KLCCP STAPLED GROUF

PROSPERITY

PLANET

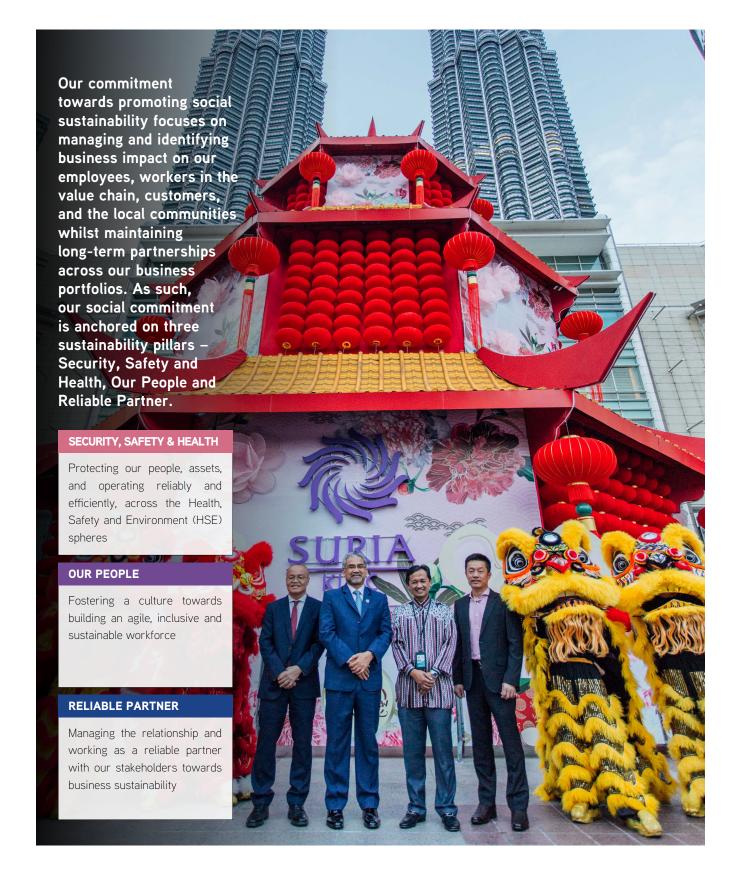
PEOPLE AND PARTNERSHIP

PEACE

PEOPLE AND PARTNERSHIP

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, while keeping abreast with the changing customer behaviours and expectations of our stakeholders.





SUPPORTING THE UNSDGs



MATERIAL MATTERS

Security, Safety and Health

MAPPED TO OUR CAPITALS



RELATED PRINCIPAL RISKS

Health, Safety and Environment

Security

Facility Management

Project Management

5-YEAR SUSTAINABILITY ROADMAP (2019-2023)



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

SECURITY, SAFETY AND HEALTH

We have a robust approach to health, safety and wellness throughout the year which ensured we were well positioned to respond to the global outbreak of COVID-19, and the impact it presented on our business. As the pandemic evolves, how we protect our people clearly dictates how safe our communities are, and how resilient our businesses will be. Hence, our top priority was to keep our employees, customers and service providers safe and well. Our HSE team diligently undertook steps to provide immediate support and guidance to our people and ensured their workplaces met strict occupational safety and health measures. We also see cybersecurity as an important agenda now more than ever as cyber-crime is common these days.

Our Approach

KLCCP Stapled Group is committed to conducting business in a manner that protects the health, safety and security of our employees, customers, 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.

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FOCUS FOR THE YEAR

- Health and safety of our stakeholders aligned to stringent protocols and measures
- Implementation of an Integrated Security Operation Center (ISOC) and New Security Operating Model (NSOM) to enhance security operations within KLCC
- · Cyber Security Awareness to inculcate cyber resilience and a cybersecurity mindset across the organisation



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FATALITIES ZERO (2019:ZERO)

LOSS TIME INJURY LOSS TIME INJURY FREQUENCY (LTIF) 0.132020 (2019:0.78)

LOSS OF PRIMARY CONTAINMENT (LOPC)

2020

7FRO 2020 (2019:ZERO)



(LTI) INCIDENTS

MAJOR FIRE 7FRO 2020 (2019:ZERO)

Safety and Health Management

Our priority is the health, safety and wellbeing of our employees, customers, tenants, visitors, the public and any others who may be affected by our operations. Throughout the year, we have responded with strength to the challenges presented by the COVID-19 pandemic and have continued to evolve our systems and processes to ensure a safe working environment. KLCCP Stapled Group acted to swiftly implement safety precautions and measures to protect employee health and safety during the outbreak where appropriate controls were put in place including employee awareness, improved hygiene practices and social distancing.

Our HSE key focus areas comprised 5 core areas:

Reinforced **HSE Leadership** and

Intensified efforts to strengthen compliance against established

Heightened contractor management

Intensified internal HSE capabilities to support and sustain HSE performance

Accelerated **HSE digital solutions** by leveraging Group HSSE

Initiatives for the Year

Leadership Engagement on HSSE Generative Culture

- Introduction of HSSE Generative Culture aspiration to the Management Leadership team on how to accelerate culture to the next level and initiatives in place
- Sharing of HSSE Culture Maturity Survey 2018 results, action plans and intervention programs to strengthen our HSSE culture within the organisation

Functional Checklist Reporting on Operational Safety, Environment, and **Contractor Managemen**

- Established a systematic daily inspection checklist for operational safety, environment and contractor management data
- A pool of reliable data collated via this checklist for assurance or audit matters

HSSE Operation and Crisis Management

- Established the KLCC Pandemic Preparedness and Response Team (KPRT) in March 2020 who was responsible to strategise, direct, control and monitor the planning and implementation of the various aspects of the pandemic preparedness plans across KLCC Group
- 24-hours Emergency Response Team (ERT) was activated and on standby to respond to any emergency incidents
- Close tracking and monitoring of COVID-19 cases to update the organisation
- Procurement and distribution of Personal Protective Equipment (PPE) to all our frontliners within our
- Coordination of sanitisation activities and operation of thermal imaging cameras at all office buildings

Initiatives for the Year (cont'd)

Proactive Contractor Management in Relation to COVID-19

- · Compliance of essential contractors' registration with Ministry of International Trade and Industry
- Compulsory requirement for COVID-19 screening for all contractors prior to commencement of work
- Daily safety walkabout with contractors two sessions (AM and PM)
- Conducted disinfection at contractors' offices
- Inspection and monitoring of contractors' accommodation and transportation details to ensure compliance to the new norm requirements

Established New Norm Guidelines based on Ministry of Health's Protocol

- Established new normal guidelines which was shared with all business units covering the following
- Social distancing when using facilities such as meeting rooms, toilets, lifts, pantry and other shared
- Provision of hand sanitiser, method of hand sanitisation, improved hygiene measures and required cleaning products;
- Heightened cleaning rosters;
- Coordination on contact tracing;
- Elimination of non-essential visitors: and
- Corporate travel bans

RAKAN HSSE Program

- A 6-month program to drive HSE culture among the KLCC front liners maintenance/operation
- This program strengthens the capabilities of our front liners to accelerate HSE culture and prepare them to uphold the HSE Amanah and strengthen the workplace safety within their work areas
- 24 participants have sucessfully completed this program

HSE Awareness Programmes for **Employees**

- Conducted the following HSE awareness programmes during the year:
- HSE induction for new employees via virtual platform
- Virtual HSE training for Floor Safety Marshall
- Basic Occupational First Aid and Automated External Defibrillator (AED) training for KPM employees – 15 participants involved and qualified as First Aider

HSE Communication

- News updates on HSE via KLCC Group Intranet Portal
- HSE sharing sessions with business units facilitated by the HSE team
- Continuous awareness on COVID-19 is extended to employees via KPRT Daily Compliance Monitoring Dashboard which include number of COVID-19 cases, health alerts, health advisory and travel advisory
- Distribution of Guidebook on "New Norms and COVID-19 Prevention" as well as COVID-19 FAQs for employees' reference

Safety Engagement with Contractors/ Suppliers

- Conducted monthly engagement with suppliers
- Carried out Suppliers Performance Appraisal (SPA) between January June 2020 and June - December 2020
- Daily/Weekly contractor's safety briefings
- KLCCUH's Contractor Engagement 2020 covering Zeto Rules Briefing, Zeto Rules signing, and lessons learnt from real life accidents

Workplace Health

- Implemented risk assessment exercise on COVID-19 for any event to be conducted within our properties to assess the risk on case to case basis
- MOKL Annual Medical Surveillance for employees in the Engineering and Laundry department, carried out by an occupational health doctor registered with DOSH

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Initiatives for the Year (cont'd)

Safety Induction for Suria KLCC **Construction Workers**

- · An integrated safety and health induction training to increase safety awareness and create safety culture for construction workers
- Four Supervisors involved in the operations participated in this training

Application of ICT Solution in **HSE-Operation** and Monitoring

- Leveraged on Group HSSE PETRONAS' digital platform:
- Standardised HSE incidents management reporting for all operational units within the Group - PETRONAS HSSE Incident Management (IM), PETRONAS HSSE Monitoring and Reporting System (MARS), PETRONAS HSSE Unsafe Act Unsafe Condition System (UAUC)
- For inspection data to be incorporated online PETRONAS myAssurance

HSE Awards

• KLCCUH conducted a virtual HSE awards day to recognise contractors who were high performers



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 a 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 customers' and visitors' safety and security across

Initiatives for the Year

Installation of Crime Prevention through Environmental Design (CPTED)

• Installed "Planter Box" at Suria KLCC and Menara Maxis to provide Hostile Vehicle Mitigation (HVM)

Established of Integrated Security Operation Center

- Extended security monitoring coverage to areas within KLCC Precinct Common areas (Menara Exxon Mobil and KL Convention Center) which is beyond the KLCC Precinct Security Management Centre monitoring coverage
- Consist of Smart Alert for HSSE non-compliance (video analytics feature which is able to monitor and alert safety aspects of workers and contractors), People Counting Sensor and People Heatmap within KL Precinct Common Areas and implementation of Real Time Facial Recognition
- Pilot testing have been conducted for these initiatives with target completion in Quarter 1 2021

Initiatives for the Year (cont'd)

Established New Security Operating Model (NSOM)

- Transformed the security model from a static zone-based to risk-based intelligent patrolling and rapid
- Outsourced security guards to Auxiliary Police (enhanced quality and tourist friendly)
- This new model which have heavy reliance on digital technologies consists of several components:
- Integrated Command Center (ICC) as security central nerve
- Intelligent Patrolling supported by ICC and usage of Guard Tour
- Rapid Response terminal stationed at four different locations KPM office, Menara ExxonMobil, KLCC Esplanade and KLCC Park
- NSOM is targeted to be fully operational in Quarter 1 2021

Cyber Security and Data Privacy

Cybersecurity risk is increasing, driven by global connectivity and usage of cloud services to store sensitive data and personal information. With cyber-attacks becoming more prevalent and damaging, KLCCP Stapled Group continues to work on reinforcing its systems and procedures to detect, respond and mitigate potential cyber disruptions for upholding information security protection.

Our ICT infrastructure is fully supported by PETRONAS ICT, and we adhere to the PETRONAS' Baseline Security policy requirements which are accredited by the International Organisation for Standardisation (ISO) 27001:2013 - Information Security Management System. Our Business Continuity Plan also serves to mitigate security risk for our critical business applications.

Towards transforming into a cyber security stronghold, PETRONAS launched a new mandatory Enterprise Cyber Security Governance Framework early 2020. In October, they launched this framework to KLCC Group of Companies to have a standardised and holistic approach to managing risk group-wide and ensure compliance to the cyber security control requirements.

Towards creating an organisation free from cyber threat, we also worked towards instilling awareness amongst employees through cyber security awareness program.

Initiatives for the Year

of Cybersecurity Assessment Program

- Conducted to educate employees on protecting their computer and personal information and how to stay safe from various cybercriminals scouring the web for potential targets
- Rolled out throughout the Group where all employees were required to undertake the cybersecurity assessment via PETRONAS' SWITCH platform
- There are four levels of assessment to be completed Bronze, Silver, Gold and Platinum
- Upon completion of the four levels of assessment, each employee will then receive a Human Firewall Champion certificate
- As at year end 2020, 47% of employees have successfully completed this assessment program

Training on **Enterprise Cyber Security Governance**

- A series of engagement sessions were conducted for KLCC IT fraternities to communicate on the implementation of the new framework covering the following areas:
- Cyber Security Enterprise Control Framework
- Cyber Security Risk Management Guidelines
- Methods of Managing Cyber Security Risks
- Employee' Roles and Responsibilities

