

# SUSTAINABILITY STEERING COMMITTEE CO-CHAIRMAN'S MESSAGE

**The year 2020 started off on quite a different note than usual and at KLCCP Stapled Group, it was a time of many adjustments. Despite the need to adjust to different circumstances, we continued to operate albeit Working From Home and essential services operating under the new normal.**



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Head, Strategy, Finance and  
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Head, Health, Safety and Environment

As the saying goes, “Sustainability is the New Normal”. Countries all over the world are pledging for greener environment with companies re-focusing on green economy while ensuring business resiliency amidst the global health crisis, economic volatility, climate change risk, infringement in business ethics and integrity as well as the changing consumer behaviour and expectations.

While business continuity is crucial, at KLCCP Stapled Group, the health and safety of our people took priority during this time. Our immediate response to the crisis was the activation of our business continuity plan and the setting up of the KLCC Pandemic Preparedness and Response Team (KPRT) who played a pivotal role in implementing the Group’s pandemic preparedness plan — reaching out to all employees working from home or working in the office on health management, keeping employees connected and informed of the latest development on the pandemic and ensuring a safe work environment for all.

Despite the challenging environment, we continued to progress our sustainability journey, pursuing our goals in the economic, environment and social spheres and tracking our sustainability performance via our 5-Year Sustainability Roadmap which covers three main goals – Building a Smart, Safe and Sustainable KLCC Precinct; Building an Agile, Inclusive and Sustainable Workforce; and Combating Climate Change and Reducing Environmental Impact. The new normal and the changing business landscape brought about by the pandemic also impacted our materiality assessment for the year where we identified new matters which are significantly important at this time and included them in our materiality list, namely cost containment, job security, new ways of working, tenant sustainability, customer confidence and marketing and promotions.

During the year, we also established our Digital Roadmap to accelerate our plans to integrate digital technology into our business operations, aligning to the new ways of working and implementing innovative solutions to provide efficient services and a seamless experience to our customers. The Group also rolled out its Policy Statement on Anti-Bribery and Corruption during the year and successfully attained the ABMS ISO 37001:2016 certification in December 2020.

As we continuously improve our sustainability practices, we constantly benchmark against top real estate players and corporates with good sustainability practices, both locally and globally. To further enhance our ESG communications, we subscribed to *ESG World*, an online platform, accessible from our website, which allows investors easy access to our ESG data to help them in their investment decisions. As a constituent of the FTSE4 Good Bursa Malaysia Index, we will continue to seek greater levels of transparency in reporting and communicating our ESG practices to our stakeholders worldwide.

During the pandemic we also reached out to the needy communities and extended support to the frontliners who tirelessly carried out their duties as well as employees who were affected by the pandemic. We contributed to University Malaya Medical Centre who needed equipment to treat COVID-19 patients, collaborated with *Komuniti Tukang Jahit*, a social enterprise, working for the benefit of the lower income group through the purchase of *batik* face masks and supporting our retail tenants by providing tenant assistance to help them in their recovery and preserve business continuity. We also put in place safety measures according to the COVID-19 SOPs in all our premises to provide the safest possible environment for our employees, tenants, shoppers and guests.

Despite the tough environment with many events postponed or conducted virtually, it was also a year that witnessed KLCCP Stapled Group receiving outstanding awards and recognition for our ESG practices, both locally and globally, notably the Platinum Award for Excellence in Environmental, Social and Governance (ESG) at The Asset ESG Corporate Awards 2020, Best Sustainability Leadership for Facilities Management awarded to KLCCUH by the Malaysia Green Building Council, the RoSPA Health and Safety Awards for our facilities management and car park operations and our KLCC Park, being awarded World’s Top Urban Park (Silver Award) at the International Large Urban Parks Award 2020. We are greatly humbled by these achievements as they serve as an inspiration for us in our continued pursuit of operational excellence and best global ESG practices.

Similar to last year, we have published an online Sustainability Report 2020 of KLCCP Stapled Group on our corporate website for deeper insights into our sustainability performance for the year, best practices and our aspirations in enriching the lives of our community towards building a sustainable future for all.