding Human Rights, Social Performance – Championing Workforce Diversity		
	103-2 The management approach and its components	57-58, 62-66			
	103-3 Evaluation of the management approach	57-58, 62-66			
Freedom of Association and Collective Bargaining					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	74	Social Performance – Freedom of Association		
	103-2 The management approach and its components	74			

## GRI Content Index (Cont'd)

GRI Standard	Disclosure	Page number(s) and/or URL(s)	Omission		
			Part Omitted	Reason	Explanation
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GRI 400 Social Standards Series					
Freedom of Association and Collective Bargaining					
	103-3 Evaluation of the management approach	74			
Child Labor					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	57-58	Social Performance - Committed to Upholding Human Rights		
	103-2 The management approach and its components	57-58			
	103-3 Evaluation of the management approach	57-58			
Forced or Compulsory Labor					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	57-58	Social Performance - Committed to Upholding Human Rights		
	103-2 The management approach and its components	57-58			
	103-3 Evaluation of the management approach	57-58			
Human Rights Assessment					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	57-58	Social Performance - Committed to Upholding Human Rights		
	103-2 The management approach and its components	57-58			
	103-3 Evaluation of the management approach	57-58			

GRI Standard	Disclosure	Page number(s) and/or URL(s)	Omission		
			Part Omitted	Reason	Explanation
Material Topics					
GRI 400 Social Standards Series					
Local Communities					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	75-77	Community Engagements	Contributions	and
	103-2 The management approach and its components	75-77			
	103-3 Evaluation of the management approach	75-77			
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	75-77			
Supplier Social Assessment					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary		N/A		
	103-2 The management approach and its components				
	103-3 Evaluation of the management approach				
Public Policy					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	22	Governance in Sustainability - Political Views and Contributions		
	103-2 The management approach and its components	22			



## GRI Content Index (Cont'd)

GRI Standard	Disclosure	Page number(s) and/or URL(s)	Omission		
			Part Omitted	Reason	Explanation
Material Topics					
GRI 400 Social Standards Series					
Public Policy					
	103-3 Evaluation of the management approach	22			
GRI 415: Public Policy 2016	415-1 Political contributions	22			
Customer Health and Safety					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	33-35	Group Economic Performance – Product and Service Quality, Group Economic Performance - Customer Satisfaction		
	103-2 The management approach and its components	33-35			
	103-3 Evaluation of the management approach	33-35			
Customer Privacy					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	23	Governance of Sustainability – Upholding Data Privacy		
	103-2 The management approach and its components	23			
	103-3 Evaluation of the management approach	23			
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	23			

# SASB Content Reference Index (Property Development)

## Energy Management

Code	Description	Performance	
		FY2020	FY2021
IF-RE-130a.2	(1) Total energy consumed by portfolio area with data coverage	Direct Energy Consumption (Petrol): 76,225 Litres	Direct Energy Consumption (Petrol): 61,432 Litres
		Direct Energy Consumption (Diesel): 17,942 Litres	Direct Energy Consumption (Diesel): 14,659 Litres
		Electricity Consumption: 7,170,635 kWh	Electricity Consumption: 7,332,352 kWh
		Fuel Consumption (Business Travel): 49,369 Litres	Fuel Consumption (Business Travel): 50,496 Litres
	(2) Percentage grid electricity	84.24%	86.10 %
	(3) Percentage renewable, by property subsector	0%	0%
F-RE-130a.3	Like for Like percentage change in energy consumption	0.043%	
IF-RE-130a.4	Percentage of eligible portfolio that (1) has an energy rating and (2) is certified to ENERGY STAR, by property subsector	No portion of portfolio is green certified at the moment	

## SASB Content Reference Index (Cont'd)

### Water Management

Code	Description	Performance	
		FY2020	FY2021
IF-RE-140a.2	(1) Total water withdrawn by portfolio area with data coverage and	Water Consumption: 64,899.21 M <sup>3</sup>	Water Consumption: 51,064.17 M <sup>3</sup>
	(2) Percentage in regions with High or Extremely High Baseline Water Stress, by property subsector	None	None
IF-RE-140a.3	Like-for-like percentage change in water withdrawn for portfolio area with data coverage, by property subsector	15.14% year-on-year	21.32% year-on-year
IF-RE-140a.4	Description of water management risks and discussion of strategies and practices to mitigate those risks	Please refer to the following section(s): Environmental Performance - Water Consumption	

### Climate Change Adaptation

Code	Description	Performance	
		FY2020	FY2021
IF-RE-450a.1	Area of properties located in 100-year flood zones, by property subsector	No properties located in such locations	
IF-RE-450a.2	Description of climate change risk exposure analysis, degree of systematic portfolio exposure, and strategies for mitigating risks	Please refer to the following section: Environmental Performance - Climate Change and Emissions	

### SASB Activity Metrics

Code	Description	Performance	
		FY2020	FY2021
IF-RE-000.A	Active property subsector projects	10	4

