

SOCIAL - SECURITY, SAFETY AND HEALTH

SECURITY, SAFETY AND HEALTH

The focus on security, safety and health at KLCCP Stapled Group is paramount and critical particularly since we operate in the real estate development and investment industry where increasing number of security threats, work-related injuries, illnesses and inherent risks are becoming more apparent. As such, creating a positive culture on security, safety and health whilst empowering everyone within the organisation to be part of a solution, enables us to strengthen our HSE capability and culture.



SUPPORTING THE UNSDGs



MATERIAL MATTERS

1

Security, Safety and Health

MAPPED TO OUR CAPITALS



RELATED PRINCIPAL RISKS

1

Health, Safety and Environment

2

Security

3

Facility Management

4

Project Management

“ We place utmost priority in workplace health, safety and security and scale up towards a HSSE Generative Culture ”



The “Jom Patuh & Tegur” campaign promotes awareness on basic hazards and risks at workplace

WHY IT MATTERS TO US

- Protecting our people and caring for their well-being is essential to our business operations
- Safety at worksite is one of the highest safety issues due to the increasing number of work-related injuries, illnesses and inherent risks associated with working in the real estate sector

VALUES WE CREATE

- Strengthened HSE capability and culture as well as occupational health of employees
- Sustained HSE excellence with every employee ensuring HSE accountability
- Being the HSE leader in the industry, surpassing our peers

OUR APPROACH

KLCCP Stapled Group is committed to conducting business in a manner that protects the health, safety and security of our employees, tenants, contractors, suppliers and the community who visit our properties. 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.

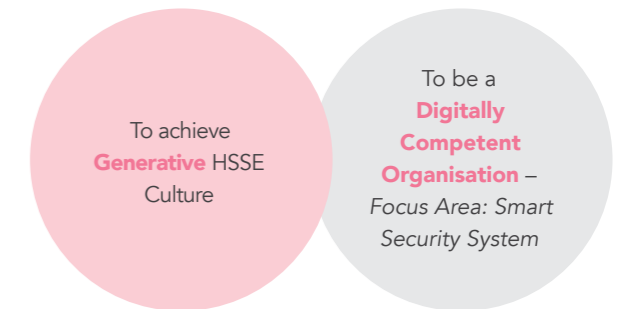
We place utmost importance on safety management to prioritise safe work practices, building HSE capability and culture within our organisation and safeguarding of occupational health in sustaining ideal health levels of our employees, visitors to our properties and at project sites. Regular HSE programmes are conducted to strengthen our HSE culture and capability and ensure our operations are carried out with the highest safety standards. We make continuous improvement in our HSE practices, measure and track our performance against industry best practices in our effort to raise the bar on HSE.



FOCUS FOR THE YEAR

- Strengthening the KLCC Precinct Security with functional and dynamic technology and competent security forces through the implementation of Smart Security and Surveillance Systems

OUR 5-YEAR TARGET (2019-2023)



KLCCP Stapled Group is working towards a step change improvement in HSSE by increasing the level of HSSE maturity culture within our organisation. Currently, our HSSE maturity level stands at 4.11 reflecting a maturity state of ‘Proactive’. Our ultimate target is to be on track to develop a ‘Generative’ (5.00) HSSE culture within our organisation.

In our journey towards becoming a digitally competent organisation, KLCCP Stapled Group also targets to implement a complete Smart Security System within the KLCC Precinct to transform towards a more secured and sustainable business operations.

Safety and Health Management

Managing the safety of our people, assets and the environment is KLCCP Stapled Group’s top priority. Our emphasis is to develop effective controls on identified HSE risks. In addition to workplace safety, KLCCP Stapled Group also placed emphasis on employees’ health. Ergonomics, stress, and anxiety can have significant impact on job performance, employee satisfaction, and retention, which ultimately affect organisational goals and objectives. In 2019, our HSE strategic focus and initiatives were emphasised within four core areas:

- Internalise HSE Culture through leadership and ownership at middle management level
- Concentration on Contractor Management in both facilities management and construction field
- Cultivate consistent operating discipline in HSEMS and MCF
- Strengthening internal HSE Capabilities

SOCIAL - SECURITY, SAFETY AND HEALTH

INITIATIVES FOR THE YEAR	DETAILS	BENEFITS
HSE CULTURE		
Top Management HSE Walkabout	<ul style="list-style-type: none"> Leadership walkabouts were conducted group-wide by the Management Leadership Team – from project sites to plant environment and from buildings to parking management sites A total of six HSE Walkabouts were conducted in 2019 by the Management Leadership Team 	<ul style="list-style-type: none"> To promote leadership visibility in driving HSE at our workplace and provide clarity to employees and contractors in preventing fatalities and accidents at workplace
HSE Awareness Programmes	<ul style="list-style-type: none"> HSE Awareness Sessions for employees: <ol style="list-style-type: none"> Fire Safety and Awareness Session with Jabatan Bomba & Penyelamat Malaysia – briefing on fire safety general guideline and requirement, fire preventive measures at premise, and usage of fire rescue equipment and tools Effective Intervention towards Crime Prevention for Everyone by Director of Code Red Survival Academy - created awareness and equipped employees with basic safety and survival skills to protect themselves and their families from threat of crime Self-Defense Workshop by She Fights which was open to all genders covering theory, live demo and defense techniques HSE induction for new employees, KLCCUH on-boarding training on daily basis for new tenants and contractors, Stress Management Training for floor marshals and assistant floor marshals, Mandatory Control Framework awareness training for KPM employees Education and competency programmes: <ol style="list-style-type: none"> Re-inforce ZeTo Rules Training with consequence management for KPM employees in February 2019 First aid training for first aiders, HSEMS Tier 2 auditor training, ISO 14001 and OHSAS 18001 Lead Auditor trainings, and PETRONAS Assurance Delivery Training for all employees 	<ul style="list-style-type: none"> An on-going initiative to train and educate our people, raise awareness, and develop HSE competencies within the organisation
HSE Communication	<ul style="list-style-type: none"> Updates on HSE news, events and lessons learnt are published on the KLCC Group intranet portal HSE alerts on HSE incidents within the PETRONAS Group are communicated to all employees for awareness HSE sharing sessions with business units facilitated by the HSE team on environmental awareness and conservation, basic hazards and risk at workplace 	<ul style="list-style-type: none"> Promotes awareness and understanding of health management and safety as well as specific risk issues Improves the overall effectiveness and efficiency of the implementation of the HSEMS
Safety Engagement with Contractors/Suppliers	<ul style="list-style-type: none"> KLCCUH conducts monthly engagement with suppliers on HSE matters Suppliers Performance Appraisal (SPA) was also conducted which was carried out twice a year to address areas of improvement Suria KLCC conducted safety briefings for contractors on a daily basis - a total of 9,118 briefings were held in 2019 	<ul style="list-style-type: none"> Better understanding of HSEMS, MCF and other HSE requirements translating to zero fatalities

SOCIAL - SECURITY, SAFETY AND HEALTH

INITIATIVES FOR THE YEAR	DETAILS	BENEFITS
HEALTH		
Workplace Health	<p>Health Risk Assessment</p> <ul style="list-style-type: none"> In line with PETRONAS HSE Capability Program, Health Risk Assessment (HRA) was identified as one of the competency required for KLCCP Stapled Group HRA is conducted to identify all health hazards within the organisation and provide a basis for the business to conduct health hazard studies The health hazard studies cover: <ol style="list-style-type: none"> Physical assessment [noise and radiation exposure monitoring] Chemical exposure monitoring Biological hazards [microbes, poisons] Ergonomics [improper work station and use of tools] Psychosocial [fatigue, stress, excessive working time] In 2019, five HSE personnel successfully completed the HRA training and certified to conduct future HRA for KLCCP Stapled Group From the HRA performed, no health incidents were recorded for the Group in 2019 <p>Annual Medical Surveillance</p> <ul style="list-style-type: none"> MOKL Hotel conducted a medical surveillance on selected employees from the laundry and engineering department which was carried out by an occupational health doctor registered with DOSH Employees who are detected with a medical condition which places him/her at increased risk of impairment to health from chemical exposure, may be required temporarily removal from their workstations or tasks As at 2019, 18 employees underwent the medical surveillance with no reported risk 	<ul style="list-style-type: none"> To reduce and prevent occupational health diseases and incidents reported Able to carry out a systematic assessment of employees exposed or potentially exposed to occupational hazards This assessment monitors individuals for adverse health effects and determines the effectiveness of exposure prevention strategies
OPERATIONS		
Emergency Preparedness	<ul style="list-style-type: none"> Emergency evacuation drill was held at Suria KLCC in April 2019 and at Menara Dayabumi in October 2019 12 simulation exercises were held at MOKL Hotel to test the effectiveness of the Business Continuity Management 	<ul style="list-style-type: none"> Provides common understanding of emergency response management and consistent approach in managing risk to all employees Better able to respond and manage crises in the risk areas to protect and save people, environment, assets and reputation
Investigations and Findings of Reported Incidents	<ul style="list-style-type: none"> Tripod Beta Investigation Tool and Analysis which was previously introduced, identifies active and latent failures in hazards that cause or contribute to any incidents A Tripod Beta Investigator, who is qualified with accreditation, investigates, analyses and improves the quality of incident analysis and incident report writing using the tool As of 2019, KLCCP Stapled Group successfully attained four Silver investigators who will lead any lost time injury incident within the Group The investigations from the incidents were discussed at various platforms i.e. within the HSE team, OPU level and tracked accordingly by corporate HSE 	<ul style="list-style-type: none"> Lessons learnt from LTI incidents and near miss incidents were highlighted and shared with all employees within the Group for reflective learning

SOCIAL - SECURITY, SAFETY AND HEALTH

PERFORMANCE FOR THE YEAR									
Fatalities		Loss Time Injury (LTI) Incidents		Loss Time Injury Frequency (LTIF)		Loss of Primary Containment (LOPC)		Potential Incident/ Near Miss (PI/NM)	
2019	2018	2019	2018	2019	2018	2019	2018	2019	2018
0	0	7	5	0.78	0.47	0	0	1,805	2,245

During the year, KLCCP Stapled Group recorded seven LTI incidents with a LTIF of 0.78 contributed by mishap of contractors at worksite. Our Group has worked on the tightening of permit to work enforcement and intensified training development to reduce the LTI incidents. LOPC was maintained at zero.

Security Management

In respect to Security Management, at KLCCP Stapled Group, we have the responsibility of keeping our guests, tenants, customers and visitors safe. We have in place the KLCC Precinct Security Master Plan which comprises the Security Surveillance System for the common areas of the KLCC Precinct. We also collaborate with the Police and PETRONAS Group Security to manage the customers' and visitors' safety and security across all asset classes.

INITIATIVES FOR THE YEAR	DETAILS	BENEFITS
Establishment of Crime Prevention through Environmental Design (CPTED)	<ul style="list-style-type: none"> During the year, we have successfully allocated several "Planter Box" close to the entrance of PETRONAS Twin Towers and Menara 3 PETRONAS to provide Hostile Vehicle Mitigation (HVM). We also installed pedestrian barrier, heavy duty boom gate and raised the curb within KLCC Precinct 	<ul style="list-style-type: none"> Provides shield, security and mitigates vehicles from ramming into the buildings Permit increased control of pedestrian circulation and reduces unauthorised entry
Implementation of Visitor Management System (VMS) Database	<ul style="list-style-type: none"> In compliance with Personal Data and Protection Act 2010 (PDPA 2010), KLCCUH implemented VMS where visitors are required to fill in an online consent form through the database to gain access into our office buildings 	<ul style="list-style-type: none"> Streamlining the process for visitors check-in and ensure greater security and better visitor management and tracking
Integrated Command Centre (ICC)	<ul style="list-style-type: none"> ICC was built to house the security management team and the new security control surveillance system and server room where the access into the entire precinct can be controlled and monitored 	<ul style="list-style-type: none"> Effectively manage KLCC Precinct security operations and respond to emergencies immediately
Implementation of Security Systems and Technology	<ul style="list-style-type: none"> Implementation of enhanced security system within our KLCC Precinct common areas (basement parking, KLCC Park, Persiaran PETRONAS/KLCC): <ol style="list-style-type: none"> Smart Security Surveillance System (CCTV) – digital cameras with analytical software and facial recognition, security detection and alarm system, electronic access control and fencing system Automated Number Plate Recognition (ANPR) System – monitor entry and exit of vehicle to and from NWD car park Help Point System – emergency communication platform for visitors Guard Tour and Communication System 	<ul style="list-style-type: none"> Enables an enhanced security monitoring with live video surveillance, allowing real-time monitoring and high definition picture quality, with assistance available 24/7 making our precinct a more secure destination for our people

SOCIAL - SECURITY, SAFETY AND HEALTH

Cyber Security and Data Privacy

With cyber-attacks becoming more prevalent and damaging, KLCCP Stapled Group also reinforced its systems and procedures to detect, respond and mitigate potential cyber disruptions for upholding information security protection. KLCCP Stapled Group worked towards creating awareness within the organisation by conducting cybersecurity workshops.

INITIATIVES FOR THE YEAR	DETAILS	BENEFITS
KLCC Group Cyber Security Action Plan	<ul style="list-style-type: none"> In 2019, KLCCP Stapled Group developed the KLCC Group Cyber Security Action Plan The Action Plan strengthens the existing systems and procedures to address the root cause of cyber security issues It also lays out specific initiatives to review and establish SOP on new security surveillance system, document sharing guidelines, third party/vendor access, classification of email and implement secondary data center for new security surveillance systems The Action Plan addresses five categories of cyber risk concerns: <ol style="list-style-type: none"> Ransomware Phishing Hacking Data Leakage Insider Threat As part of the initiative, we have conducted cybersecurity workshops for all business units in 2019 and rolled out the ICT Security Policy Compliance programme 	<ul style="list-style-type: none"> To manage the cyber security risk within the KLCCP Stapled Group in ensuring our organisation's data is safe from attacks from both internal and external factors To also safeguard necessary integrated technologies, prevent hacking and ensure business continuity