



RELIABLE

PARTNER

KLCCP Stapled Group is committed to taking an active and long term role in managing the relationships with our stakeholders and working as a reliable partner with the communities to engage both citizens and community partners to ensure continuous improvement in our approach to sustainability and in giving back to the community surrounding us. We aim to continue establishing and maintaining a mutually beneficial relationship with our diverse stakeholders.

Material Sustainable Matters

- Financial Sustainability
- Economic and Industry Growth
- Supply Chain Management
- Community, Customer and Tenant Engagement

Context

As a property investment and development group, creating value and delivering lasting impact to the community is integral to our role as a reliable partner. We believe that building dynamic, long-lasting partnerships help us achieve our sustainability goals and be a supporter of the community, strategically, financially and socially.

Our Approach

KLCCP Stapled Group is committed to maintain a favourable impact on the society. We serve by making meaningful contributions economically and socially and growing with our stakeholders to maintain long-term partnerships across our business portfolios. We work with our stakeholder groups to build and strengthen mutually beneficial relationships by building trust and commitment and growing with our partners to maintain long term partnerships across our business portfolios. We collaborate with our tenants to meet their sustainability



Children of Yayasan Sunbeams with the management of Suria KLCC during a Chinese New Year shopping treat.

goals and we are supportive of our tenants' energy conservation efforts. We aim to provide communicative channels for feedback from tenants and customers to be integrated into sustainable decision making.

We invest in community and sustainable development programmes in the areas of education, health, environment and special community needs. Our

contributions include the development of infrastructure, the support for charity associations through fundraising activities, as well as education and environmental initiatives.

Sustainability Report



The 100-acre KLCC Development offers an exciting and vibrant place for people to work, live, visit, shop and play.

FINANCIAL SUSTAINABILITY

With tough operating conditions in 2016, responding to the volatile macro-economic environment was crucial for us to sustain competitive advantage and remain resilient in our operations to combat the headwinds and continue our drive for excellence. Our financial performance was our focus to deliver our commitment of stable and sustainable returns to the holders of Stapled Securities.

We took cognisance of our collective strength and focused on managing our costs in our value chain, creating differentiation in re-positioning our assets and services to compete on our potential and quality as well as enhancing dynamic culture and capabilities of our people in creating a proactive approach to sustain and deliver results.

For the financial year 2016, KLCCP Stapled Group delivered an increase in distribution per stapled security of 2.9% to 35.65 sen underpinned by its resilience in the revenue and profits of the office and retail segments. This is in line with our continued quest in delivering value and growth to the holders of Stapled Securities.

PROMOTING ECONOMIC AND INDUSTRY GROWTH

KLCCP Stapled Group has been involved in nation building, realising the vision of making Kuala Lumpur a world class city. The development within KLCC Precinct has marked a milestone in the growth of Kuala Lumpur and is the benchmark for the urban spatial planning and development in Malaysia. Designed to be a city within a city, the KLCC Development sits on a 100-acre

precinct and is an integrated mixed development with residential, hotel, convention, retail and leisure components. Our properties within the KLCC Precinct have bridged people together and built a stronger sense of community where people can work, live, shop, play, meet, visit and eat. Our development within the KLCC Precinct has also created significant value enhancements to the properties surrounding and in the periphery of the KLCC Precinct.

KLCCP Stapled Group is committed to building and managing our properties to ensure safety, accessibility, vibrancy to meet social integration and enhance lives of its tenants, shoppers, guests and community.

Sustainability Report



The 50-acre KLCC Park was voted the 'Best Public Space' at the 8th International Conference on World Class Sustainable Cities 2016.

Malaysia's Iconic Experience in Kuala Lumpur

Malaysia's Iconic Experience in Kuala Lumpur (MIEKL) is KLCCP's 'Iconic Malaysia' project in collaboration with its business partners to promote the Kuala Lumpur City Centre precinct as a must-visit destination. This is to create awareness and promote the attractions in KLCC Precinct as well as provide convenient access to information on the places of interest to further boost the tourism industry. Various communication modes such as website, touch-screen kiosks, product pamphlets and digital screen advertisement have been established to ensure easy access of information to both local and international visitors.

KLCC Park

The KLCCP Stapled Group continued to promote public awareness on environmental protection and the importance of environmental conservation and this is reflected through its exemplary efforts in the upkeep and maintenance of the 50-acre KLCC Park. The KLCC Park signifies the Group's contribution towards social and community wellbeing by providing a green, convenient, tranquil and conducive destination in the midst of a bustling and dynamic city centre.

KLCCP Stapled Group also collaborates with local authorities and the KLCC community to observe effective compliance for provision of local facilities. The common cost sharing

management policy between landowners of commercial properties known as the Common Estate Committee for the upkeep and maintenance of the park continues to promote positive impact on the commercial environment for local and foreign tourists and shoppers. In 2016, KLCCP Stapled Group incurred RM1.2 million for the upkeep and maintenance of KLCC Park.

At the 8th International Conference on World Class Sustainable Cities, KLCC Park was voted the "The Best Public Space" in Kuala Lumpur, bringing our efforts in managing the park to fruition. This is part of our sustainable enhancement to the community, to be inherited by future citizens of the city.

Pedestrian Walkways

As part of the "building to building" connectivity where pedestrian can walk in comfort under a covered walkway from one point to another, the pedestrian tunnel connecting Kompleks Dayabumi and the National Mosque was refurbished and opened to public in 2016. KLCCP Stapled Group provides maintenance services of security, utilities and cleaning services of the walkway as part of its CSR contribution for the benefit of the Kuala Lumpur city. KLCCP Stapled Group also continues to provide maintenance services of the pedestrian walkway connecting Kompleks Dayabumi to the Pasar Seni Light Rail transit.

In 2016, KLCCP Stapled Group incurred approximately RM38,000 for the costs of maintenance of the pedestrian walkways.

Sustainability Report



A total of 43 disabled parking bays are made available at the KLCC's North-West Development car park.

Accessibility in Built Environment

As a premier iconic venue, KLCCP Stapled Group places great care and attention to providing convenient accessibility within our properties for children, the elderly and the disabled. In addressing the needs of these groups, we have made available child-friendly and disabled-friendly amenities within and surrounding our precinct such as ramps for wheelchairs, disabled-friendly washrooms for our customers, tenants and guests, baby strollers and wheelchair services, elevators at the pedestrian bridge and designated parking bays on every floors of the

basement car park as well as other car parks within the KLCC Precinct. At our hotel, three disabled rooms are made available on the 9th floor. In addition, there are also public toilets with disabled facilities and ramps around public areas for ease of mobility. In our basement car park, a total of 43 disabled parking bays are allocated for handicapped drivers, spread over four floors.

Ladies parking is also allocated at Level P1 of our North-West Development car park to provide a convenient and much safer parking facility for our female customers. A total of 142 parking bays constituting 7% of the total visitor parking bays is allocated under this initiative.

Membership and Roles

KLCCP Stapled Group seeks to promote industry growth through the various industry associations it supports that are aligned with our Shared Values. Our memberships enable us to contribute towards the development of the real estate, retail and hotel industries, directly or indirectly through our participation in event, discussions and working groups network with our industry peers. Through the memberships, we are also able to promote professionalism as well as share best practices in the industry.



Speed humps and pedestrian crossings are placed at strategic locations within the KLCC's North-West Development car park for customers' safety.



Ladies parking bays are allocated at Level P1 of the KLCC's North-West Development car park, providing a safer alternative for single lady drivers.

Sustainability Report

KLCC Property Holdings Berhad (KLCCP)

Council of Tall Buildings and Urban Habitat (CTBUH)

KLCCP has been a member of the Council at Patron Level since 1996 and has been actively participating as participants and speakers in conferences organised by the Council throughout the year namely the CTBUH Malaysia Chapter Inaugural Event and the CTBUH Conference 2016. Our contribution has helped put the latest information from research and advanced design practice into the hands of professionals throughout the world.

Federation Internationale des Administrateurs de Bien-Conselis Immobiliers (FIABCI) Malaysian Chapter

KLCCP is a member of FIABCI Malaysian Chapter and supports the Federation through its various events, seminars and talks organised annually. We also receive updates from FIABCI through their newsletter and emails.

KLCC REIT

Malaysian REIT Managers Association (MRMA)

KLCC REIT Management Sdn Bhd is a member of the Malaysian REIT Managers Association (MRMA). MRMA also represents its members' interests through engagement with the government and regulators for functional regulations, viable structures and tax harmonisation. This ensures Malaysian REITs remain competitive within the region and internationally.

Suria KLCC

- **Persatuan Pengurusan Kompleks Malaysia**
- **International Council of Shopping Centres**

Suria KLCC has been a member of the Persatuan Pengurusan Kompleks (PPK) Malaysia since 1995 and a member of the International Council of Shopping Centres (ICSC) since 2003. As a member of PPK and ICSC, Suria KLCC is able to network with the management of other shopping centres in Malaysia and also benchmark with the retail industry best practices worldwide. Suria KLCC also receives information pertaining to the shopping centre industry, statistical data and other statistical research from the ICSC.

Mandarin Oriental, Kuala Lumpur (MOKL Hotel)

- **American Malaysian Chamber of Commerce**
- **British Malaysian Chamber of Commerce**
- **Kuala Lumpur Tourism Association**
- **Jactim Foundation**
- **Malaysian Association of Hotel Owners**
- **Malaysian International Chamber of Commerce and Industry**
- **The Japanese Chamber of Commerce**
- **Persatuan Hotel Malaysia**

MOKL Hotel's membership in these associations enables them to expand their business networking, leverage on the associations' database and solicit potential business.

MOKL Hotel participates in initiatives carried out by the associations from time to time, contribute opinions and comments when requested. MOKL Hotel also participates in any surveys initiated.