

## Other Businesses

### Sustainability Achievements 2022

| Planet  | People   | Peace   | Prosperity  |
|---|--|---|---|
| <ul style="list-style-type: none"> <li>➤ Green Building Index (GBI) Malaysia certification for Twin Towers (Gold) and Menara 3 (Silver)</li> <li>➤ 37 per cent reduction in GHG emissions (from 2015 base year)</li> <li>➤ 52 per cent hotel waste were diverted from landfill</li> <li>➤ 30 per cent reduction in water consumption (from 2015 base year)</li> <li>➤ 100 per cent elimination of Single-Use Plastics from Mandarin Oriental, Kuala Lumpur</li> <li>➤ KLCC is the largest EV hub in Malaysia (57 charging points)</li> <li>➤ Refined our GHG emission data based on the Greenhouse Gas Protocol Corporate Accounting and Reporting Standard (2004)</li> </ul> | <ul style="list-style-type: none"> <li>➤ Spent RM16.4 million on employee learning and development</li> <li>➤ Zero fatalities since 2015</li> <li>➤ Introduced #YouMatter to destigmatise mental health</li> <li>➤ Enhanced employee benefits, progression criteria, succession planning and high performance talent pool</li> <li>➤ Upgraded the Integrated Security Operations Centre (ISOC) as the central nerve, supported by New Security Operating Model (NSOM).</li> <li>➤ Installed facial recognition services for improved security and contactless access at the Twin Towers</li> </ul> | <ul style="list-style-type: none"> <li>➤ Submitted our first Communication on Progress (CoP) to the UNGC.</li> <li>➤ Zero bribery and corruption cases.</li> <li>➤ Achieved 42 per cent women composition on the Board, 41 per cent women in senior management and 38 per cent of total workforce.</li> <li>➤ Achieved ISO37001:2016: Anti Bribery Management System Standards for three companies.</li> <li>➤ Strengthened cyber security via the Enterprise Cyber Security Governance Framework.</li> </ul> | <ul style="list-style-type: none"> <li>➤ Out of our RM1.4 billion revenue, RM17.0 million was distributed to communities while RM15 million went to our rental assistance for tenants.</li> <li>➤ Practised ethical and transparent procurement and supply chain practices.</li> <li>➤ Built trust and loyalty with customers and tenants.</li> </ul> |

### Outlook

We will continue to drive sustainable growth by focusing on:

- Attractive tenancy terms and incentives to attract tenants whilst continuing to drive stable growth in offices.
- Innovative marketing programmes to bring more quality traffic into the mall to drive sales for its retail partners.
- World-class hospitality services to enhance our brand, capitalise on tourism returns and gain a competitive edge.
- Charting an NZCE 2050 Pathway with a 25 per cent reduction target by 2030 and Task Force on Climate Related Financial Disclosures (TCFD) assessment in 2023.

Our aim is to become a solutions partner for a sustainable future.