



SAFETY AND HEALTH

SAFETY IS THE PRE-REQUISITE FOR SUSTAINABLE OPERATIONS EXCELLENCE AND INTEGRITY. THIS CONCERNS CONSERVING THE ENVIRONMENT AROUND US, PROVIDING A SAFE AND HEALTHY WORKPLACE FOR OUR PEOPLE AND SAFEGUARDING OUR ASSETS AND BUSINESS.

We mandate strict adherence to the KLCCP HSE Policy across our businesses in preventing harm to people, the environment and assets.



KLCCP Stapled Group implements stringent safety practices at both workplace and construction sites

Our HSE Policy guides our actions in health, safety and environment to strive for excellence and highlights our commitment to:

- Prevent and eliminate risk of injuries, occupational illnesses and damage to properties and towards prevention of pollution, conservation and preservation of environment
- Business activities carried out in accordance with legal requirements and other HSE related requirements
- Provide resources for training and engage with stakeholders
- Ensure contingencies plans are in place and maintained for emergencies
- Communication of HSE matters to employees, customers, contractors, suppliers and public
- Continual improvement on HSE Management, performance, processes and technology

The safety and health of our employees, tenants and visitors to and within the buildings are paramount to KLCCP Stapled Group. We place utmost importance on Safety Management to prioritise safe work practices, building HSE capability and culture within our organisation and Occupational Health in sustaining ideal health levels of our employees.

CORPORATE RESPONSIBILITY AND SUSTAINABILITY REPORT



First Aid training conducted by Suria KLCC

Safety Management	HSE Capability and Culture	Occupational Health
<p>Prioritise safe work practices to provide a safe, secure and conducive workplace and environment</p>	<p>Structured capability building to inculcate stronger HSE leadership, culture and mindset</p>	<p>Focused on sustaining optimal health levels</p>
<ul style="list-style-type: none"> • Our KLCCP HSE Policy, HSE Management System, HSE Mandatory Control Framework and PETRONAS Technical Standards are governance mechanisms established to integrate requirement of health and safety legislations and environmental protection to elevate our HSE performance • Our employees, and third party personnel serving at our properties and development sites are mandated to comply with our standards and rules on HSE • We comply with Zero Tolerance (ZETO) Rules, a principle to ensure all activities are carried out in a safe manner and where any non-compliance is not tolerated • We are committed to conducting our business activities in accordance with our policies on Health, Safety and Environment and complying with the highest standards of occupational safety and health regulations • We continuously measure and track our performance against industry best practices 	<ul style="list-style-type: none"> • We are committed in providing our employees with a conducive work environment that complies with the highest standards of occupational safety and health (OSH) regulations with zero tolerance for non-compliance • We adopt a structured capacity building plan to inculcate stronger HSE leadership, culture and mindset via holistic competency development programmes at our various properties to develop well-rounded and technically-proficient HSE personnel • We are committed to providing, in collaboration with our employees, a safe, secure and conducive workplace culture and environment, where the values of mutual and reciprocal respect, trust and confidence are upheld and actively promoted 	<ul style="list-style-type: none"> • We promote and maintain the highest degree of physical, mental and social well-being of our employees in all occupations • We are committed to the wellness of our employees, contractors, customers and guests • We adopt and implement the PETRONAS Occupational Health and Industrial Hygiene standards including focusing on new legal and regulatory requirements to ensure our workplace adopts best practices

Key Initiatives in 2015

In our continuous efforts to create greater awareness among employees and contractors and to instill the HSE culture, KLCCP Stapled Group undertakes a variety of injury prevention and intervention programmes to eliminate or minimise the risk of injury to employees, contractors, suppliers and the public. Several initiatives and training programmes were conducted during the year to ensure a thorough understanding of health and safety roles and responsibilities.

➤ Strengthening the HSE Capability and Culture

In 2015, KLCCP Stapled Group's HSE initiatives included:

Instilling HSE in each employee via Key Performance Indicators in Employees' Performance Contract	<ul style="list-style-type: none"> • Participation in HSE programs • Reporting on Potential Incident/Near Miss (PI/NM) of potential hazards or incidents at any of our properties or sites
Communication and enhancing knowledge of HSE matters	<ul style="list-style-type: none"> • Health talks by external parties and regulatory authorities • Blood donation campaign
Regular HSE Awareness Trainings for employees and contractors	<p>In 2015, a total of 8,674 employees and contractors underwent HSE training. The trainings included amongst others:</p> <ul style="list-style-type: none"> • Scheduled waste generation and handling procedure • As part of Emergency Response Procedure training, the Emergency Response Team (ERT) was established to support in emergency situations at the workplace – included First Aider training and usage of SCBA equipment as breathing apparatus • Safety briefing for all contractors as a procedure to the application of Permit To Work • Incident Command Structure working session was conducted to set up a synchronised command system in handling any emergency situations involving our properties within KLCC Precinct
Improving Communication via HSE Bulletin	<ul style="list-style-type: none"> • Regular publication of news and updates on HSE matters and events in the Group's intranet portal that all employees have access to
Retail Mall Total Evacuation	<ul style="list-style-type: none"> • Attended by stakeholders – tenants, centre management office, third party contractors • To test the building's emergency preparedness response capability
Retail Mall Bomb Threat Training	<ul style="list-style-type: none"> • Conducted for new employees to familiarise themselves to Suria KLCC's Bomb Threat protocol
Crisis Management and Business Continuity Plan (BCP)	<ul style="list-style-type: none"> • Focused on the HSE aspects and in identifying potential risks and outlays mitigation processes

CORPORATE RESPONSIBILITY AND SUSTAINABILITY REPORT

<p>HSE Audits conducted monthly/annually at MOKL Hotel</p>	<ul style="list-style-type: none"> • Conducted by an independent UK based consulting firm • Includes verification of documentation and records as well as physical inspection of facilities • Ensures management team is focused on health and safety issues and prepared to manage in the event of crisis and business interruptions
<p>Hazard Identification Risk Assessment Determining Controls (HIRADC) team</p>	<ul style="list-style-type: none"> • Review of current control measures and its effectiveness



Staff attending HSE programme conducted by the Group

In August and September 2015, our country was engulfed in haze which caused an acute environmental issue. During this period, KLCCP took measures and closely monitored the API reading and kept staff informed of the conditions. Every staff was given an N95 face mask (dust mask) for their usage in the event they had to attend to matters outside of office.

Performance in 2015

KLCCP Stapled Group's HSE performance is monitored and tracked on a monthly basis in accordance with the targets and standards set by Management apart from compliance to applicable regulatory requirements. The safety performance of the Group is measured by Loss Time Injury (LTI), Major Fire Incidents, Loss of Primary Containment (LOPC) and Total Reportable Cases (TRC) which are benchmarked against industry best practices. KLCCP Stapled Group operates within the given regulatory limits.

➤ **Continuous Improvement of Occupational Health and Industrial Hygiene**

Our focus this year was also to spur a healthy culture and sustain optimal health levels of our people towards achieving KLCCP Stapled Group's business aspirations, with focus on our employees and contractors in the properties or sites we operate in. This involved adopting and implementing the PETRONAS Occupational Health and Industrial Hygiene standards, including industry best practices.

During the year, we conducted a Health Risk Assessment (HRA) at our property, Kompleks Dayabumi to evaluate health effects that may arise following exposure to physical, chemical, psychosocial, biological and ergonomics. The HRA is a requirement by PETRONAS Technical Standard (PTS) where all existing or new operations are required to be evaluated.



KLCC Group's Household Hazardous Waste Campaign held in June 2015

KLCCP Stapled Group recorded an impressive zero Fatal Accident Rate (FAR) in the last 4 years. This achievement is the result of stringent safety measures implemented throughout our businesses, as well as strengthening of KLCCP Group's safety culture and capabilities. During the year, KLCCP Stapled Group recorded 8 LTI incidents with a LTIF of 0.23, an increase from 2014 due to manual handling and housekeeping incidents whilst Major LOPC was maintained at zero.

	2015	2014	2013
No of fatalities	0	0	0
Fatal Accident Rate	0	0	0
Loss Time Injury (LTI) Incidents	8	2	4
Loss Time Injury Frequency (LTIF)	0.23	0.14	0.41
Loss of Primary Containment (LOPC)	0	0	0

Moving forward, we will continue regular compliance inspections and carry out enhancements of safety and health management systems in order to improve and accomplish the targets for the year.