

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.

Our commitment towards promoting social sustainability focuses on managing and identifying business impact on our employees, workers in the value chain, customers, and the local communities whilst maintaining long-term partnerships across our business portfolios. As such, our social commitment is anchored on three sustainability pillars – Security, Safety and Health, Our People and Reliable Partner.

#### SECURITY, SAFETY & HEALTH

Protecting our people, assets, and operating reliably and efficiently, across the Health, Safety and Environment (HSE) spheres

#### OUR PEOPLE

Fostering a culture towards building an agile, inclusive and sustainable workforce

#### RELIABLE PARTNER

Managing the relationship and working as a reliable partner with our stakeholders towards business sustainability



#### 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)

#### Goal 2

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 Precinct
- Cyber Security Awareness to inculcate cyber resilience and a cybersecurity mindset across the organisation

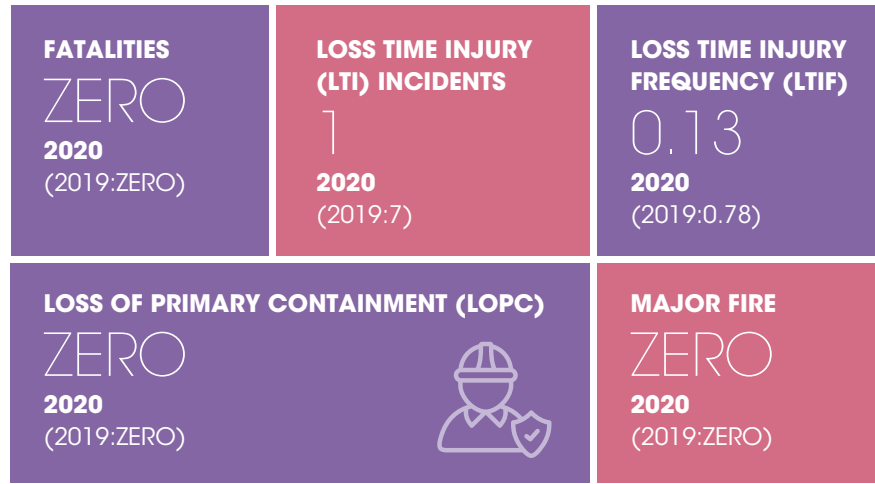


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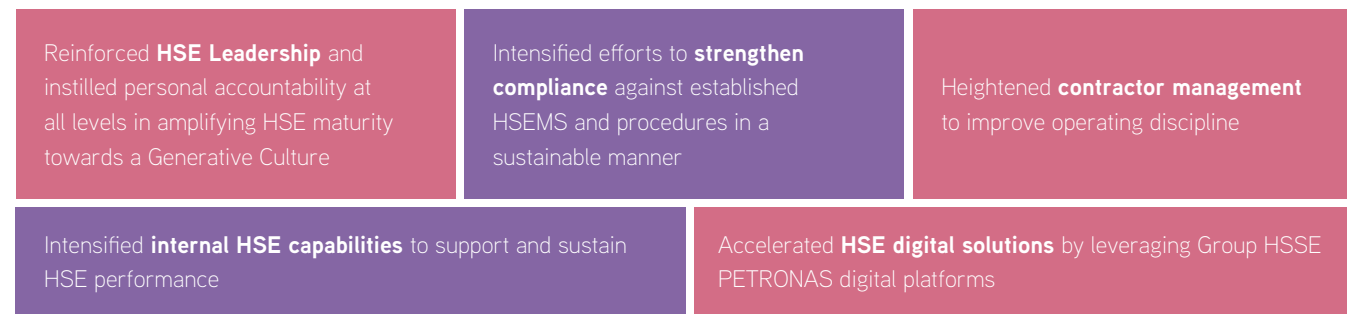
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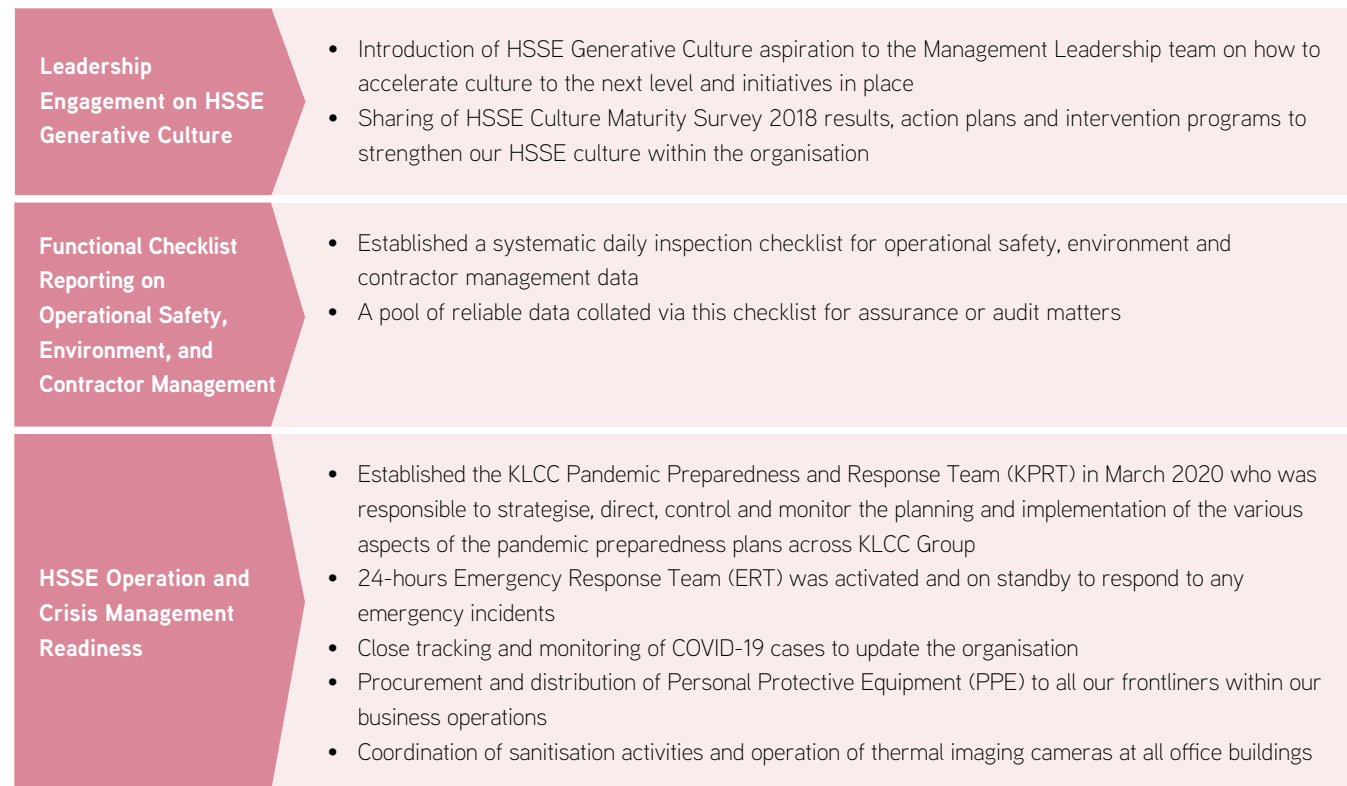
**Safety and Health Management**

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:



**Initiatives for the Year**



**Initiatives for the Year (cont'd)**



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2020 IN FOCUS

Initiatives for the Year (cont'd)

<b>Safety Induction for Suria KLCC Construction Workers</b>	<ul style="list-style-type: none"> <li>An integrated safety and health induction training to increase safety awareness and create safety culture for construction workers</li> <li>Four Supervisors involved in the operations participated in this training</li> </ul>
<b>Application of ICT Solution in HSE-Operation and Monitoring</b>	<ul style="list-style-type: none"> <li>Leveraged on Group HSE PETRONAS' digital platform:                             <ul style="list-style-type: none"> <li>Standardised HSE incidents management reporting for all operational units within the Group</li> <li>PETRONAS HSE Incident Management (IM), PETRONAS HSE Monitoring and Reporting System (MARS), PETRONAS HSE Unsafe Act Unsafe Condition System (UAUC)</li> <li>For inspection data to be incorporated online – PETRONAS myAssurance</li> </ul> </li> </ul>
<b>HSE Awards</b>	<ul style="list-style-type: none"> <li>KLCCUH conducted a virtual HSE awards day to recognise contractors who were high performers</li> </ul>



**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 our assets.

Initiatives for the Year

<b>Installation of Crime Prevention through Environmental Design (CPTED)</b>	<ul style="list-style-type: none"> <li>Installed "Planter Box" at Suria KLCC and Menara Maxis to provide Hostile Vehicle Mitigation (HVM)</li> </ul>
<b>Established of Integrated Security Operation Center (ISOC)</b>	<ul style="list-style-type: none"> <li>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</li> <li>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</li> <li>Pilot testing have been conducted for these initiatives with target completion in Quarter 1 2021</li> </ul>

KLCCP STAPLED GROUP

Initiatives for the Year (cont'd)

<b>Established New Security Operating Model (NSOM)</b>	<ul style="list-style-type: none"> <li>Transformed the security model from a static zone-based to risk-based intelligent patrolling and rapid response</li> <li>Outsourced security guards to Auxiliary Police (enhanced quality and tourist friendly)</li> <li>This new model which have heavy reliance on digital technologies consists of several components:                             <ul style="list-style-type: none"> <li>Integrated Command Center (ICC) as security central nerve</li> <li>Intelligent Patrolling supported by ICC and usage of Guard Tour</li> <li>Rapid Response terminal stationed at four different locations – KPM office, Menara ExxonMobil, KLCC Esplanade and KLCC Park</li> </ul> </li> <li>NSOM is targeted to be fully operational in Quarter 1 2021</li> </ul>
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**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

<b>Implementation of Cybersecurity Assessment Program</b>	<ul style="list-style-type: none"> <li>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</li> <li>Rolled out throughout the Group where all employees were required to undertake the cybersecurity assessment via PETRONAS' SWITCH platform</li> <li>There are four levels of assessment to be completed – Bronze, Silver, Gold and Platinum</li> <li>Upon completion of the four levels of assessment, each employee will then receive a Human Firewall Champion certificate</li> <li>As at year end 2020, 47% of employees have successfully completed this assessment program</li> </ul>
<b>Training on Enterprise Cyber Security Governance Framework</b>	<ul style="list-style-type: none"> <li>A series of engagement sessions were conducted for KLCC IT fraternities to communicate on the implementation of the new framework covering the following areas:                             <ul style="list-style-type: none"> <li>Cyber Security Enterprise Control Framework</li> <li>Cyber Security Risk Management Guidelines</li> <li>Methods of Managing Cyber Security Risks</li> <li>Employee' Roles and Responsibilities</li> </ul> </li> </ul>



Planter boxes installed at Suria KLCC to provide Hostile Vehicle Mitigation.

SUSTAINABILITY REPORT 2020