

# ***Sustainability Report***

***2021***

Hatten Land Ltd.

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# Board Statement

This is our fourth annual sustainability report and through our continuous evolvments, we are pleased to share the progress of our sustainability journey with our stakeholders.

In FY2021, the business climate is increasingly challenging as markets continue to deal with greater uncertainties arising from the COVID-19 pandemic. The Group's operations in Singapore and Malaysia continue to be negatively impacted by the pandemic. Our business activities experienced the negative ramifications of the pandemic through temporary closures of our premises, numerous implemented Movement Control Orders ("MCO") and unexpected surges in COVID-19 cases. We continue to implement cost saving measures and restructure our business to minimise the negative impacts of the pandemic, and its impact on our stakeholders.

The pandemic has affected the health and wellbeing of people. The sustained pandemic has highlighted what we value most, our employees, and their welfare. Despite the hindrances to our business, our focus has been on the welfare and job security of our employees. Whilst consciously abiding by governmental guidelines, we have enabled our workforce through training and development opportunities, disseminated through the introduction of an external training platform. As we fortified a training development plan for the upcoming financial year, we hone on optimising and diversifying our employees, to further ensure job retention.

In addition to development opportunities, Hatten Land acknowledges the importance of an engaged and motivated workforce. Our Happy Committee has successfully organised employee engagement activities to foster a sense of belonging despite the trying times.

As we aim to remain resilient, our vision and core values drive us to continue with our Corporate Social Responsibility ("CSR") initiatives. Hatten Land has sought to provide support to its stakeholders and the communities it operates in, aiming to positively contribute to the global economy as a responsible corporate citizenship.

Hatten Land believes in continuous improvement and we aim to better ourselves to build fortitude in adversity. We sincerely hope our stakeholders appreciate our sustainability journey, progress and transparency depicted within this report.

As the Board, we consider sustainability issues as fundamental to all our strategic decision making and continue to maintain sustainability governance at Hatten Land. The Board oversees the management and monitoring of material ESG factors and takes them into consideration in determining the Group's strategic direction and policies.

# About this Report

Hatten Land Limited (“Hatten Land”) is a leading property developer specialising in integrated residential, hotel and commercial developments situated in the historical city of Melaka. Hatten Land is listed on the Singapore Exchange Securities Trading Limited (“**SGX-ST**”) and is headquartered in Melaka, Malaysia.

This is the fourth sustainability report published by Hatten Land.

The report discusses our sustainability performance for the financial year ended 30 June 2021 (“**FY2021**”). It has been prepared in accordance with the globally accepted and widely used Global Reporting Initiative (“**GRI**”) Standards: Core option and looks at the portfolio in Malaysia. The GRI standards are a robust sustainability guideline for Hatten Land to follow and implement. Through the inculcation of the GRI into our report, Hatten Land is able to concisely report on its management processes, initiatives and performance metrics pertaining to all material topics. Furthermore, the GRI standards accurately assist in informing our future sustainability strategies through target setting and future planning.

Through this report, Hatten Land seeks to disclose its ambitions and goals to be more sustainable with its varied stakeholders.

We have not obtained any independent assurance on the information being reported this year but will work to continuously improve upon our report and reporting process, and will consider obtaining independent assurance in the future.

A softcopy of this report can be found on our website at [www.hattenland.com.sg](http://www.hattenland.com.sg).

Should you have any questions or feedback, please do not hesitate to reach us at [info@hattenland.com.sg](mailto:info@hattenland.com.sg).

# Sustainability at Hatten Land

## *Our core values, principles, vision and mission*

Hatten Land strives to be a real estate industry leader, recognised globally for our quality, innovation and business excellence. As a trusted industry pioneer, we are committed to delivering results, building partnerships and creating value for our stakeholders while staying true to our heritage and values. We strongly believe and adhere to a set of core values in our day-to-day operations and these underpin our approach to sustainability.



### **Innovation**

We take initiative to solve problems by thinking outside the box



### **Hospitable**

We put people first in everything we do



### **United**

We work together to deliver impeccable products and services



### **Integrity**

We earn our reputation by adhering to the highest ethical standards and conducts



### **Excellence**

We strive to achieve excellence at all time

## *Stakeholder Engagement*

Engaging with and understanding the needs of our stakeholders is an essential part of our sustainability journey. We identify our material stakeholders based on the impact our business has on them, and their involvement in our business. The table below lays out our engagement processes with these stakeholders:

Table 1: Stakeholder engagement table for Hatten Land

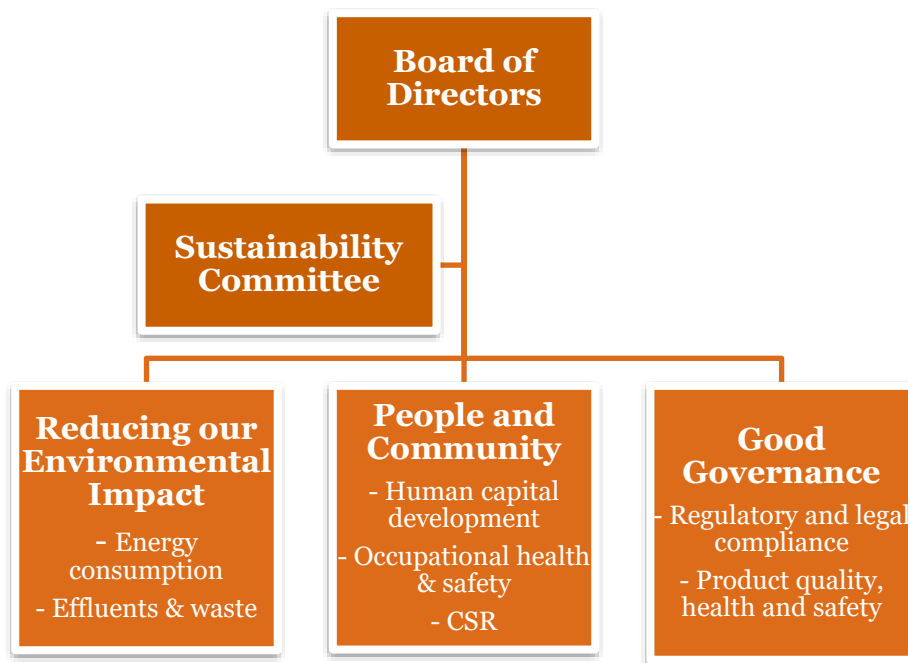
Stakeholder	Frequency	Method	Topics raised	Our response
Employees	<ul style="list-style-type: none"> <li>- Annual</li> <li>- Ad hoc</li> </ul>	<ul style="list-style-type: none"> <li>- Appraisals</li> <li>- Training platform</li> <li>- Training development plan</li> <li>- Happy Committee</li> </ul>	<ul style="list-style-type: none"> <li>- Training and development</li> <li>- Occupational health and safety during COVID-19</li> <li>- Job security during COVID-19</li> <li>- Wellbeing and engagement</li> </ul>	<ul style="list-style-type: none"> <li>- Open communication</li> <li>- Counselling and information sharing sessions</li> <li>- Monitor learning curve and promote avenues of learning</li> <li>- Engagement activities</li> </ul>
Investors	<ul style="list-style-type: none"> <li>- Annual</li> <li>- Quarterly</li> </ul>	<ul style="list-style-type: none"> <li>- Annual report</li> <li>- Quarterly release of company results</li> <li>- Circulars, notices, announcements</li> <li>- Annual general meetings</li> </ul>	<ul style="list-style-type: none"> <li>- Financial performance</li> <li>- Corporate governance</li> </ul>	<ul style="list-style-type: none"> <li>- Risk management framework</li> <li>- Corporate Governance Report</li> </ul>
Customers	<ul style="list-style-type: none"> <li>- Ad hoc</li> </ul>	<ul style="list-style-type: none"> <li>- Social media promotion</li> <li>- Feedback collection</li> <li>- Handphone hotline</li> <li>- Virtual calls and viewings</li> </ul>	<ul style="list-style-type: none"> <li>- Product quality</li> <li>- Data protection</li> <li>- Wellness features in our developments</li> <li>- Responsible marketing</li> <li>- Resumption of construction activities</li> </ul>	<ul style="list-style-type: none"> <li>- Quick response and resolution of issues</li> <li>- Data protection framework</li> <li>- Disseminate feedback to employees</li> </ul>
Regulators/ Government	<ul style="list-style-type: none"> <li>- Ad hoc</li> </ul>	<ul style="list-style-type: none"> <li>- Regulator site visits, inspections</li> <li>- Training on updated policies</li> </ul>	<ul style="list-style-type: none"> <li>- Health and safety compliance</li> <li>- Environmental compliance</li> <li>- Labour standards</li> <li>- SGX listing requirements</li> <li>- Malaysia Anti-Corruption Commission Act Amendment</li> </ul>	<ul style="list-style-type: none"> <li>- Regulator site visits/inspections</li> <li>- Improvement on safety manual</li> <li>- ABAC training for employees</li> </ul>

Contractors	- Continuous	- On-site meetings	- Product quality - Occupational health & safety - Dormitory safety	- On-site meetings
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## Sustainability Governance

Our sustainability committee oversees our initiatives to make sure sustainability is well managed throughout our organisation. The Sustainability Committee amalgamates information from our various departments and stakeholders, including HR, operations, and contractors. This information is presented to our Board and used to improve upon our sustainability agenda.

Figure 1: Sustainability committee governance structure





## Materiality Assessment

As a result of the materiality assessment conducted in FY2018 to decipher our greatest impacts on the environment, economy and society, Hatten Land continues to report on the established material topics that are most relevant to our operations and stakeholders. Our selected material topics are depicted below in Figure 2. Whilst we have not changed our material topics, we have expanded on the boundaries of our topics as we account for the changing global paradigm.

Material Topics	GRI Standard Reported	Impact Boundary
<b>Reducing our Environmental Footprint</b>		
Energy Consumption	GRI 302: Energy	- Managed properties
Effluents and waste	GRI 306: Effluents & Waste	
<b>People and Community</b>		
Human Capital Development	GRI 401: Employment GRI 404: Training & Education	- All operations
Occupational Health & Safety	GRI 403: Occupational Health and Safety	- Corporate offices - Developments under construction
CSR		- Communities
<b>Good Governance</b>		
Product Quality, Health and Safety	GRI 416: Customer Health and Safety	- All developments
Regulatory and Legal Compliance	GRI 205: Anti-corruption GRI 419: Socioeconomic Compliance	- All operations

# Reducing our Environmental Impact

## *Energy Consumption*

### *Why is this material*

Being a responsible property developer, we are aware of the long-term effects our developments and properties under management have on the environment and communities they operate in. Therefore, Hatten Land integrates environmentally friendly features into the developmental design of its properties, to create a positive environmental impact. Upon completion, we promote energy efficient practices amongst our employees and stakeholders, in the daily management of our hospitality and retail properties. As we aim to contribute in the mitigation of climate change and its affiliated risks, we acknowledge the importance of implementing energy-saving initiatives in furthering this cause; whilst simultaneously resulting in a reduction in our operational costs.

As the COVID-19 pandemic persists, we have faced disruptions in our energy-savings initiatives due to the mandated Movement Control Order (MCO), affecting the operations of our malls through temporary closures.

### *How we manage our energy*

Due to the pandemic, our plans to implement new energy savings initiatives have been stalled. Nonetheless, we continue to enforce our previously established energy efficiency processes to reduce the environmental impact of our properties. These include the use of LED lighting and timers to minimise idle electricity use during the day. Our properties also comprise energy saving features such as 'sleep mode' for our elevators and motion sensor detectors for escalators, to improve efficiency and curb our overall energy consumption. Due to the pandemic's continuity, our energy-savings initiatives have been impacted and subsequently stalled.

In FY2018, we engaged an energy consultant to better comprehend our energy consumption patterns and identify avenues for greater efficiency in the Elements Mall. Whilst at a 70%-80% occupancy level, the energy audit successfully assists in providing an accurate summation of our energy patterns at our mall, thereby aiding in the creation of an effective energy reduction plan. However, as the MCO has continued to disrupt our occupancy trajectory, we are unable to yield useful results from the energy audit.

### *Green Cryptocurrency Mining and Solar Panels in FY2022*

Hatten Land is venturing into cryptocurrency mining opportunities through the use of blockchain technology. This digitalised technology will enable trust and facilitate fast transactions across numerous stakeholders through a direct and decentralised structure, ultimately reducing costs, speed and inefficiencies within the business and its operations. Hatten Land will create designated green cryptocurrency mining centres, aiming to result in an energy efficient and environmentally friendly digital economy. Whilst cryptocurrency mining can be energy intensive, Hatten Land aims to leverage solar energy generated from installed panels to ensure the negative impact of these activities are negated.

Hatten Land had announced a strategic partnership with Nestcon Sustainable Solutions Sdn. Bhd (“NSS”), to install solar panels onto the roofs of its properties in Melaka. This will result in the generation of 3.19 MWp of solar energy. In the upcoming years, we will proceed to install solar panels across all the other malls in Melaka, that are owned or managed by the Group. Additionally, Hatten Land is eagerly seeking potential partners for collaboration to build large-scale solar photovoltaic facilities on its land reserves, capable of generating up to 100 MWp of solar energy. We aim to ultimately reduce our energy costs and consumption through reliance on sustainable sources of energy.

## Our performance

In FY2020, we continued with the implementation of energy saving initiatives. These, coupled with the limited use of energy during the MCO period from March to May 2020, have resulted in a further reduction in our energy consumption.

In FY2021, the continuation of our established energy saving initiatives and the limited energy use resulting from the implemented MCOs and temporary closures of our premises, have contributed to a reduction in our overall energy consumption. Hatten Land has experienced a sustained reduction in energy consumption over the past four years.

Table 2: Energy consumption for Hatten City Phase 1 and 2 for FY2021

## Target

Currently, we are prioritising cost-cutting measures due to the pandemic and its effects. Nonetheless,

	FY 2019	FY 2020	FY 2021
Total Energy Consumption (GJ)	31,440	30,031	19,488
Scope 2 Emissions (tCO <sub>2</sub> e) <sup>1</sup>	5,631	5,379	3,491

for the upcoming years:

- We aim to engage an external energy efficiency consultant once our properties have achieved greater occupancy level of 70%-80%
- We aim to continue our exploration to incorporate more sustainable features in the design phase of our properties, including the use of sustainable materials, smart building systems, energy efficient lighting and renewable energy. This is our long-term target.

<sup>1</sup> The Electricity Grid Emission Factor for Malaysia used was 0.6448 tCO<sub>2</sub>/mWh found at: <https://www.mgtc.gov.my/wp-content/uploads/2019/12/2017-CDM-Electricity-Baseline-Final-Report-Publication-Version.pdf>

## Effluents and Waste

### Why is this material

Waste is a common by-product generated from the daily activities of our operations, constructions and property development projects. In Malaysia, landfill capacity is a contentious and concerning environmental hazard and Hatten Land acknowledges its environmental responsibility in reducing its waste output.

### How we manage our waste

As a property developer, a majority of our waste is derived from construction materials. However, due to the pandemic and its implications, our construction sites had reduced its activities, resulting in no differentiated waste collection processes.

We continuously encourage our employees to reduce waste by:

- ❖ promoting digital material rather than printed material;
- ❖ encouraging double-side printing;
- ❖ reusing scrap paper for single-side printing;
- ❖ minimising colour printing;
- ❖ using paper clips instead of staplers; and
- ❖ placing recycling boxes in each department.

Additionally, we continue to ban the use of our branded plastic water bottles. As an alternative, we serve our guests and clients with glasses, to promote recyclability and reusability. As a result, our staff increasingly carry their own reusable bottles and mugs instead of single-use plastics.

We have continued to employ bins to segregate the waste collected in our properties, Silverscape and Double Tree. Whilst Hatten Land has ambitions to commence tracking its waste generated in its construction sites, the pandemic's disruptions have resulted in our delay of embarking on this initiative. We aim to commence this as soon as the turmoil from the pandemic are ineffectual.

### Our performance

Our waste is collected by a waste contractor and taken to a landfill site. In FY2021, we experienced a decrease in the amount of waste generated and disposed, resulting from reduced occupancy and the temporary closures of our premises. The total non-hazardous waste disposed are generated from our mall and hotel operations.

Table 3: Waste consumption for Hatten City Phase 1 for FY2021

<b>Total Waste Disposal</b>	<b>FY 2020</b>	<b>FY 2021</b>
Hazardous	None	None
Non-Hazardous	1914 tonnes	1323 tonnes

### Targets

As the disruptions from the chronic pandemic are reduced:

- We aim to commence tracking our corporate waste

- We aim to begin tracking waste on our construction sites
- We aim to introduce recycling educational campaigns for our malls (e.g. through posters, awareness videos, etc.)

# People and Community

Table 4: Our employee profile as of 30<sup>th</sup> June 2021 compared to 30<sup>th</sup> June 2020

Employee Profile										
	FY 2020					FY 2021				
	Singapore		Melaka		Total	Singapore		Melaka		Total
	Male	Female	Male	Female		Male	Female	Male	Female	
<b>Permanent contract</b>	6	9	43	63	121	5	13	21	41	80
<b>Temporary contract</b>	0	0	2	1	3	0	0	3	0	3
<b>Total</b>	6	9	45	64	124	5	13	24	41	83



## Human Capital Development

### Why this is material

Hatten Land's greatest assets are its employees, their well-being and capabilities. As we depend on our workforce to deliver the best standards and services to ensure customer satisfaction, their welfare is paramount.

Whilst the pandemic has resulted in unprecedented and prolonged challenges, we continue to prioritize our human capital and focus on nurturing their health, livelihood, economic prospects and job security. During these times of uncertainty, Hatten Land aims to optimise the productivity and development of its workforce to ensure their meaningful engagement and job retention.

As our business continues to face impacts from the pandemic, we focus on ensuring business resilience through the safeguarding of our employees' jobs. Through careful deliberation, we have implemented cost-restraining measures, such as temporary salary adjustments, manpower realignment and business restructurings.

Our Human Resources department (HR) focuses on supporting our employees through ensuring their welfare and career development whilst assisting in adjustments to the evolving working and business environment. The HR team strives to provide continuous updates to the workforce to disseminate information pertaining to COVID-19, promote awareness and enforce regulatory compliance to standard operating procedures (SOPs). Additionally, we have implemented technological advancements and guidelines to ensure our employees are able to work remotely and efficiently.

In FY2021, the Hatten Group implemented a 'MySejahtera' QR code at all office entry points to assist with COVID-19 contact tracing and prevention of spread. We abide by the stringent implementation of safety measures and assert penalties in the event of non-compliance.

### How we manage our talent

#### Optimisation, training and development

The training, development and productivity optimisation of our employees are crucial to ensuring business continuity and high standards in service delivery. Due to the effects of the pandemic, we have experienced restructuring across our business, thereby resulting in the need for our employees to demonstrate agility by taking on new roles and responsibilities.

Hatten Land has established structures to ensure regular check-ins with employees and their heads of department, to track their career growth and trajectory. These check-ins further enable the HR department to monitor employee development and satisfaction. We facilitate counselling and information-sharing sessions for employees that require some assistance when adjusting to changes to their roles; ultimately supporting their transition and assisting with acquiring new skills.

Over the course of this financial year, we updated our Performance Management Process (PMP) to create a robust and accurate performance review of our employees. We dispersed a template to the respective heads of department (HODs), which entailed key performance indicators (KPIs) and their relevant weightages, to measure different performance dimensions. Additionally, we highlighted a stringent management process for our HODs to conduct an appraisal with relevant team members.

Whilst the pandemic continues to hinder our regular training plans, in FY2021, we introduced an online training platform for our employees to undertake training courses as a means of developing their knowledge and skills. The training platform is an online website whereby our employees can



explore over 2,000 courses across various disciplines, including technology, science, health, marketing, business, etc. Hatten Land monitors, tracks and reports on the training courses undertaken by its employees, their performance, the number of employees who have received certificates to signify the completion of the course via the platform. We promote the use of this website to further employee development, enhance and diversify the pre-existing skillsets of our workforce.

As we acknowledge the importance of learning and development opportunities

for our employees, we have developed a Training Development Plan to outline targeted courses for relevant departments over the course of FY2022. These range from courses to enhance web designing skills, leadership, time management and cost management capabilities, amongst others.

Additionally, in FY2021, Hatten Land conducted a mandatory group-wide training for Anti-Bribery and Anti-Corruption (ABAC) procedures. Our employees underwent the training and were informed



about our current ABAC policies and regulations. We also circulated FAQs to our employees, to further expound on our implemented policies.

### Our performance

Table 5: Average hours of employee training in FY 2021 compared to FY 2020

	FY 2020				FY 2021			
	Singapore		Melaka		Singapore		Melaka	
	M	F	M	F	M	F	M	F
Senior	4	5	0	2	3	3	1	1
Middle	0	0	2	2	1	4	1	1
Executive	2	2	3	1	1	3	1	1
Non-Executive	0	2	0	0	0	3	1	1

As Hatten Land realises the importance of training and development opportunities, we have successfully increased our overall average hours of employee training in FY2021 in comparison with our performance in FY2020, meeting our FY2021 target. We endeavour to continuously improve on this in the coming years. Due to the pandemic and its unforeseen disruptive nature, we have experienced a delay in implementing our succession planning programme. We intend on embarking on accomplishing this when our business is able to negate the impacts of the pandemic.

### Employee engagement, welfare and wellbeing

At Hatten Land, we ensure the wellbeing of our employees through the provision of medical benefits, hospitalisation, and insurance benefits. Additionally, we extend our healthcare benefits to the immediate family members of some of our employees to further nurture our employees. As we realise the detrimental risks of the pandemic, we ensure the well-being of our employees through the sanitization of our premises and sponsor required swab tests.

In FY2019, we inaugurated our “Happy Committee” to foster a happier work environment through engagement activities. This committee comprises of employee volunteers, our “Happy Agents”, who assist in organising activities such as internal sports competitions, festive gatherings, diversity celebrations, and health programmes. Prior to COVID-19, we successfully organised various in-person festive celebrations and sports activities.



Despite the obvious challenges, the Happy Committee managed to host a few engagement activities. Our Happy Agents organised an orientation program to welcome our new joiners and assist with their seamless transition into the company.



The Happy Committee also organised a Christmas celebration, which included the dispersal of goodies to all of our employees. Additionally, the committee coordinated a festive Chinese New Year lunch gathering and virtual celebration for our employees.



We have accomplished our target for FY2021 through the introduction of the platform for our employees to provide written feedback anonymously and online, given the nature of the pandemic. Our employees can now share anonymous feedback on either 'yo.speakup@hattengrp.com' or 'whistleblow@hattengrp.com', which is reviewed thoroughly by the HR department for subsequent responses.

### *Targets*

- We aim to increase our employee training hours by 50% in comparison with FY2021
- We aim to successfully complete all the specified target courses for our employees in our Training Development Plan for FY2022

# *Workplace Health and Safety*

## *Why this is material*

The endurance of COVID-19 has resulted in an increased focus on health and safety, adherence to safety guidelines and compliance to regulatory operating procedures. At Hatten Land, the health and safety of our employees and workers on our construction sites are imperative as we rely on a healthy workforce in order to operate.

## *How we manage the safety of our workers*

We have established a Safety and Health Policy that dictates safety procedures and practices for adherence within the workplace. We continue to abide by our stringent policy to manage all ongoing risks.

Hatten Land complies with all governmental regulations and SOPs including:

- Restricting the number of workers on site
- Implementing entry and exit SOPs to avoid overcrowding and close contact
- Temperature taking for all workers
- Regular checks on main contractor dormitories
- Installing easily accessible hand sanitiser throughout work sites and ensuring all workers carry hand sanitiser

Additionally, we adhere to the Malaysian government's SOP requirements and have reduced our workforce by 60% on our construction sites to limit the spread of COVID-19. Our company's response to incidences of infection entail an immediate quarantine for 2 weeks and subsequent swab testing for all employees prior to resuming work.

Hatten Land protects its contractors from vector-borne diseases such as dengue. We conduct regular fogging from the ground floor to the highest floors during development projects.

## *Performance*

In FY2021, we have recorded no work-related injuries and no high-consequence work-related injuries.

## *Targets*

- We will continue to our meet Zero Accident Vision
- We aim to continuously update ourselves about health regulations to ensure compliance

## CSR and Philanthropy



*“A Better Tomorrow Starts With Us”*

Blog site: [www.hattengrp.com/hattencares](http://www.hattengrp.com/hattencares)

Hatten Land is committed to playing our part in contributing to the community through Hatten Cares, the executive body for all Hatten Land’s Corporate Social Responsibility initiatives and humanitarian efforts. Since 2009, Hatten Cares has been actively promoting social awareness on healthcare, social welfare, environmental issues and cultural preservation with a simple aim of creating a more caring and conscious community.

### *Why this is material*

Hatten Land endeavours to engage with the communities we operate in, and we are fully aware that their well-being is linked closely to our success. As a responsible corporate citizen, we aim to contribute to our communities during these difficult times by coming together and showing support where possible. We strive to empower our surrounding communities and address key social challenges through corporate social responsibility (CSR), which is an integral part of our business model.

We are passionate about creating long-term, sustainable programmes which will benefit everyone as well as promote sustainable travel and tourism practices to better preserve the planet we live in.

In order to achieve our CSR goals, we have positioned ourselves to build shared values through the following CSR core focus areas:

1. Public Welfare & Social Awareness
2. Development of Education & Healthcare
3. Environmental Preservation & Conservation
4. Advancement of Arts & Culture

### *Giving back to our communities*

In FY2021, we were involved in several community outreach programmes. Hatten Land believes in fostering rich cultural diversity and a sustainable community. Being able to integrate our CSR initiatives into our core business is a source of great gratification for Hatten Land and Hatten Cares.

*Table 6: CSR Initiative table in FY2021*

Date	CSR Initiative	Outcome
Oct 2020	Hatten Cares	“NO PLASTIC IS FANTASTIC” campaign was organised by Hatten to encourage reduced plastic use in our Hotel, Retail and Property operations. The amount of plastic debris discarded has doubled over the last 50 years, causing plastic pollution to have an immense negative impact on our ecosystem. As a result, Hatten believes that it is crucial to participate and contribute to effective plastic waste reduction.
Nov – Dec 2020	SW Corp	Hatten Land participated in the “Trash It Right” programme, organised by Dataran Pahlawan Melaka Megamall (DPMM), to raise public awareness on waste management. Tenants and shoppers were encouraged to dispose into recycling bins. Shoppers who brought two bags of recycled items were given exclusive mall vouchers.
Jan 2021	Tzu Chi Foundation	Venue Sponsor to Tzu Chi Foundation to run the “World Vegetarian Day” programme which aimed to inform others the benefits of vegetarianism. We endeavour to create a better world as the vegetarian diet brings health benefits, saves animals’ lives and helps to preserve the Earth.
Mar 2021	Tzu Chi Foundation World Wildlife Foundation (WWF)	Venue and Food Sponsor to “Vegetarian Food Festival”, a joint programme between Tzu Chi Foundation and WWF aimed to encourage a Vegetarian Diet. The vegetarian diet has been known to reduce the risk of major health risks such as heart disease, stroke and cancer while reducing exposure to foodborne pathogens through more consumption of fruits and vegetables. This activity also encouraged a simpler diet through more efficient use of grains and other crops.
May 2021	PAYASUM	Food Sponsor to Lembaga Pengurusan Kebajikan Anak Yatim & Miskin (PAYASUM) to run a ‘Buka Puasa Bersama Anak-Anak Yatim’ project at DPMM during the Raya festival. This project aimed to share the local Malay culture of having “Buka Puasa” dinner with families in the Bulan Ramadan month before Raya celebrations.
Jun-Aug 2021	KKM	Organiser of the “ÜNMasked For Health” virtual Charity Run, walk and Cycle. This event aimed to encourage fitness and healthy lifestyles while donating the funds to Melaka State Ministry of Health (JKN Melaka). This activity enabled participants to choose between walking, running or cycling from any location in the world at any time of the day. For every 10km Walk or Run, RM10 was donated by Hatten and for every 50km Cycle, RM10 was donated by Hatten to KKM.

## Giving back to our communities, our gallery



**“Trash It Right” Campaign at DPMM**

## Targets

At Hatten Land, we endeavour to continuously improve our CSR initiatives and community outreach. As a result, we have set targets for our CSR strategy in **FY2022**.

- We aim to transform our online platform to attract more users and improve the scheduling
- We aim to conduct the following CSR activities

No	Month	CSR Program Plan for FY2022
1	Jan - Dec	Hatten KIDS Club Member
2	Jan	Venue Sponsor for Tzu Chi for Vegetarian - Earth Ethical Eating Day
3	Feb	Hatten Cares – Visit Old Folk Homes

4	Mar	Venue and Food Sponsor to “Vegetarian Food Festival”, a joint programme between Tzu Chi Foundation and WWF aimed to encourage a Vegetarian Diet. The vegetarian diet has been known to reduce the risk of major health risks such as heart disease, stroke and cancer while reducing exposure to foodborne pathogens through more consumption of fruits and vegetables.
5	Apr	Hatten Cares - Food Sponsor to Lembaga Pengurusan Kebajikan Anak Yatim & Miskin (PAYASUM) to run a ‘Buka Puasa Bersama Anak-Anak Yatim’ project at DPMM during the Raya festival. This project aimed to share the local Malay culture of having “Buka Puasa” dinner with families in the Bulan Ramadan month before Raya celebrations
6	May-Jun	Hatten Cares – KENCARA grocery giveaway to people who needs it

# Good Governance

## *Regulatory and Legal Compliance*

### *Why this is material*

Regulatory and legal requirements are pertinent in governing our license to operate and executing good business practices. Hatten Land is committed to maintaining complete adherence to governmental regulations and business systems to ensure transparency, accountability and compliance.

### *Anti-corruption compliance*

In FY2020, the Malaysian Anti-Corruption Commission Act 2009 (MACC Act) was amended to introduce a corporate liability provision for bribery and corruption under Section 17A, which came into effect on the 1st of June 2020. As aforementioned, we successfully accomplished our target for FY2021 as we rolled out a training session on the updated provision and its purpose to our employees.

### *Employee Code of Conduct & Whistleblowing Policy*

We continue to implement our employee code of conduct and whistleblowing policy to ensure that we maintain good governance as an organisation.

### *Service Quality*

Hatten Land focuses on the provision of high-quality products and services through an open, honest and fair channel of communication with our customers.

Our sales and customer relationship team maintain strong and long-lasting relationships with our customers. As we ensure robust training of our sales staff, we are able to guarantee exceptional levels of service. Additionally, we organise weekly meetings to review feedback received from our sales staff and customers, to disseminate updated market information and offers to all our employees.

As a result of the pandemic, maintaining effective communication with our customers is essential. Due to construction delays, we have intensified our customer relationship management and communication regularity to keep our customers abreast with developmental progress whilst simultaneously assuaging any concerns. Our mobile hotline and social media platforms have been integral.

Since the insurgence of the pandemic, we pivoted toward providing virtual tours and online meetings for apartment viewing prospects. This has allowed us to continue securing sales during these trying times. We have continuously advanced our integration of digital prospects into our sales and marketing strategies, which enables us to widen our reach and attract global clients.

We continue to hold our quarterly market survey to understand our customer needs, competitor pricing, general market data and property values. This allows us to consequently target and streamline our operations and offerings effectively.

Our advertising and marketing practices are in strict adherence to the Group Corporate Communications policy that is based on the Housing Development Act (HDA) Malaysia. This dictates the composition of our external materials, which are then reviewed and approved by the Melaka housing development Ministry, the Majlis Bandaraya Melaka Bersejarah (MBMB).

### *Customer Data*

The sanctity of our customer data is critical to Hatten Land. We protect the personal information of our customers through proper training and robust internal systems. Any data collected by our sales staff through advertising and marketing initiatives, are secured on our restricted CRM system.

Hatten Land undertakes quarterly internal housekeeping to review the data and determine what is no longer relevant. This process applies equally to our human capital data, ensuring that all staff matters are up to date, including resignations and retirements.

### *Performance*

In FY2021, we had no significant fines in the economic and social areas, and we had no incidences of whistleblowing cases.

### *Targets*

- We aim to maintain our strong rate of compliance and have no significant fines in the economic and social areas in the next year

## *Product Quality, Health and Safety*

### *Why this is material*

Hatten Land keeps abreast of the needs of our customers and is committed to providing them with the highest quality products and services through excellence and integrity in our operations. We believe this delineates us as a company with high standards, thus garnering the respect and trust of our valued customers. We aim to maintain our coveted place as an industry leader.

### *Building quality and safety*

We aspire to create properties based on the concept of wellness. For our ongoing development, Satori, we follow the guidelines for the Melaka Green Seal and have employed a wellness consultant

to guide us in our endeavour to create wellness-centric developments. As part of the wellness component of our buildings, we plan to inculcate the following into our developments during the construction phase:

1. A TCM centre for consultation, cupping, acupuncture, qi-gong and tuina room services
2. A PH bar and beauty chef providing antioxidant & alkaline water, healthy smoothies & juice cleanse options
3. An anti-aging and beauty centre with facial & body treatments, hair therapy, salon, spa and other therapy services
4. Health screening services
5. A pharmacy
6. Facilities including a sleep lab, volcanic lava sauna, ozone chamber, float pod, salt room, aerial yoga, spa, sauna room, onzen jacuzzi, hot tube, tea house, medication room and pain clinic

We look forward to continuing our efforts to develop and expand on the wellness aspects in our developments.

### *Performance*

In FY2021, we have no reported incidents of non-compliance with regulations concerning the health and safety impacts of products and services. As a result of the pandemic, we were unable to achieve our target of gaining the Green Buildings Innovation Cluster (GBIC) accreditation for our developments.

### *Targets*

Despite the disruptive effects of the pandemic:

- We aim to gain the Green Buildings Innovation Cluster (GBIC) accreditation for 30-50% of our developments
- We aim to maintain our track record of zero incidents of non-compliance with health and safety regulations



## ***List of Memberships, Standards and Charters***

- ✓ ISO 9001, ISO 14001 & ISO18001 Certification
- ✓ Melaka Green Seal
- ✓ QLASSIC (Malaysian Construction Industry Standards)
- ✓ Persatuan Pengurusan Kompleks Malaysia (PPK) – *Malaysia Shopping Malls Association*

# GRI Content Index

Disclosure Number	Disclosure Title	Page Reference.
<b>General disclosures</b>		
<b>102-1</b>	Name of the organisation	About this Report
<b>102-2</b>	Activities, brands, products, and services	Refer to annual report
<b>102-3</b>	Location of headquarters	About this Report
<b>102-4</b>	Location of operations	About this Report
<b>102-5</b>	Ownership and legal form	About this Report
<b>102-6</b>	Markets served	Refer to annual report
<b>102-7</b>	Scale of the organisation	Refer to annual report
<b>102-8</b>	Information on employees and other workers	People and Community
<b>102-9</b>	Supply chain	Refer to annual report
<b>102-10</b>	Significant changes to the organisation and its supply chain	No significant changes
<b>102-11</b>	Precautionary Principle or approach	N/A
<b>102-12</b>	External initiatives/charters	List of Memberships, Standards and Charters
<b>102-13</b>	Membership of associations	List of Memberships, Standards and Charters
<b>102-14</b>	Statement from senior decision-maker	Board Statement
<b>102-16</b>	Values, principles, standards, and norms of behaviour	Sustainability at Hatten Land
<b>102-18</b>	Governance structure	Sustainability at Hatten Land

<b>102-40</b>	List of stakeholder groups	Sustainability at Hatten Land
<b>102-41</b>	Collective bargaining agreements	N/A
<b>102-42</b>	Identifying and selecting stakeholders	Sustainability at Hatten Land
102-43	Approach to stakeholder engagement	Sustainability at Hatten Land
102-44	Key topics and concerns raised	Sustainability at Hatten Land
102-45	Entities included in the consolidated financial statements	Refer to annual report
102-46	Defining report content and topic boundaries	Sustainability at Hatten Land
102-47	List of material topics	Sustainability at Hatten Land
102-48	Restatements of information	Not applicable
102-49	Changes in reporting	No changes
102-50	Reporting period	About this Report
102-51	Date of most recent report	15 October 2020
102-52	Reporting cycle	About this Report
102-53	Contact point for questions regarding the report	About this Report
102-54	Claims of reporting in accordance with the GRI Standards	About this Report
102-55	GRI content index	GRI Content Index
102-56	External assurance	About this Report

## Specific Disclosures

<b>GRI Standard: Energy</b>		
<b>103-1/2/3</b>	Management Approach	Reducing our Environmental Footprint

<b>302-4</b>	Reduction of energy consumption	Reducing our Environmental Footprint
<b>GRI Standard: Effluents &amp; Waste</b>		
<b>103-1/2/3</b>	Management Approach	Reducing our Environmental Footprint
<b>306-2</b>	Waste by type and disposal method	Reducing our Environmental Footprint
<b>GRI Standard: Employment</b>		
<b>103-1/2/3</b>	Management Approach	People and Community
<b>401-1</b>	New employee hires	People and Community
<b>GRI Standard: Occupational Health and Safety</b>		
<b>103-1/2/3</b>	Management Approach	People and Community
<b>403-9</b>	Work-related injuries	People and Community
<b>GRI Standard: Training and Education</b>		
<b>103-1/2/3</b>	Management Approach	People and Community
<b>404-1</b>	Average training hours per year per employee	People and Community
<b>GRI Standard: Customer Health and Safety</b>		
<b>103-1/2/3</b>	Management Approach	Good Governance
<b>416-2</b>	Incidents of non-compliance concerning the health and safety impacts of products and services	Good Governance
<b>GRI Standard: Socioeconomic Compliance</b>		
<b>103-1/2/3</b>	Management Approach	Good Governance
<b>419-1</b>	Non-compliance with laws and regulations in the social and economic area	Good Governance