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Suria KLCC Group honours its frontliners

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KUALA LUMPUR: In the fight against Covid-19, the Suria KLCC Group is ensuring that a very important group of stakeholders are not neglected – its frontliners.

“With many corporations and agencies honouring frontliners such as the army, police and healthcare workers, we decided the focus on a group which is not any less important: our dedicated workforce who keep our malls clean and safe,” said Suria KLCC Sdn Bhd CEO Andrew Brien.

Suria KLCC Group, which manages Suria KLCC, Alamanda Shopping Centre and Mesra Mall, organised a luncheon for its team of frontliners, comprising nearly 200 personnel from the maintenance, cleaning, sanitising and security departments who have been working tirelessly for the past six months to keep Covid-19 at bay.

Depending on location, the staff were treated to lunch at three separate restaurants at Suria KLCC, Alamanda and Mesra Mall.

The appreciation event at Suria KLCC stretched over three days, while the one at Mesra Mall ran for two days in order to accommodate everyone's roster.

At Alamanda, the event was split across three sessions over a single day so that each of the 91 persons would get to attend.

“We tip our hats to our security officers, sanitising crew, housekeep-



One for the album: Suria KLCC staff assembling to take a quick selfie after the special lunch before heading back to work.

ing personnel, maintenance crew and concierge for monitoring every situation within the Suria KLCC Group to provide the safest possible environment for everyone,” said Brien.

“They are our unsung heroes who have served the customers and

shoppers without fanfare since the first day the country detected the virus as well as during the movement control order until today. We are deeply grateful to them for keeping our communities safe.”

The appreciation event was not just about lunch, as selected front-

liners got to tell their stories so that they did not remain merely anonymous faces.

Mohamad Norhafizi Nasruddin, 32, who has been a security supervisor at Suria for the past two years, said it was challenging ensuring compliance and communicating

with customers on the Covid-19 requirements.

“At first, it was daunting for me because we did not have any template for this.

“Covid-19 is a new disease and, at first, everyone was thinking hard on how to ensure safety, security and compliance with the government SOP,” he said in an interview at the lunch on Wednesday.

“With more clarity later and the help of technology such as thermal scanners and the dedication of our staff, we managed to put in place a workflow that ensure a high degree of safety while not affecting shoppers' experience.”

Dolliah Shahmat, 50, Suria's concierge supervisor since 1998, also described her experience as an eventful one.

“My job is one that involves a lot of face-to-face interactions with customers. In terms of customer type, some are fine but of course I have also been scolded along the way,” she said.

Azizumi Aziz, 32, who has been a concierge at Suria for six years, said he and his colleagues felt touched by their management's gesture, even if it was just a simple lunch.

“I feel really appreciated by the management for taking the trouble to arrange this appreciation session.

“Not many malls give a proper sit down meal to their staff, and for the Suria Group to do this shows that they care about their frontliners,” he said.