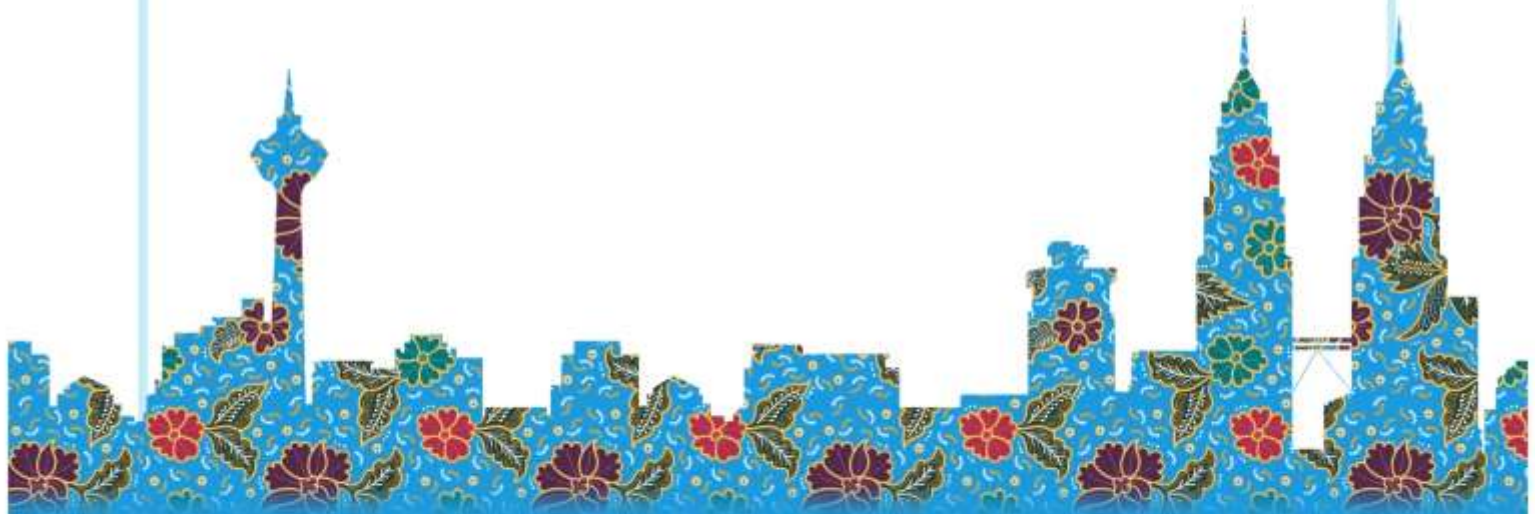


Sustainability Stewardship



KUALA LUMPUR CONVENTION CENTRE

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MANAGEMENT APPROACH

The Kuala Lumpur Convention Centre's management objective is to support the long term sustainability of the business events industry in Malaysia. However, we recognise that in providing the specialised services for this sector of business there is the potential to cause environmental social impacts by encouraging international and local participants to travel to our Convention Centre. In addition, our activities pose risks to the safety and health of the public, our employees, suppliers and contractors through physical, biological, chemical and other hazards created within our place of work and in the food we serve.

It is our policy to identify these activities and services that have the potential to cause significant environmental and social impacts and/or create significant hazards and risks to the safety and health of the public, our employees, suppliers and contractors and to eliminate where practicable or minimise through treatments or other means their impacts or the risk they pose.

Our approach to achieving sustainable outcomes starts with our commitment to complying with and exceeding, where practicable, the relevant Malaysian environmental and food, public and occupational safety and health legislation and other requirements set by Malaysian law.

Special consideration will be given to employing and empowering local employees, and wherever possible sustainable products and services will be sourced locally in accordance with Fair Trade principles.

It is our policy to publish the results of our annual performance assessment and this environmental social sustainability policy through regular and effective communication with our guests, employees, suppliers, contractors, the local community and other interested parties. We also encourage them to participate in our environmental and social programmes, where practicable and to aid in our objective to support the long term sustainability of the business events sector.

The Centre began its green journey in June 2005 when it decided to benchmark the venue's environmental performance against the criteria set by the EarthCheck, the world's leading scientific benchmarking, certification and advisory group for travel and tourism.

The Centre also incorporates in its sustainability practices the AEG 1Earth targets and initiatives through exchange of environmental best practices with other venues, tracking of environmental performance on a monthly basis, measuring energy consumption, water usage and waste diversion and contribute to AEG's progress towards its 2020 Environmental Goals

Since being awarded the ISO 9001, 22000, 14001 and ISO 45001 certifications, the Centre has progressively implemented a series of recognised quality, safety, food safety and health management systems that, whilst not directly related to the environment, are aimed at improving operational efficiency, which in turn contributes to enhanced environmental performance. In addition, to meet its environmental benchmarking targets, specific in-house programmes have been introduced to minimise the Centre's impact on the environment.

The Centre aligns its sustainability practices in line with the United Nations Sustainable Development Goals (SDG).

SUSTAINABILITY EFFORTS

Waste Management

Reduce, Re-use and Recycle - Over 18 colour coded sets of bins have been strategically placed around the Centre to facilitate the separation of plastic, glass, metal and paper. At least 6 waste streams are recycled which are paper, cardboard, metal cans, food waste, electronic waste and cooking oil. Demand for disposables are reduced through offerings of water jugs or reusable tableware.

Items left behind from events, such as backdrop curtains from a gala dinner, are often given a new lease of life as furniture storage covers, drop cloths and even changing room curtains.

Higher quality curtains and carpet tiles, which are fire-retardant, are also re-used during events held at the Centre wherever possible. Redundant, used kitchenware are given a new home with team members as well.

In addition, careful thought and planning is put into the design and production of backdrops and props so items can be re-used. Remnants of timber and pipes from exhibitions are also refurbished by the in-house workshop for future use.

Household Hazardous Waste (HHW) - Implemented in 2014 to increase public awareness of the safe disposal of HHW, the Centre's HHW collection point is located at the Concourse Level, Centre Core, and is open from 9.00am to 10.00pm daily.

Food Waste - The Centre works with qualified contractors to turn food waste into useful products. For example, food waste is processed into fish feed and used cooking oil is recycled into various by-products including soap stock.

The Centre is able to provide pro-rated waste measurement data per event for volume of waste.

Surplus Food - The Centre is the first venue provider in Malaysia to partner with Food Aid Foundation to donate surplus food to the communities supported by them.

Energy Management

The building's design makes the most of natural light in all pre-function areas, which reduces the need for artificial lighting and saves energy.

(i) **LED** – The Centre is fitted with energy-saving light-emitting diodes (LED) throughout the venue. Lighting can also be regulated for unoccupied rooms or those being used for build-up/tear down.

(ii) **Variable Speed Drive** - The Centre's escalators and air conditioners are regulated by a specially-designed inverter system, which automatically stops or slows down motors when the escalator is not in use or a drop in the temperature is detected. In addition, the Centre turns lights down to a minimum during build-up and tear-down activities and uses battery-operated forklifts and buggies to reduce the amount of fuel burnt.

(iii) **Window Tint** - The Centre's entire façade of glass panels have been laminated with window films to reduce solar heat and glare, which helps with energy saving and provides additional UV protection to delegates and visitors.

(iv) Connectivity and Accessibility - The Centre provides bus, train and walking information to guests. The Centre's strategic location puts hotels and public transport connections within 5 -10 minutes walking distance. The Centre enforces a no-idling policy for vehicles more than 5 – 10 minutes. The Centre's team can assist to facilitate car-pooling of delegates when multiple taxis are needed.

The Centre is able to provide pro-rated energy usage data per event through smart-metering or calculation.

Water Management

(i) Washroom Fixtures – The Centre is equipped with automatically activated aerated and spring loaded water taps as well as low flow flush toilets with water saving filters throughout the building including the food court, staff changing rooms, toilets and other public areas.

(ii) Eco-friendly Events - Some of the Centre's other initiatives include providing 'water stations' during Plenary Hall and Theatre events instead of individual bottles of mineral water to participants. Clients are also given the option to implement the 'water stations' concept during other events. In this case, each participant will be given a water bottle to refill throughout the duration of the event. In addition, the Centre provides pencils instead of pens for all meetings and conferences.

Biodegradable Cleaning Products

100% biodegradable cleaning chemicals are used wherever possible. To protect both environment and themselves, all team members in contact with cleaning chemicals are required to undergo a chemical handling course. The Centre also sources products from environmentally conscious suppliers and limits the use of toxic chemicals in the building as much as possible.

(i) Pesticides - The Centre ensures minimal pesticide usage and all products are Government approved or endorsed by internationally-recognised organisations such as the World Health Organisation (WHO).

(ii) Carbon Offsets - The Centre provides a channel for environmentally-conscious delegates and visitors to contribute to the Forest Research Institute of Malaysia's (FRIM) Conservation Culture Programme via a tree-planting initiative. The Centre also supports this programme on its own, with the venue planting trees with monies saved from speaker gifts and honorariums from events held at the facility. To-date the Centre has sponsored the planting of over 300 trees. The Centre also encourages clients to participate in Malaysia Convention & Exhibition Bureau's (MyCEB) 'Let's Meet & Green' programme, which provides the option for international delegates attending events in the country to contribute a minimum US\$10 as part of their event registration towards reducing carbon footprint.

Day-To-Day Sustainability Initiatives

The Centre has several day-to-day initiatives to support its environmental performance. These include –

(i) Management and Marketing

- papers sourced from suppliers who are able to demonstrate sustainable forest management practices
- minimising the use of paper through its preference of electronic communication, using double sided copying
- using less colour printing in its brochures and promotional materials (where possible)
- using the Centre's website (www.klccconventioncentre.com) as a comprehensive database and touch point for customer enquiries, so information and required materials is only printed when absolutely necessary.

(ii) Culinary

The Centre's culinary offerings use locally sourced sustainable produce where possible, to both reflect the seasonality of ingredients and cut down on air flown imports. The Centre also utilises environmentally-friendly packaging materials by avoiding the use of Styrofoam or polystyrene products. As of 1 August 2018, the Centre has stopped the usage of plastic straws for beverages served during banquet functions and at F&B outlets.

(iii) Support Facilities

All of the Centre's Information Technology and Audio Visual equipment are selected based on Restriction of Hazardous Substances (RoHS) compliance. As such, equipment with minimal energy usage is given priority during the selection process.

CERTIFICATION and EVALUATION of ENVIRONMENTAL PERFORMANCE

The Centre collects environmental data on monthly basis and produces regular performance reports to monitor and optimise its energy efficiency, water usage and waste reduction programmes and initiatives.

Certification - The Centre has successfully attained the EarthCheck Silver Benchmarked Convention Centre Certification in 2019 by ensuring thorough and mindful implementation of its sustainability initiatives, after retaining the Bronze certification since 2007.

Evaluation - As one of the participants of AEG 1EARTH, the Centre tracks its environmental performance on a monthly basis, measuring energy consumption, water usage, and waste diversion.