

PEOPLE

PROGRESSING OUR SOCIAL AGENDA

As a real estate player, our business strategy takes into perspective the risks and opportunities impacting the real estate industry and organisation. We proactively manage and identify business impact on the safety, security and well-being of our employees, customers, and the local communities. This involves a process of creating sustainable places that promote safe, secured and conducive environment whilst endeavouring to build positive relationships within the areas we operate.

OUR ALIGNMENT TO THE UNSGDs



MATERIAL SUSTAINABLE MATTERS

- Our People
- Human Rights and Labour Practices
- Security, Safety and Health

RELATED PRINCIPAL RISKS

- Human Capital
- Health, Safety and Environment
- Facilities Management
- Security

MAPPED TO OUR CAPITALS



5-YEAR SUSTAINABILITY ROADMAP (2019-2023)

- **Goal 2**
Building an Agile, Inclusive and Sustainable Workforce in a VUCA (Volatility, Uncertainty, Complexity and Ambiguity) World



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Photo taken in 2019



Photo taken in 2019



FOCUS FOR THE YEAR

- ▶ Building an inclusive, agile and empowered workforce through a culture of accountability
- ▶ Retooling our people with the right capabilities to deliver new value
- ▶ Fostering employee engagement and work-life integration



OUR APPROACH

Our people are integral to our business and our success. Our ability to attract and retain a diverse workforce, characterised by equal opportunities and prospects for advancement, is fundamental to our ability to operate.

We recognise that workforce expectations have evolved considerably over the past years and will continue to do so. Today's talents are looking for growth, opportunities to shine, variety, flexibility, mobility and security. Increasingly, people want to work for a company that is purpose-driven and where they can add value to society.

Our strategy aims to prepare our Group the evolving expectations of future generations of employees. The new flexible ways of working including remote working, will have an important impact on working processes, knowledge retention and succession planning for the Group, and our strategy reflects this.

Our talent management is based on promoting performance management, leadership development, succession planning and employee capability building. It is implemented at all levels of the organisation in partnership with our leaders, business managers and operation teams, to support our business priorities and growth strategy.

As an equal opportunities' employer, we strive to treat everyone fairly, as entrenched in our Code of Conduct and Business Ethics (CoBE), which sets out the requirements that protect people against discrimination in our workplace.

OUR PEOPLE

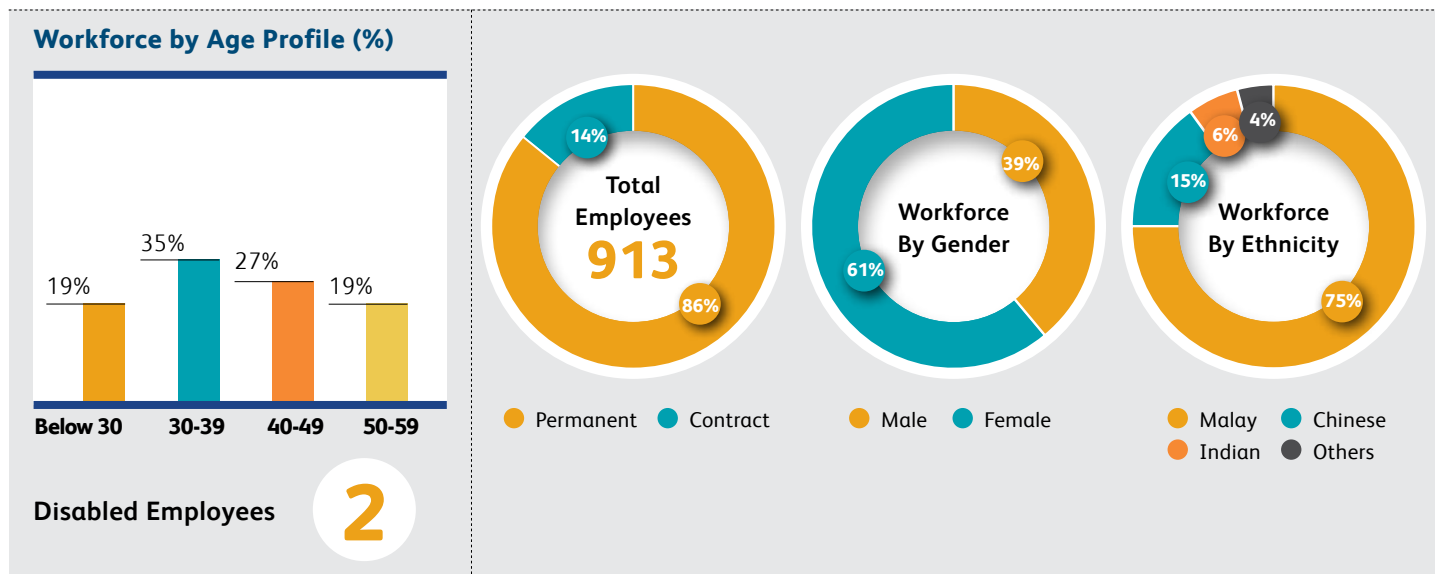
The Group's business strategy relies on teams who are engaged, skilled and passionate about what they do. Our culture of accountability and business sustainability plays an important role in achieving this.

Purpose-driven leadership is about creating a safe, diverse and inclusive environment where our employees are treated fairly and with respect and are empowered to succeed and grow.

PEOPLE

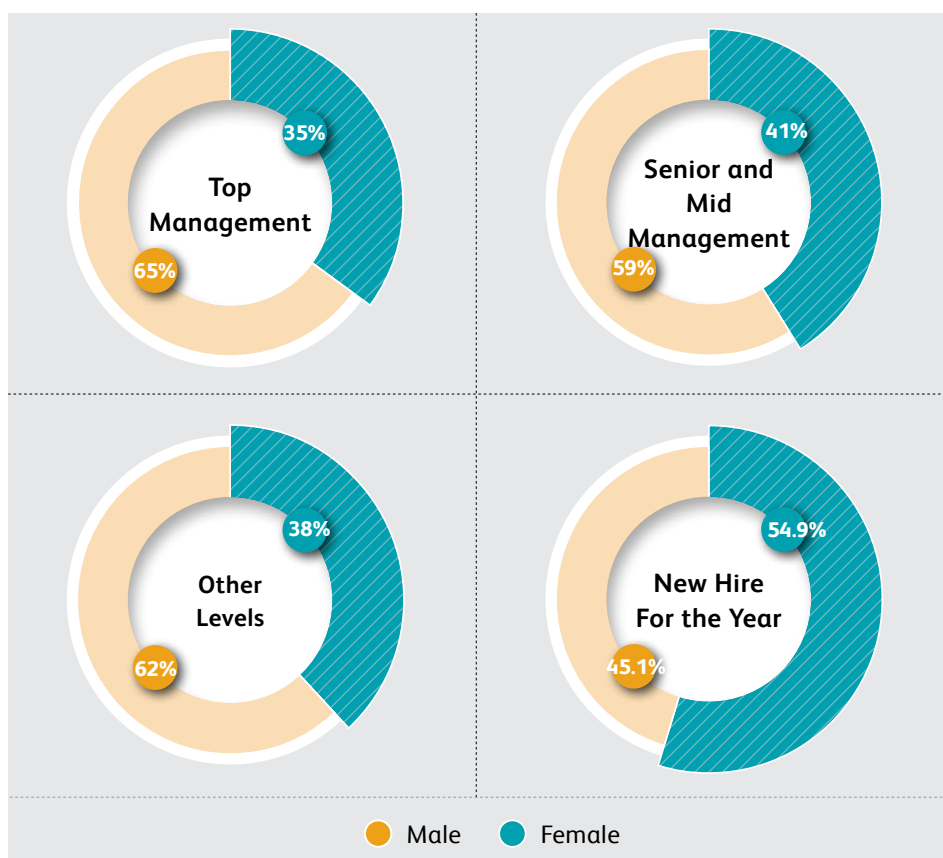
Equality, Diversity and Inclusion

Advancing our culture of inclusion and belonging continues to be a priority and in 2021 we took significant steps to strengthen our approach and enhance our strategy. We are committed to a culture in which everyone has access to opportunities that support their development and in which everyone can reach their potential without barriers. Furthermore, we recognise that the diversity of our workforce, including the different skills, mindsets, knowledge and experience of our employees, give us a better understanding of our stakeholder’s expectations. Ensuring our environment is one where everyone feels they belong and can bring their potential to the fullest will drive our collective ability to innovate and deliver cutting-edge ideas, products and services to all our stakeholders.



Women Empowerment

Equal opportunities for women remain a key focus for the Group. We recognise the positive impact of gender diversity on the performance of teams and the business. Therefore, increasing female representation in leadership supports our business strategy. In 2021, women accounted for 39% of our total workforce and 59% of our senior management. We conscientiously took into consideration the diversity of our workforce in our new hires. The year also saw a higher female new hires for the Group at 54.9%. Women representation in the Boards increased to 56% in line with the Board Diversity Policy which seek to ensure that the mix and profiles of our Board members, in terms of age, ethnicity and gender, provide the necessary range of perspectives, experiences and expertise required to achieve effective stewardship and management.



Skills and Capability Development

By providing training and development opportunities to our employees, we not only support them to grow as individuals and team members; we also maintain our high-performance culture. We use targeted qualification and development measures for our employees to enhance their skillsets and know-how within the business and operations and safeguard our commercial success.

Our intention is to provide our employees across the Group with the development opportunities they need with regard to their technical and personal skills. This enables us to retain talents over the long-term and prepare them for their future roles.

During the year, we continue to promote e-learning to equip our people with essential and important skillsets for them to be able to function in today's world and to adapt to the new ways of working. We have identified the relevant areas of learning with digital know-how, based on their area of expertise, Cyber Security, Mural and Power Bi.

Employees Attended Training	97%
Total Hours of Training	11,243
Total Training Investment per Employee (Hour)	12
Total Training Cost per Employee (RM)	650
Total Training Cost (RM)	600,000

Capability Upskilling

Functional Skill Leadership Team

- 280 employees assessed on core capabilities
- Achieved 100% completion of capability assessment for Management, Sales and Leasing, Property Development, Investment Management and Project Management functions

KLCC Group Transformation and Cultural Beliefs

- 33 Culture and Change Associates and 25 Senior Management upskilled

Learning Friyays

Dedicated learning hours open to employees of the Group held every Friday (3 to 5pm)

22 Friyays Sessions

72% completion for Five critical Legal Areas Module

95% employees participated in Digital Learning Series



PEOPLE

TRAINING PROGRAMMES FOR THE YEAR

		Details and Benefits
Retail	PRADS Refresher Course	<ul style="list-style-type: none"> Training to guide employees on how to set their objectives for their performance appraisal via Success Factor
	Assertive Communication Program	<ul style="list-style-type: none"> Training program to enhance leaders i.e. supervisors and managers to be more assertive in their daily communication
Hotel	Leadership Development	<ul style="list-style-type: none"> All promoted employees participated in Job Skills Training led by qualified trainers who have attended the On Job Training and Group Training Technique programmes. Both programmes are designed to build leadership skills in future trainers to ensure that they are able to train their colleagues effectively 22 department trainers were certified in On Job Training and 14 department trainers certified in Group Training Technique
	“Move Forward” Leadership Programme	<ul style="list-style-type: none"> 1-year programme designed and conducted regionally for experienced managers to further enhance their business skills and leadership qualities. One management colleague underwent the programme which was launched on 17 November 2021
	In-house Executive MBA programme	<ul style="list-style-type: none"> Offered in conjunction with the Royal Melbourne of Technology (RMIT). The rigorous business development programme is available to senior managers who are nominated by the management
	eCornell and LobsterInk	<ul style="list-style-type: none"> MOKL’s development training offered to managers including topics such as Managing Performance Development Programme, Interviewing for Success and e-learning education via the hotel’s online learning modules

Talent Management

Talent development is part of our HR strategy and is implemented at all organisational levels. We tailor our talent development programs to suit business needs and employee expectations, ensuring that our highly skilled and engaged talents are equipped to meet the needs of our stakeholders.

Leadership development was also given an emphasis by the Group through its building of internal talents to prepare them for leadership roles. The focus for 2021 was on high performers of junior to mid-level with high potential to become future leaders in the Group with the introduction of the KLCC Group Emerging Leadership Programme (KELPro 2.0). The talents are subjected to a long-term program to prepare them for future leadership roles.

The Group continued to provide programmes to prepare leaders into their leadership roles with programme such as the Personal Leadership Program (PLP) in collaboration

with PETRONAS Leadership Centre (PLC). During the year, six talents completed the talent review while 25 talents graduated from the Professional Excellence (PE) module in KELPro programme.

The year also saw the implementation of myCareerX migration from the existing myPASSPORT platform for better talent management experience. myCareerX is an online all-in-one HR platform where employees are empowered to drive their own development and to complete their daily HR-related activities.

Workforce Engagement

The well-being of our employees is reflective of how happy and healthy they are at the workplace. By engaging them in our business, we inspire them to greater commitment, and motivate them to perform productively and efficiently. We continued to maintain consistent employee engagement during these challenging times by putting our people first as we focused on their health and emotional wellbeing and matters of their needs and concerns.

The engagements held throughout the year, provide our employees with the opportunity to provide feedback and for their voice to be heard and subsequently foster a positive and inclusive workplace. We engaged our people in the business and culture transformation initiatives and encouraged them to share their feedback, ideas, and suggestions directly with senior management via various channels such as townhall, briefings and leadership sharing sessions. Likewise, our leaders engaged closely with their respective team to cascade messages including sharing on business performances and updates.

Despite most of our engagements being conducted virtually, we also connected and enriched our employees through work-life balance programmes whilst building a workforce that embraces our Cultural Beliefs in delivering performance.

In promoting work-life integration, our Sports and Recreation Club, KSRC, organised several programmes for its members which included e-sports tournament, the Merdeka Virtual Hunt, Saltwater Fishing Competition, football and invitation match sessions. Via the AIA Vitality platform, physical fitness, healthy diet talks as well as health check campaigns were among the programmes organised throughout the year to encourage employees to embrace a healthier lifestyle to improve their wellbeing.



PEOPLE

ENGAGEMENTS FOR THE YEAR

GCEO Engagement		Details and Benefits
		<ul style="list-style-type: none"> 2 virtual engagement sessions held on 4 June and 22 Oct 2021 and attended by over 700 employees Shared matters related to the Group's operations under the COVID-19 scenario, aspirations for the Group moving forward and updates on the Group's culture transformation
	Leadership Sharing	<ul style="list-style-type: none"> Leaders across the Group shared operational updates with employees via virtual platforms to keep employees informed of the current situation <p>Topics shared:</p> <ul style="list-style-type: none"> COVID-19 situation The Group vaccination updates Culture and Integrity Financial and Operational updates
	KLCC Group Virtual Induction for Newcomers	<ul style="list-style-type: none"> To provide exposure to new employees on the Group's Statement of Purpose, culture shared values, cultural beliefs, HSE engagement, employee benefits, HR Related Matters and Code of Conduct and Business Ethics & Integrity etc The Group welcomed on board 82 new hires across the Group
	Mobile Vaccination Programme	<ul style="list-style-type: none"> Conducted vaccination drive for 1,000 members of the Group's Sports and Recreational Club via mobile vaccination programme in collaboration with Ministry of Federal Territories MYMedic@Wilayah Mobile Vaccine Truck Programme at two locations – Kuala Lumpur and Putrajaya
Retail	Quarterly Townhall by the Chief Executive Officer	<ul style="list-style-type: none"> Welcoming new colleagues, presentation of staff sward, virtual quiz and birthday wishes
	Step Challenge	<ul style="list-style-type: none"> The activity was aimed at maintaining a healthy lifestyle by staying physically active, cultivate team bonding and sense of belonging
Hotel	Townhall Session with General Manager	<ul style="list-style-type: none"> Two Townhall Sessions held to update on the current pandemic situation and steps taken by the hotel to address the challenges. The positive steps taken to protect employees from the uncertain business situation and updates on the management movement (new hires, internal transfer, Cultural Exchange Ambassador), sharing hotel memo on the application of the wage subsidy initiated by government, update on the hotel vaccination status, etc.
	Lunch with General Manager	<ul style="list-style-type: none"> General Manager and Director of HR hosted three lunches to celebrate the winners of Colleagues and Leaders of the Month at Lai Po Heen restaurant
	Weekly Evening Walk with EXCO Members	<ul style="list-style-type: none"> Conducted seven sessions with an average of 10 employees participated in each session towards building a healthy, productive work life balance and bonding with colleagues
	Sports and Recreational Activities	<ul style="list-style-type: none"> Activities held include Carrom Tournament and Tuesday Night Futsal

Mental Wellness

We provide a wealth of resources designed to raise awareness of wellbeing, reduce the stigma of mental health and encourage open, honest conversations. A key message for employees throughout the pandemic has been that their health and wellbeing remain the Group's utmost priority and this has been complemented by offering advice to employees on how to reach out for assistance. Giving greater emphasis to this issue, the Group carried out the mental wellbeing survey in September 2021 to gauge employees' wellbeing and mental wellness and to establish the appropriate intervention programme to improve employees' wellness.

Mental Wellbeing Survey

81% employees participated in the survey

82% able to maintain healthy mental wellbeing

18% experienced challenges

19% interested to seek professional help

PEOPLE

Building upon the World Mental Health Month in October, Suria KLCC took the initiative to promote the mall as a safe space for the public to visit, with the launch of Safe Place @ Suria KLCC.

Safe Space @ Suria KLCC

Suria KLCC was the **first mall in Malaysia** to launch the concept of a **Safe Space** for the community to address mental health

In partnership with



Activities



Workshops



Talks



Panel discussions



Dialogue sessions with mental health professionals

Converted retail space of over 2,000 sq. ft. on Level 1 of Ampang Mall into an **educational gallery** for the **community** to **converge** and **discuss** mental health

The campaign under the theme, "We Are With You - A Mental Health Awareness Campaign" was launched by YAM Tengku Puteri Raja Tengku Puteri Iman Afzan Al-Sultan Abdullah, Green Ribbon Group Founder and President and the CEO of Suria KLCC, Mr Andrew Brien



Scan to see our **We Are With You - A Mental Health Awareness Campaign** video



The Mental Health Awareness Campaign was held from 8 November 2021 and extended to 31 December 2021 due to an **overwhelming response from thousands of visitors** from the community

New Ways of Working

The immediate priority at the start of the COVID-19 outbreak was to ensure the health, safety and wellbeing of our people. We were quick to move to a working from home model and the investments that we made into technology over the past years to facilitate flexible working enabled us to transition rapidly with minimal disruption to day-to-day operations. Throughout the pandemic we have been able to use these technologies to keep in close contact with employees and encourage team interaction to ensure our people feel connected and supported. We also introduced the flex wear or smart casual dress code in September 2021 to provide a positive flexible and inclusive workspace environment.



Job Security

The Group is keenly aware of the health concerns and economic uncertainty weighing on the entire community. Whilst many organisations continue to lay off their employees during this uncertain economic period, the Group places our people at the heart of the organisation and it is through them that we live up to our purpose and values.

As we face the personal and professional challenges of the day, the Group is committed to doing all it can to alleviate concerns about income or job stability. To that end, the Group continues to practice no COVID-19 related layoffs for all employees. We assured our people of their job security and there was also no salary cut despite the challenging business environment.

The Group continued providing health and welfare benefits during this period which allowed employees to care for themselves and their families as we look to support the nation more effectively towards recovery.

HUMAN RIGHTS AND LABOUR PRACTICES

As a responsible business we are committed to generating mutual stakeholder benefits and ensuring that we do not infringe on the human rights of others. We recognise that our employees are crucial to the on-going success of the business and to how the Group is regarded by the wider market. Furthermore, we believe that all employees should be treated fairly and with respect.

Whilst we recognise that the Government has the primary responsibility to protect and support human rights, we also embrace the important role we play as a business. Within all our business activities and partnerships, we are dedicated to considering our social and environmental impact and addressing any human rights issues.

Responsible Employment

The Group expects everyone working with us or on our behalf to abide by the Malaysian Labour Laws, which include the Employment Act 1955, Trade Union Act 1959 and Industrial relations Act 1967 amongst others. The Group has a zero-tolerance approach to modern slavery and child labour in our organisation or our supply chains.

The prevention, detection and reporting of modern slavery or child labour in any part of our organisation or supply chain is the responsibility of all those working for us or on our behalf. As part of our contracting processes, we reserve the right to terminate our relationships with suppliers and other organisations working on our behalf if they do not comply with the Labour Standards.

All suppliers, contractors or business partners of the Group are required to comply with our Supplier Code of Conduct, which sets out our expectations for the treatment of workers and how suppliers are required to behave.

Non-Discrimination

The Group values and respects individual differences. We believe in creating an environment where our teams feel they are

valued; where they can bring their differences to work each day and where they feel able to make their own unique contribution. We believe everyone deserves the right to be treated equally throughout their employment with us and should not be discriminated against because of their differences. The Group is committed to treating all its employees and potential employees equally based on merit and ability to do the job without being improperly influenced by untoward factors.

The Group has in place its Code of Conduct and Business Ethics which details the steps taken should an employee believe that their equality rights may have been breached. If an employee feels that an attempt at informal resolution is inappropriate given the seriousness of their complaint or if informal attempts have failed or been unsatisfactory, then a formal complaint may be made to the HR Careline. A HR representative will ensure an investigation is carried out as quickly as possible (depending upon the individual nature of the complaint and the availability of those allegedly involved to be interviewed). If the findings disclose evidence of a possible disciplinary offence, then disciplinary proceedings will be commenced in accordance with our disciplinary policy. All members of the HR department have received appropriate training in resolving equal opportunities and dignity at work issues. They will deal with any grievances raised with them under this policy in the strictest confidence.

PEOPLE



OUR APPROACH

We provide healthy, safe and secure places for our stakeholders to live, work, shop and play, recognising that we can only achieve this through close collaboration with our people, business partners, including our supply chain and enforcing authorities. Our business activities are conducted in accordance with our KLCC HSE Policy and comply with the highest standards of occupational safety and health regulations. This is supported by our HSE Management System (HSEMS), HSE Mandatory Control Framework (MCF) and PETRONAS Technical Standards to strengthen HSE Governance within the KLCCP Stapled Group while providing clear requirements on operational safety, environment and health for consistent and effective implementation.

We have also taken the opportunity to embrace innovative construction methods, to realise the full potential of health and safety benefits. This relates to both key design principles and on-site construction risks. We work with design teams to ensure our developments maximise desired operational outcomes while achieving our vision of providing healthy, safe and secure places.

SECURITY, SAFETY AND HEALTH

We have comprehensive Security, Safety and Health management system and processes in place to ensure to the best of our ability and in line with industry best practice, the health, safety and security of anyone visiting our assets. We are fully committed to consistently achieving the highest standards of health and safety management and performance and our record in this area is exemplary.



FOCUS FOR THE YEAR

- ▶ Shaping a Generative HSSE Culture
- ▶ Security Management with comprehensive security and surveillance
- ▶ COVID-19 preparedness and compliance to Standard Operating Procedures (SOPs)



PEOPLE

Safety and Health Management

At KLCCP Stapled Group, the safety and well-being of people is deeply rooted within our HSSE strategy and management activities and is strengthened by the Group’s HSSE culture which aims to create greater transparency and awareness. With our aspiration to accelerate the Generative HSSE Culture, we continued to drive efforts towards values, attitudes, goals and proficiency of the organisation’s health and safety. With the aim to promote transparency and mindfulness in all HSE areas based on the Culture Maturity Survey 2021, we obtained a score of 4.05 at Proactive Level. This demonstrates our resilience in maintaining good HSE practices in every aspect of our work and operations. It sees us prioritising and implementing very high safety standards, as well as making an effort to exceed them by going beyond.

We continued our initiatives in ensuring strict adherence to safety standards and enforced safety culture, compliance and leadership among employees as well as our contractors.

Our Leadership Team continues to be the force in accelerating the formation of the desired Generative HSSE Culture across our businesses and operations. During the year, five members of the Group’s Leadership Team attended the HSSE Generative Culture Leadership Training while 30 participants, involving the frontliners attended the Rakan HSE programme.

Generative HSSE Culture

We promote these behaviours in inculcating the Generative HSSE Culture within the Group:

- Ownership**
 Leaders role model and everyone has strong ownership over HSSE, as we believe HSSE creates value and beneficial for our business.
- Interdependent**
 We look out for each other because potential risks and errors are always at the top of our minds, and because nobody has all the answers - EVERYBODY contributes to HSSE.
- Mindful**
 We are conscious of HSSE in what we do because it’s the right thing to do, not because somebody is watching
- Courageous**
 We feel safe to intervene when we see unsafe conditions and behaviors and welcome such interventions from our co-workers.

Fatalities

Zero

2021

(2020: Zero)

Loss of Primary Containment (LOPC)

Zero

2021

(2020: Zero)

Loss Time Injury (LTI) Incidents

Zero

2021

(2020: 1)

Loss Time Injury Frequency (LTIF)

Zero

2021

(2020: 0.13)

Major Fire

Zero

2021

(2020: Zero)

We continued our intervention programmes and extended it further during the COVID-19 pandemic to inculcate the Generative HSSE Culture under the “Jom Patuh dan Tegur” or “Let’s Comply and Intervene” initiative. We endeavour for all our employees as well as that of our visitors and contractors to uphold and embrace the safety culture in all aspects of their work be it at site or offices as well as their daily lives.

Jom Patuh dan Tegur
(Let’s Comply and Intervene)

Display your security pass prominently
Be sure to have your security pass visible at all times when at KLCC premises.

Don’t use your smartphone while walking
Need to use your smartphone? Stop and step aside please.

Wear your face mask
Face masks are required to enter KLCC facilities and must be kept on when interacting with others within a 1 metre distance.

Maintain physical distance
Maintain a physical distance of at least 1 metre from others at all times, and keep your mask on.

Sanitise your hands frequently
Frequent hand sanitising is one of the best ways to keep COVID-19 at bay.

KLCC Tier 1 Tabletop Exercise
 Attended by the Emergency Response Team's (ERT) First Intervention Team to ensure staff appointed as Emergency Response Team are aware of the latest Incident Action Plan (IAP) and their roles and responsibilities in responding to HSE emergencies

Generative HSSE Culture e-Learning Series
 Conducted to provide awareness on Generative HSSE Culture, comprising 3 parts:

- What is Culture
- Understanding Generative HSSE Culture
- How do we Embrace Generative HSSE Culture

KLCC Parking Management HSE Upskilling Training
 Aimed to refresh and enhance understanding of Permit-To-Work system processes, Incident, Accident Reporting, and Investigation

First Line Functional HSE Assurance
 A self-assurance program conducted to evaluate compliance of day-to-day based on functional activities.

PETRONAS Rakan HSSE
 Working Safely Together Towards Generative HSSE Culture
 Conducted virtually and attended by 24 staff from across the Group



Managing Mental Wellbeing at Work during COVID-19 Pandemic
 The webinar was organised to provide a platform for participants to improve their mental health and motivate, appreciate, and inspire the participants to contribute more with maximum energy to adapt to the new norms

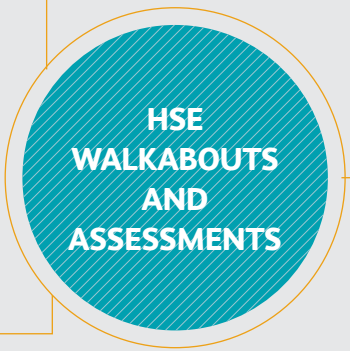
Preparing KLCC Verifier for COVID-19 Self-Test Training
 62 employees and 179 service providers and contractors trained as verifiers and 3 verifier services have been conducted



COVID-19 Immunisation Webinar; Let's Achieve the Herd Immunity
 Organised in support of the National Immunisation Program, featuring Special Advisor on public health to the Prime Minister, Tan Sri Dr. Jemilah Mahmood

Awareness on Noise Exposure Regulation 2019
 The Noise Risk Assessment (NRA) helps to identify the noise problems in the workplace. The assessment highlighted that all locations in PETRONAS Twin Towers are below noise threshold level

- HSE Walkabout at KLCC Precinct
- HSE Walkabout at Project Sites



Chemical Health Risk Assessment Presentation for PETRONAS Twin Towers and Menara 3

- To identify the hazards
- Evaluate the degree of existing control measures
- Recommend further control measures
- Attendees: KLCCUH staff from HSE, PETRONAS Twin Towers' Operations and Maintenance, Common Estate, Common Facilities, and HSE and Operations Menara 3 PETRONAS

PEOPLE

Digital HSSE at KLCC

We leverage the PETRONAS' myHSSE digital platform that serves as our e-reporting platform for HSSE digital solutions. This platform houses several HSSE digital solutions where each addresses different business pain points where we can leverage according to our business operations. The use of this platform enables users to harness the power of HSSE data to derive insights on HSSE performance, trends, emerging risks and other important elements so that proactive interventions can be planned.



UAUC

Unsafe Act, Unsafe Condition

A centralised platform to report, track and provide analytics of Unsafe Act, Unsafe Condition and Safe Observation.

LegalEasy

A solution to create a specific entity's legal register and to conduct compliance audits against the legal register or selected legislation, based on a set of audit questions.

EPICS

Environment and Social Performance Integrated and Centralised System

An integrated system that provides holistic environmental and social performance data management for compliance and sustainability reporting.

IM

Incident Management

A system to report, record and track actions on HSSE incidents and grievances.

MARS

Monitoring and Reporting System

An integrated and centralised system to report, record and monitor the HSSE performance indicators.

SHIELD

Stewardship, Health, Information and Environment Linked Database

A unified platform to manage the HSE database. It contains modules on Occupational Health (OH), Industrial Hygiene (IH) and Product Safety (PS).

COVID-19 Management as our Main Agenda

As part of the Group’s efforts in managing the safety, health and the well-being of our stakeholders, a series of engagements, collaborations between HSSE and experts in emergency and crisis and the medical field, as well as the activation of all safety measures by our Operation and Maintenance team from the Facilities Management at our offices, hotel and retail, continued to be implemented.

The KLCC Pandemic and Preparedness Response Team (KPRT), which was established in 2020, continued to steer KLCC preparedness and response on COVID-19 matters to provide support and guide to our operational and strategic activities. They also spearheaded the acceleration of the vaccination drive for the organisation through the MYMedic@Wilayah Vaccine Mobile Truck Program in collaboration with the Ministry of Federal Territories. KPRT also closely monitored and tracked the COVID-19 cases of employees and service providers across the Group via an interactive Power Bi real-time dashboard.

COVID-19 Cases Recorded

Confirmed Cases	
Staff	Service Provider
86	86
TOTAL	172

Recovered	
Staff	Service Provider
86	86
TOTAL	172

Person Under Surveillance	
Staff	Service Provider
216	52
TOTAL	268



COVID-19 Communications



PEOPLE

Security Management

Having a comprehensive security and surveillance system is essential to protect the iconic PETRONAS Twin Towers, maintaining an open and free access for visitors and controlling security incidents impacting our buildings within the precinct.

Integrated Security Operation Centre (ISOC)



24/7 Acts as a security central nerve monitoring

Empowered with **digital technology** to support the new security modus operandi

Six Advanced Intelligent



Building Air Quality

In ensuring healthy and conducive working environment for our tenants particularly upon their return to offices, one of the areas of emphasis for the year was indoor air quality. In respect to this, our Facilities Management performed a comprehensive review of our buildings' Heating, Ventilation, and Air Conditioning (HVAC) system.

We took a concerted effort in ensuring the air quality in our buildings is in compliance with Section 18 of Occupational Safety and Health Administration (OSHA) and we are proud to note that all our offices' ventilation and air quality are meeting the World Health Organisation (WHO) and other relevant standards.

Initiatives undertaken:

Heat recovery ventilation

- Maintains outdoor air ventilation intake that contributes to both energy efficiency and good Indoor Air Quality (IAQ)

Demand controlled ventilation

- Maintains comfort level as per occupants' requirement

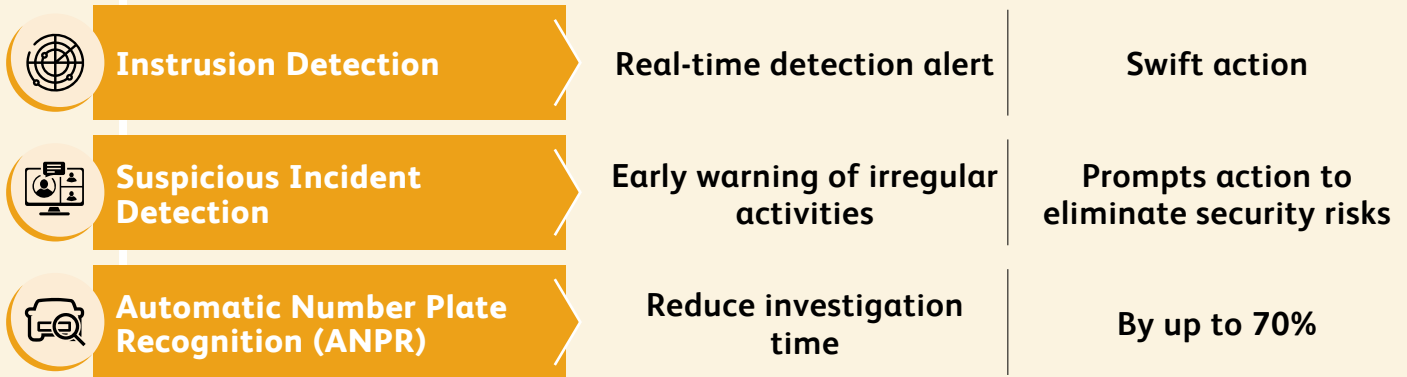
During the year, we enhanced the security model for the KLCC Precinct with heavy reliance on digital technology.

New Security Operating Model (NSOM)

New Digital way for security operation



Analytical features @ ISOC



- | | | | | |
|---|---|--|--|---|
| <p>Economiser operation</p> <ul style="list-style-type: none"> Less mechanical cooling is required therefore resulting in energy saving | <p>Envelope tightness</p> <ul style="list-style-type: none"> Maintains moisture dynamics within building envelope | <p>Air distribution system tightness</p> <ul style="list-style-type: none"> Improves air distribution which contributes to both energy efficiency and good IAQ | <p>More efficient particle filtration</p> <ul style="list-style-type: none"> Improves equipment efficiency with cleaner air supply | <p>Operation and Maintenance Regime</p> <ul style="list-style-type: none"> Regular purging help remove contaminated air and measurement of air change |
|---|---|--|--|---|