



KUALA LUMPUR CONVENTION CENTRE

# Environmental Social Governance Report 2023



*Uniquely  
World-Class*





# Contents

	Page Number	
Introduction	General Manager's Message	1
	Aims & Objectives	2
	Alignment to UN Sustainable Development Goals	3
	Our Focused Areas	4
	Our ESG Milestones	5
	Our Carbon Neutrality Commitment	6
	Net Zero Carbon Events Pathway	7
Insights & Highlights	<hr/>	
	<b>Environmental</b>	8
	Energy Management	10
	Emissions Management	13
	Waste Management	17
	Water Conservation	25
	Resources Efficiency	28
	<b>Social</b>	31
	Occupational Health & Safety	33
	Diversity & Equal Opportunity	35
	Empower Our Employees - Talent Development	37
	Embracing Communities	39
	<b>Governance</b>	42
	Business Ethics (Code of Business Conduct)	43
	Business Ethics (Anti-Bribery & Whistleblowing)	44
	Supply Chain Management	45
	Partnership	46
	Accreditation	50
	Earthcheck	52



# General Manager's Message



As Malaysia's premier purpose-built venue, we are committed to supporting the long-term sustainability goals of the travel and tourism sector in Malaysia. We endeavor to align to the global Sustainable Development Goals (SDGs) and the 2050 target of Net Zero Carbon.

The Centre significantly contributes to the Malaysian, Kuala Lumpur, and surrounding communities through several focused Environmental, Social, and Governance (ESG) initiatives. These are developed around the ASM Global Acts and KLCC Holdings' ESG programmes.

In addition to fulfilling its intended functions of hosting conventions, exhibitions, entertainment, community, and social events, we are focused on treading lightly on the environment in which we operate. We are dedicated to attracting the best people by offering rewarding engagement at our workplace, and we contribute to the betterment of the communities with whom we interact. This commitment extends to our owner, patrons, suppliers, and team members.

**John Burke**





# Aims and Objectives



We are dedicated to supporting the long-term sustainability goals of the business events industry in Malaysia.

Our approach to achieving sustainable outcomes begins with a firm commitment to not only comply with but also exceed the standards set by legal requirements.

We recognise that providing specialised services for the business events industry comes with the responsibility of addressing potential environmental and social impacts.

Therefore, our strategy involves identifying activities and services that could significantly impact the environment and society. We are committed to implementing Best Management Practices to manage and mitigate these impacts. This approach aligns our efforts with the Sustainable Development Goals (SDGs) and Environmental, Social, and Governance (ESG) stewardship.



# Alignment to the UNSDGs

We are committed to remaining environmentally sustainable in our business operations to preserve the planet's resources while developing an innovative approach and delivering resilient as well as value-added solutions.

In line with our commitment to responsible business practices, we have identified fourteen (14) goals that demonstrate our alignment with and contribution to the United Nations Sustainable Development Goals ("UNSDGs").







# Our Focused Areas



We foster a sustainable and responsible environment through our dedicated team, efforts, initiatives, and industry partnerships.

Our ESG initiatives aim to create a positive impact on our planet. We achieve this through Best Management Practices that safeguard the environment, embrace the well-being of people and communities, and ensure ethical business operations.

A sustainable future is the fundamental strategy at the Kuala Lumpur Convention Centre, aimed at creating long-term value for our future generations and stakeholders.



## Energy Minimisation

Reduce energy usage of natural gas, fuel and purchased electricity.



## GHG Emission

Reduce greenhouse gas emissions by reducing overall energy usage in all forms.



## Waste

Reduce processed waste (non-hazardous & hazardous), applying new waste disposal technology, where applicable.



## Water

Reduce overall water consumption through conservation, recycling and reuse.



## Resources Efficiency

Utilisation of natural resources and materials to lower our environmental footprint.



## Corporate Social Responsibility

CSR is a main part of our sustainability. We actively engage with the local community through various programmes to contribute positively to the community.



# Our ESG Milestones

In line with our key sustainability objectives, our primary focus is on leveraging energy-efficiency initiatives and business innovation. These efforts are aimed at enhancing customer experience, conserving the environment, and supporting business development. Such advancements are integral to strengthening the overall resilience of our Centre. They ensure that the expectations of our stakeholders are met consistently across the supply chain.

2005  
to  
2010

- Adopted Earthcheck benchmark to track environmental performance impact
- EarthCheck Bronze Certified
- ISO 14001 (Environmental Management) Certification

2011  
to  
2020

- EarthCheck Silver Certified
- Partnership with Food Aid Foundation
- Alignment of business strategy to the UNSDGs

2022

- Rainwater Harvesting System
- SDGs Collaboration with Urbanice Malaysia
- Adopted Artificial Intelligence (AI) technology for food waste management system
- Implementation of a Food Waste Composting System
- Rooftop Hydroponic System & Herb Garden
- Installation of a Reverse Vending Machine in the Centre to facilitate recycling activities and allow visitors to earn points

2023

- Powered by renewable energy through the Green Electricity Tariff programme
- Creation of a sustainable precinct in the city, offering a haven for event delegates and visitors to “meet, dine, sleep, shop, and play” sustainably.
- Launch of the annual “Sustainable September” project, a month-long campaign incorporating a range of interconnected sustainability related activities around the KLCC precinct.
- Formalisation of Net Zero Carbon Events Pathway.

2024

- EarthCheck Gold Certified





# Our Carbon Neutrality Commitment



The Net Zero Carbon Events (**NZCE**) is a global initiative designed to help the events industry achieve net-zero carbon emissions by 2050. This global collaboration of NZCE is hosted by The Joint Meetings Industry Council (JMIC) and aims to connect the events industry globally with the rapidly growing movement towards net zero by 2050.

Kuala Lumpur Convention Centre signed the pledge for NZCE in 2021.

We are committed to the Net Zero Carbon Events Pledge, recognising the urgency of addressing climate change and achieving net-zero greenhouse gas emissions by 2050.

To fulfill these commitments, we have:

- Published our pathway to net-zero emissions with interim targets set for the end of 2023.
- Collaborated with partners, suppliers, and customers to drive sustainability throughout the value chain.
- Measured and tracked our carbon emissions following the Greenhouse Gas Protocol and industry best practices.
- Reported on our progress using a 3-year comparative carbon emissions performance data set.

These commitments signify our unwavering efforts towards sustainability and our active role in advancing the environmental stewardship of the events industry



# Net Zero Carbon Events Pathway

We formalised our Net Zero Carbon Events Pathway in December 2023 as a signatory to address and combat climate change. The Pathway outlines our strategies and commitments to eliminate carbon emissions associated with our operations and supply chain covering Scope 1, Scope 2, and Scope 3 in alignment with the Greenhouse Gases Protocol.

**Net Zero Carbon Neutrality of Scope 1, Scope 2 and Scope 3 Greenhouse Gases Emissions.**

**Scope 1 and Scope 2:** Achieving Net Zero Carbon Neutrality by 2040.

**Scope 3:** GHG emissions reduction target by 60%.

**Scope 1 and Scope 2:** GHG emissions reduction target by 50%.

**Scope 3:** GHG emissions reduction target by 20%.

We start to track our GHG emissions of Scope 3 and working with stakeholders to conduct Scope 3 baseline setting and reduction framework.

We started to track our GHG emissions reduction of Scope 1, Scope 2 and energy consumption intensity compared to the baseline year.

2050

2045

2040

2035

2030

2025

2024

2023

2020

2019

**Scope 1 and Scope 2:** Maintaining Net Zero achievement and collaborate with our partners in supply chain to support them in achieving shared Net Zero goals.

**Scope 3:** GHG emissions reduction target by 80%.

**Scope 1 and Scope 2:** GHG emissions reduction target by 75%.

**Scope 3:** GHG emissions reduction target by 40%.

**Scope 1 and Scope 2:** GHG emissions reduction target by 25%

**Scope 3:** First-year implementation and tracking of Scope 3 emissions.

We formalized Net Zero Carbon Events Pathway with interim targets.

**Baseline Year**

We initiated to implement GHG emissions of Scope 1, Scope 2 and energy optimisation.



# Environmental

*As Malaysia's premier purpose-built venue, we are committed to preserving and safeguarding the environment. This involves reducing our environmental footprint and optimising resource utilisation. Our specific focus areas include energy consumption, carbon emissions, water, and waste management as well as resource efficiency. These efforts encompass not only our internal operations but also extend to the goods and services we purchase.*





The Centre is committed to reducing energy usage and the use of natural resources such as water, and other finite resources, thereby safeguarding them for future generations. While adhering to environmental standards and regulations, we strive to practice sustainable and responsible environmental management. This approach goes beyond just being an ethical business practice; it also serves as a motivator for improving and innovating our current operations.

Our Centre is accredited with ISO 14001:2015 for Environmental Management Systems. This accreditation underscores our commitment to reducing environmental impacts from our activities, products, and services by adopting continuous assessments and improvements. Additionally, we conduct regular educational and awareness initiatives for key stakeholders about the impacts of climate change and the importance of resource use efficiency.

How we care for our environment is crucial in safeguarding opportunities for future generations. As part of this commitment, we are proactively working with our stakeholders to develop sustainable solutions to mitigate the impact.





# Energy Management



# 30%

## ENERGY CONSUMPTION REDUCTION BY 2027

We aim to achieve a total reduction of 30% in energy consumption by 2027 through operational efficiencies, capital investment, and operational enhancement. These initiatives are designed to improve facility efficiencies, reduce carbon emissions, and strive towards the goals of Net Zero Carbon by 2050 as outlined in our Pathway.

### Energy Efficiency

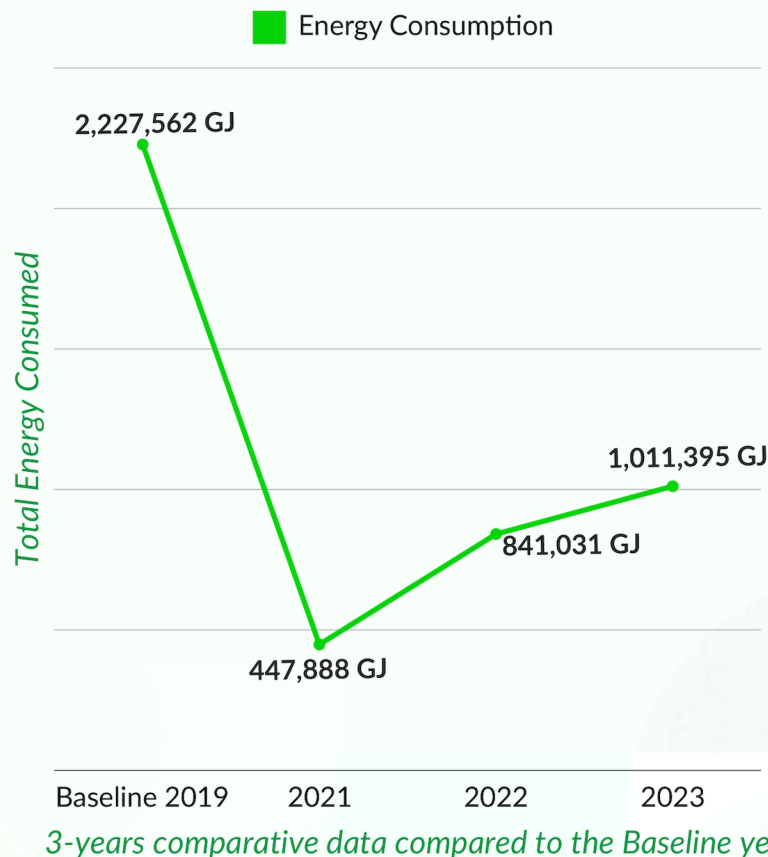
The Centre, designed and built in the early 2000s, incorporated the latest sustainability features at the time to reduce energy consumption.

- Wall-to-ceiling glass walls with heat protection maximise the use of natural daylight while minimising heat penetration. The optimum internal air circulation is maintained with minimal heat transfer externally, thanks to the façade material used.
- Escalators are regulated by a variable inverter system, which automatically stops them when not in operating mode.
- The air conditioning system is managed through our Building Control System, ensuring that it regulates the release of cold air to maintain the pre-set temperature.
- Lighting at the Centre has been upgraded with energy-saving LED lighting to improve energy efficiency.



# Energy Performances

## Measurement and Tracking of Energy Consumption



At the Kuala Lumpur Convention Centre, our energy consumption encompasses fuels (petrol and diesel), liquefied petroleum gas (LPG), electricity, and chilled water.

Energy consumption in 2021 was significantly reduced due to the COVID-19 pandemic, with our Centre experiencing minimal operations.

In 2022, there was a marginal increase in energy consumption as a result of the post-pandemic period.

2023 saw a further marginal increase in energy consumption due to our Centre returning to normal operations and an increase in business activity.

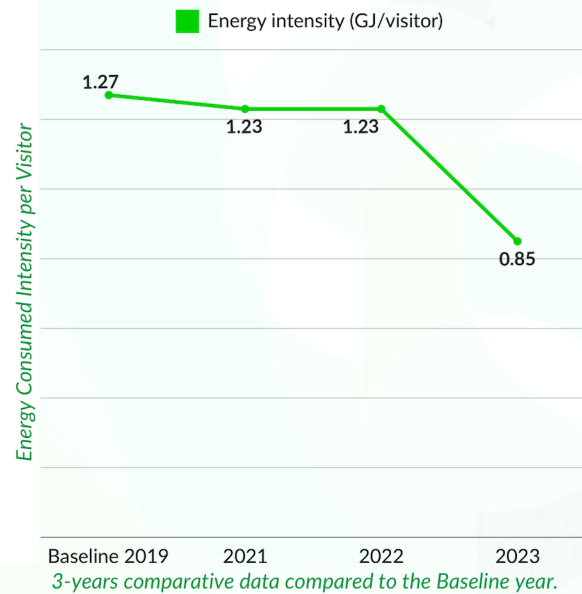
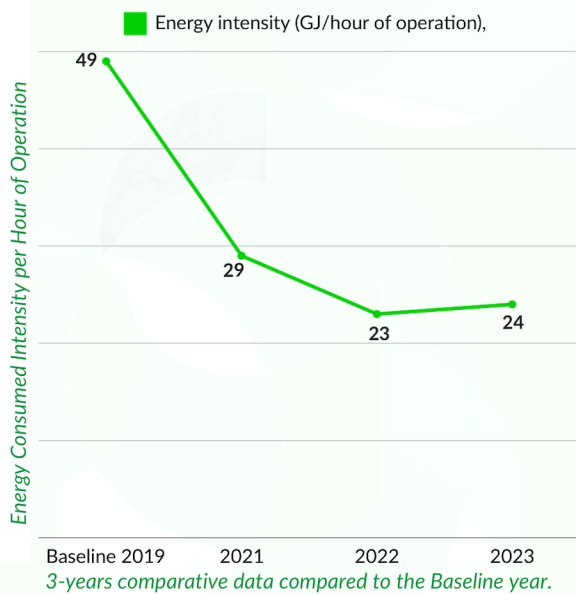
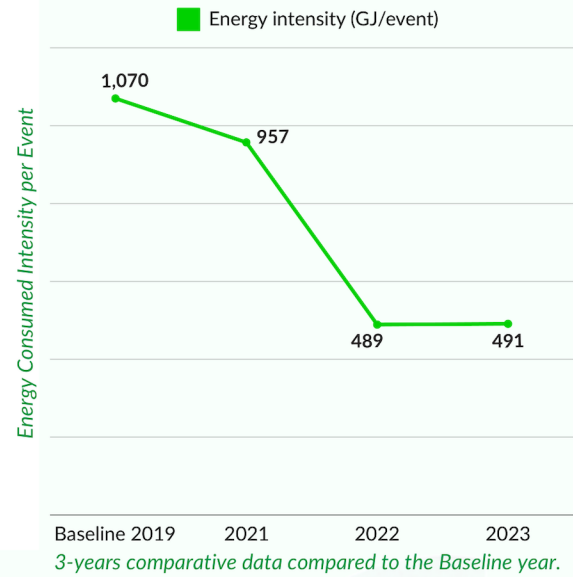


## Measurement and Tracking of Energy Intensity

We measure our energy performance with the measurement of energy intensity, which is the amount of energy consumed divided by 3 sets of variables,

- i) the number of events,
- ii) the number of hours of operation, and
- iii) the number of people/visitors

“GJ” is the unit measurement in a Joule of energy consumed.







# Emissions Management



Climate change is expected to have wide-ranging effects on the environment and socio-economic sectors, impacting water resources, agriculture and food security, human health, terrestrial ecosystems, biodiversity, and coastal zones.

To address climate change, we measure and minimise our environmental footprint across all operations at the Centre. We implement energy-efficient and energy-saving approaches to reduce energy consumption in our value chain and achieve cost-effectiveness in our energy usage.

## Cleaner Energy Integration

In 2022, we set a target to source 20% of our energy needs from renewable energy sources by 2025, marking a substantial step towards reducing our carbon footprint and supporting the transition to cleaner energy.

We are proud to announce that we have achieved this initiative ahead of schedule and beyond the target set. In 2023, we are powered by renewable energy under the Green Electricity Tariff Programme by Tenaga Nasional Berhad Malaysia.



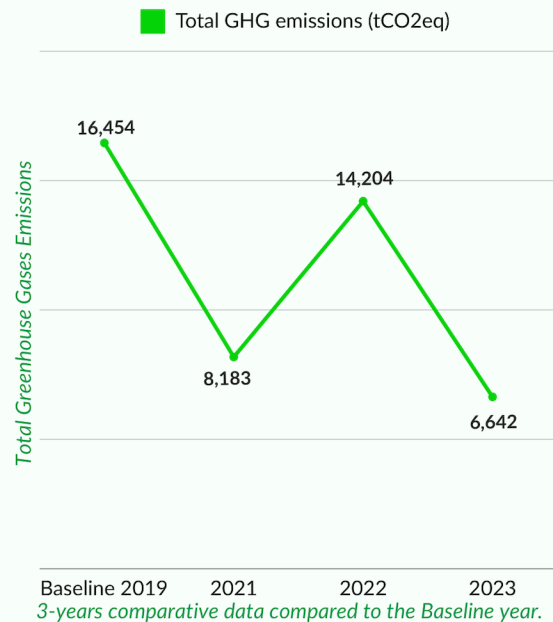
# Emissions Performances

## Measurement and Tracking of GHG Emissions

The GHG Emissions Chart only shows for Scope 1 and Scope 2 GHG emissions.

Scope 1 = Fuel (Petrol & Diesel), LPG and Natural Gas  
Scope 2 = Electricity and Chilled Water

We will conduct a baseline setting for Scope 3 in 2024 and report on all three scopes in the next reporting period.



\*FY2023 shows a significant reduction in Scope 2 GHG emissions following to the acquisition of Green Energy Tariff (GET) by Tenaga Nasional Berhad Malaysia for supply of Renewable Energy in our Centre.

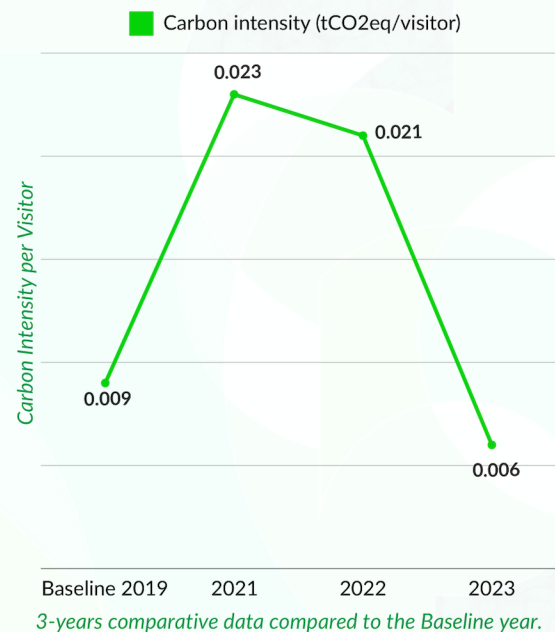
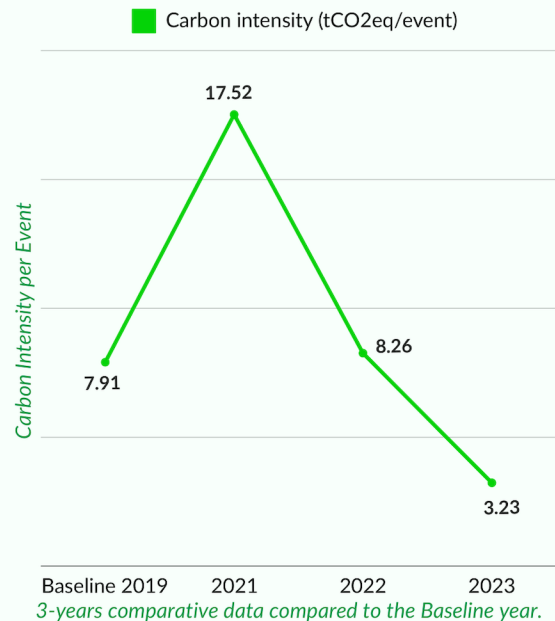


## Measurement and Tracking of Carbon Intensity

We measure our carbon emission performance through carbon Intensity, which is the amount of greenhouse gases emitted divided by 3 sets of variable,

- i) the number of events,
- ii) the number of hours of operation, and
- iii) the number of people/visitors.

“tCO<sub>2</sub>eq” is the unit measurement in tonne of greenhouse gases emitted

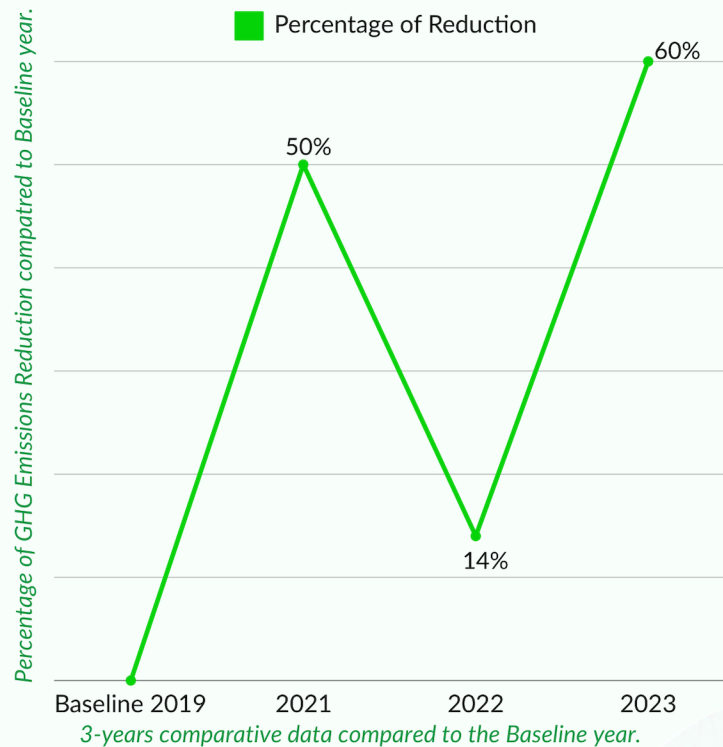


The Carbon Intensity shows a marginally increased in 2021 due to the reduced number of operations of the 3 variables.





## Percentage of GHG Emissions Reduction and Equivalence in Number of Trees Conserved



\*FY2023 shows a significant reduction in GHG Emissions (Scope 1 and Scope 2) following to the acquisition of Green Energy Tariff (GET) by Tenaga Nasional Berhad Malaysia for supply of Renewable Energy in our Centre.

Baseline 2019



Number of Trees Conserved - 0

2021



Number of Trees Conserved - 379,246

2022



Number of Trees Conserved - 103,373

2023\*



Number of Trees Conserved - 450,742



# Waste Management



In line with our commitment to responsible waste management, the waste generated at our Centre is managed in compliance with local laws and regulations. We ensure this by employing licensed waste disposal contractors accredited by the Department of Environment.

Additionally, we provide facilities for recycling old trainers and rubber slippers. These are repurposed into playmats for children's playgrounds, further promoting sustainability.

To advance our environmental efforts, our team collaborates closely with the public and industry partners, especially event organisers in our supply chain, to promote sustainable and responsible practices. Our goal is to achieve a 70% diversion of waste from landfill.



### Artificial Intelligence (AI) Technology Food Waste Management System

Food waste has become a critical issue in our sustainability efforts. To address this, we have invested in a technology-based food waste management system. This system employs a scientific approach, using data-driven analytics to optimise our food waste management. Our goal is to minimise food waste and prevent it from reaching landfills. The system tracks and measures food waste before directing it to our Food Composting Machine. There, it is transformed into organic compost, which is then donated to urban farming communities in need.





### Giving Food Waste a New Life

In 2022, we invested in a food composting machine, advancing resource circularity by transforming food waste into organic compost. This compost is subsequently donated to local farming communities for use.

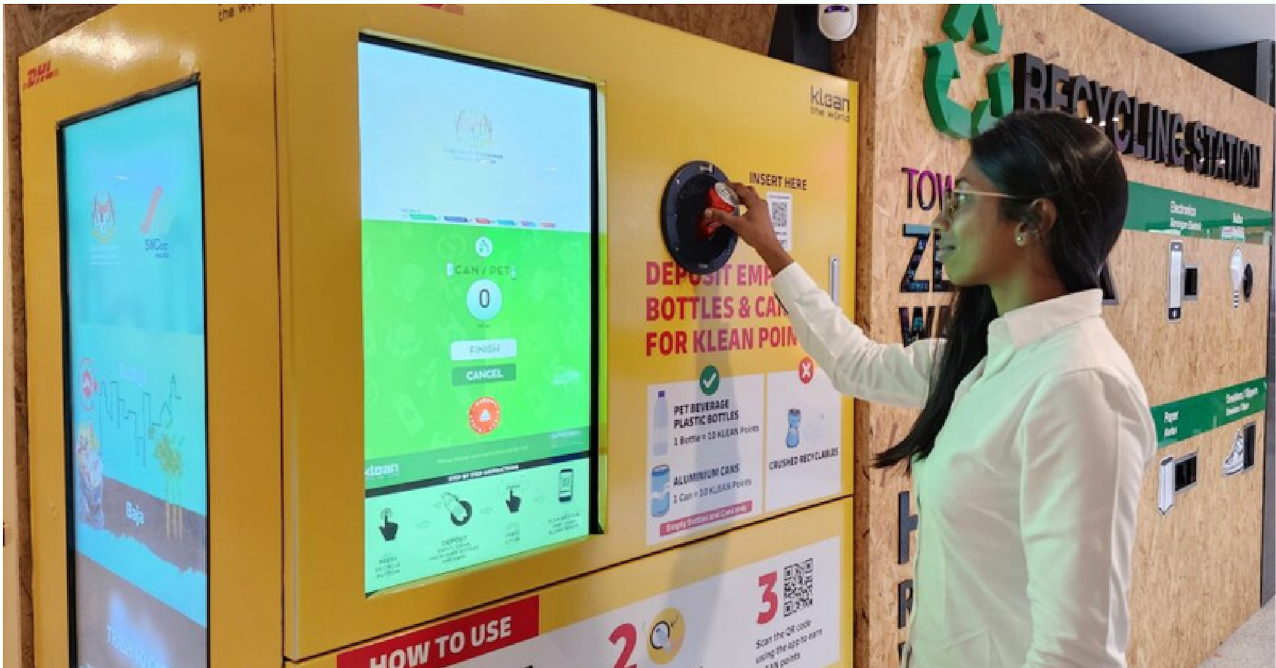
Furthermore, we have formed a partnership with a recycling company to convert food waste into fish feed. This initiative significantly contributes to reducing the amount of food waste sent to landfill.

Food Waste



Diversion of waste  
from landfills

Fertiliser and  
Food supply

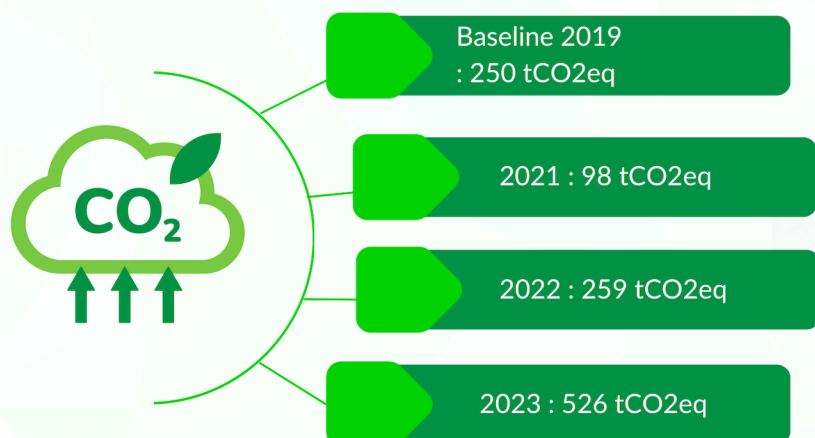


## Public Recycling Facilities

As a leading venue in the business events industry, our Centre was the first venue in Malaysia to introduce reverse vending machines for recycling. These machines incentivise visitors to recycle by offering a convenient method for the responsible disposal of plastic bottles and aluminium cans. In return, users earn points that can be redeemed at participating retail outlets.

Since the implementation of these recycling initiatives and the installation of the system, we have successfully collected approximately 235 metric tonnes of recyclable materials

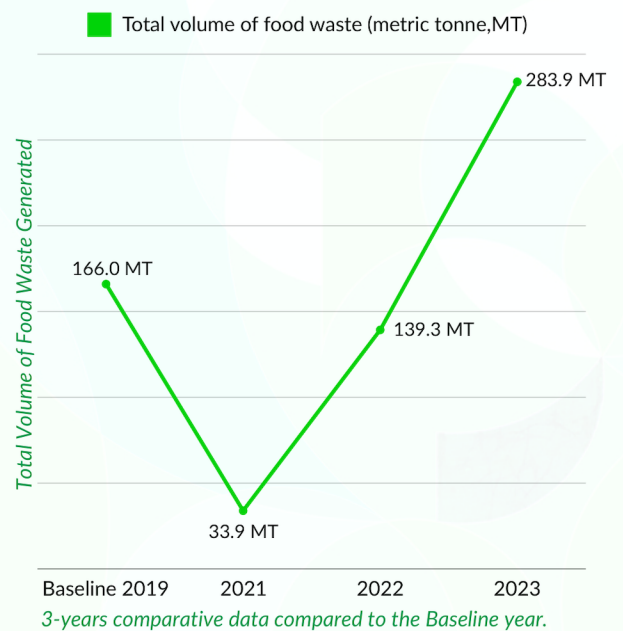
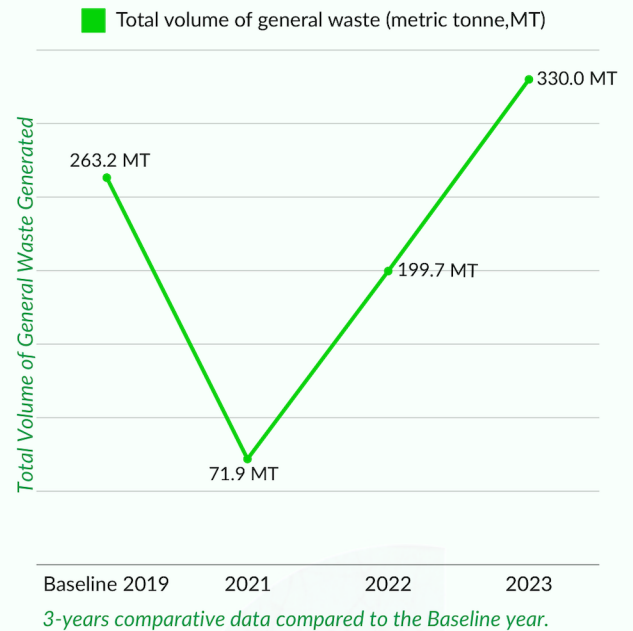
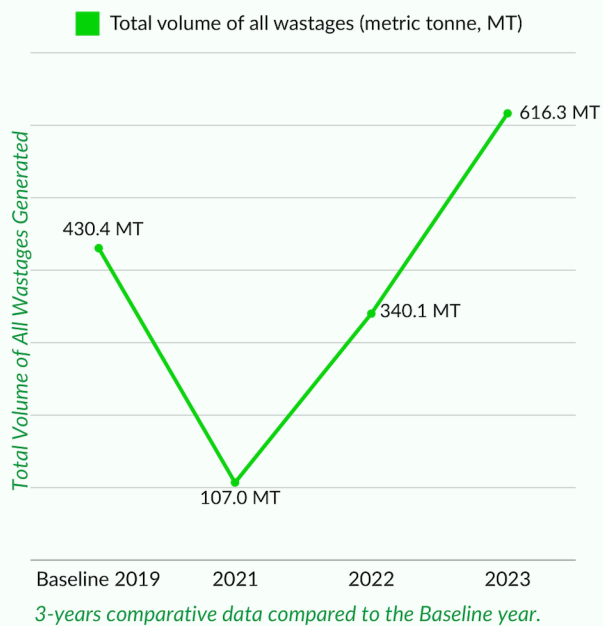
Amount of carbon  
(CO<sub>2</sub>eq) conserved  
from the recycling  
initiatives





# Waste Management Performances

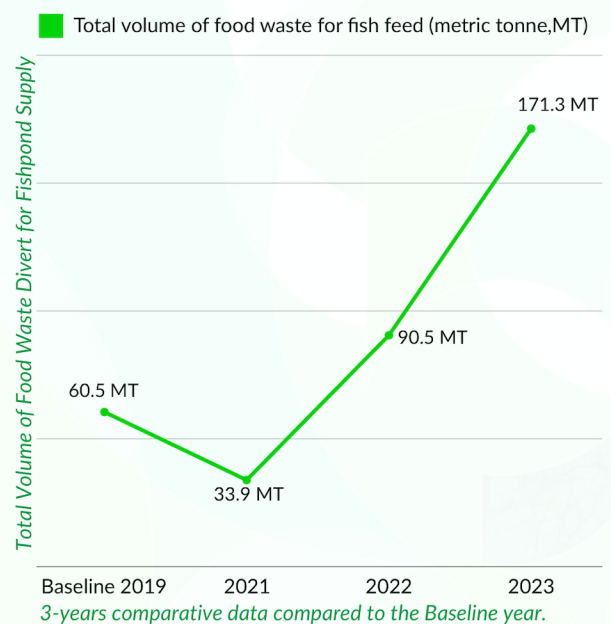
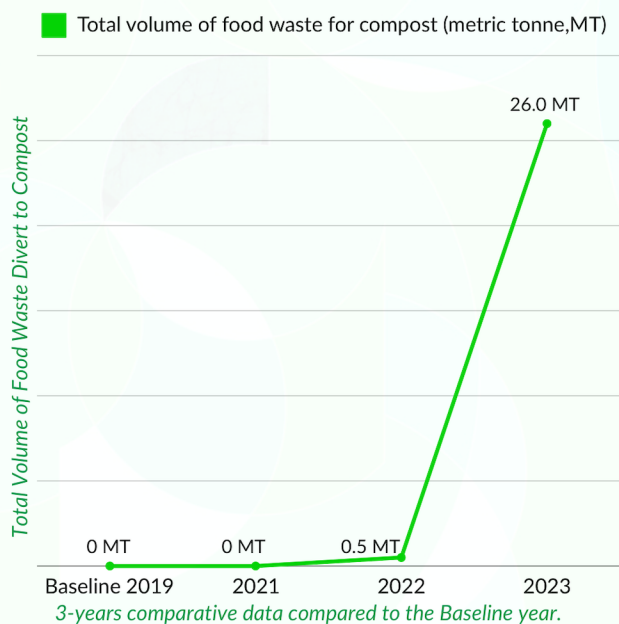
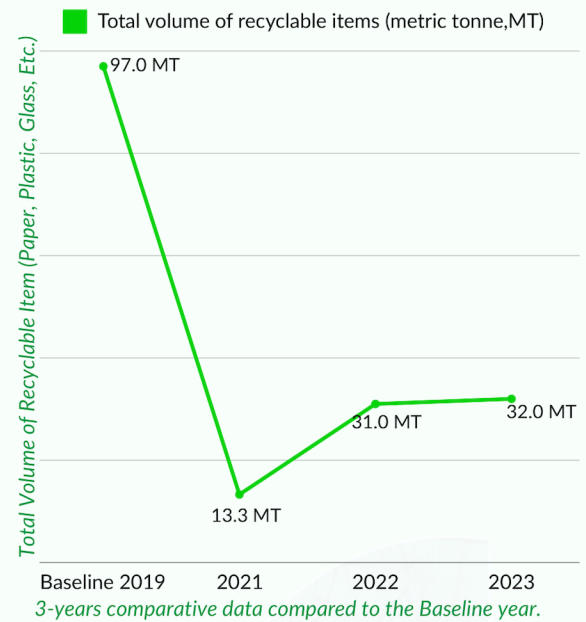
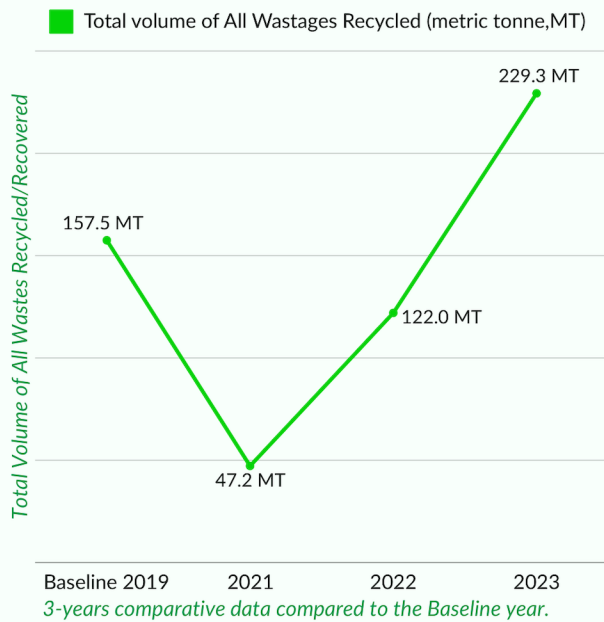
## Waste Generation





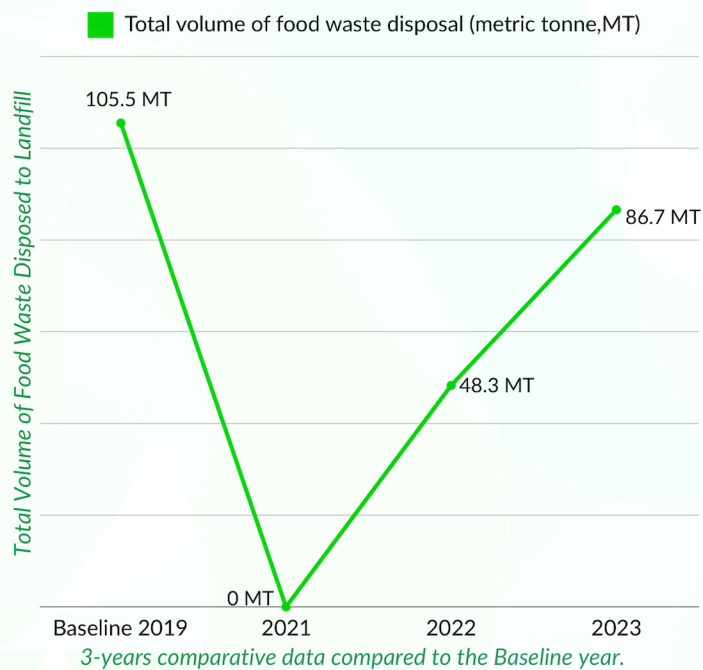
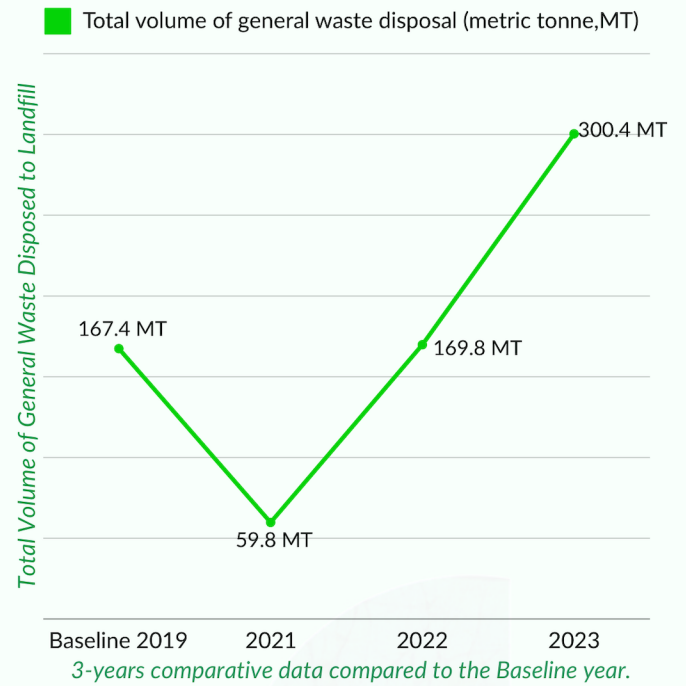
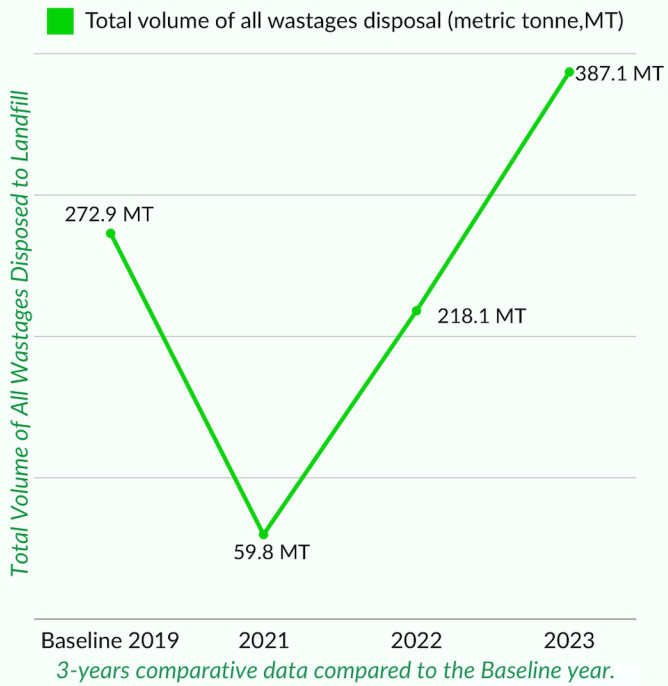


## Waste Recycling / Recovery





## Waste Disposal



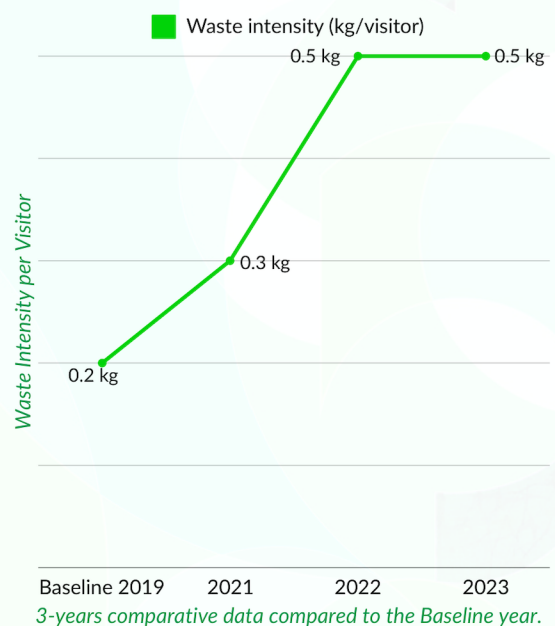
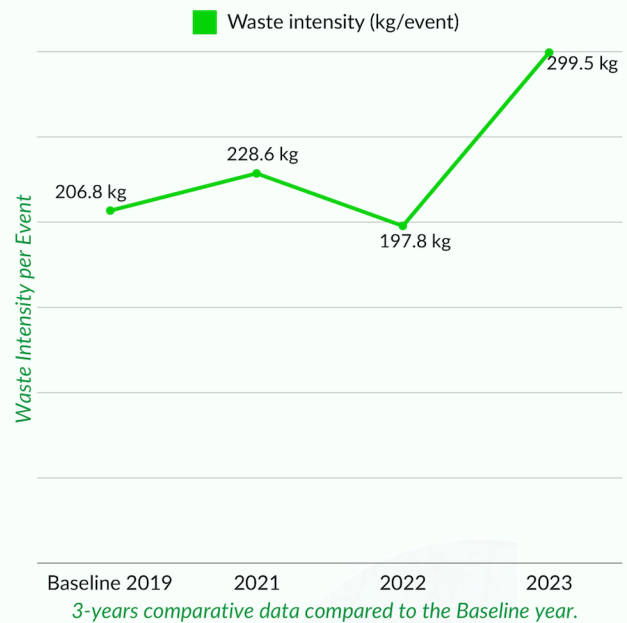


## Waste Intensity

We measure our waste management performance with the measurement of waste intensity, which is the amount of waste generated divided by 3 sets of variables,

- i) the number of events,
- ii) the number of hours of operation, and
- iii) the number of people/visitors.

“kg” is the unit measurement in a kilogram of waste generated.







# Water Conservation



Freshwater is an invaluable resource, and we are committed to its careful use.

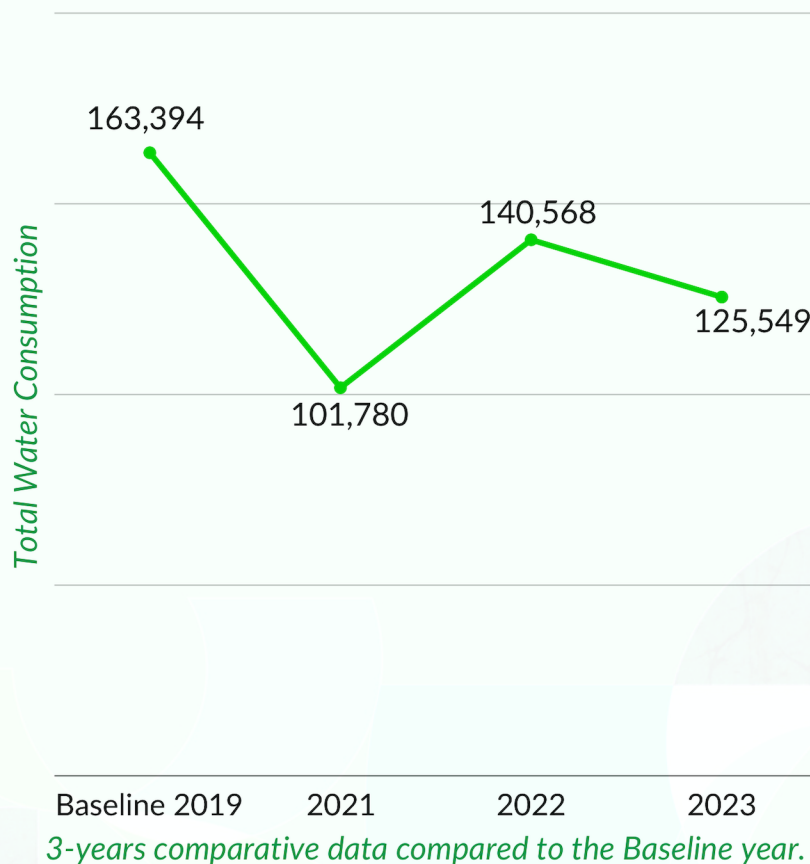
In 2021, we took a significant step by installing a zero-carbon rainwater harvesting system. This system has the capacity to collect 4,000 liters of rainwater, which is then utilised for cleaning purposes.

Additionally, to further promote water conservation, all washrooms in our Centre are equipped with water-saving auto-flush mechanisms, faucet aerators, and dual flush options for toilets.



# Water Conservation Performances

## Water Consumption (cubic meter)



Water withdrawal source is from 3rd party local provider by Syarikat Air Selangor (SYABAS)



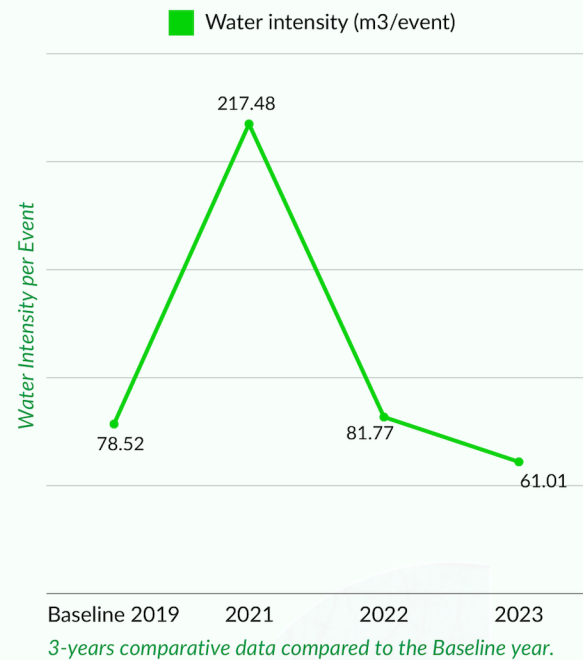
## Water Intensity

We measure our water conservation performance with the measurement of water intensity, which is the amount of water consumed divided by 3 sets of variables,

- i) the number of events,
- ii) the number of hours of operation, and
- iii) the number of people/visitors.

“cubic meter, m3” is the unit measurement in a volume of water consumed.

Water Intensity shows marginally increased in 2021 due to maintenance and cleaning work in our Centre as usual however reduced in number of variables.







# Resource Efficiency



## Rooftop Hydroponic System

In collaboration with The Green Attap, a company specialising in urban farming solutions, we have established and maintained a rooftop hydroponic system.

Green Attap, a Small Medium Enterprise founded by two single mothers, is driven by a passion for healthy and sustainable living. This partnership aligns with our commitment to sustainability as a fundamental aspect of our business ethos. We continuously seek ways to enhance our efforts in promoting healthy eating.

This initiative not only enables us to offer fresh, pesticide-free salads and greens to our delegates but also contributes positively to our community.



We are dedicated to positively impacting both the environment and our community as part of our efforts to reduce waste and combat plastic pollution.

We recognise the environmental and planetary harm caused by single-use plastics in front-of-house operations. In response, we are eliminating these plastics from our operations and replacing them with paper-based and compostable alternatives, for items ranging from straws and utensils to cups and food containers.

We have revamped our events and exhibition materials to be more eco-friendly. Instead of the usual supplies, we offer paper-based materials, smaller writing pads and pencils available on request at the counters. Water dispensers with paper cups have replaced plastic bottled water. Additionally, we have substituted sweets in wrappers with unwrapped titbits.

Our culinary team has taken numerous steps to eliminate single-use plastics. These include replacing wrap film with trolley jackets, increasing the use of reusable food containers, and consistently collaborating with our procurement team to explore further alternatives in this area.





A recent survey reported by Sinclair M, Lee NYP, Hötzel MJ. et. al 2022 in a study titled “International on the perception of animals and the importance of their welfare” published in the journal *Frontiers in Animal Science* reveals that 85.4% of Malaysian consumers agree on the importance of farmed animal welfare, with a majority expressing a preference for purchasing cage-free eggs.

In response to this significant finding, the Centre has taken a proactive step towards promoting ethical and sustainable practices.

We are proud to announce the signing of a Memorandum of Understanding (MOU) alongside Traders Hotel Kuala Lumpur and Impiana KLCC Hotel with the Humane Society International. This agreement commits the Centre to transitioning towards the use of cage-free eggs by 2028.

Our dedication to responsible consumption is unwavering. We believe that collaboration is key to fostering sustainability within our industry. Therefore, we strongly encourage all our hotel and business event partners to join us in this crucial transition towards more humane and sustainable practices.



# SOCIAL

*At the Centre, we prioritise people, from our employees to local communities. Our focus is on nurturing an engaged, skilled workforce and delivering exceptional customer service. We implement social initiatives for human resources, safety, and well-being, aligning with our long-term growth and policy compliance. Additionally, we dedicate ourselves to community empowerment, fostering unity and trust through active engagement and development projects.*





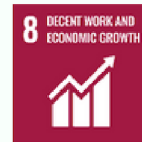
At the Centre, people are at the heart of everything we do, from our employees to communities in the precinct.

We aim to foster a workforce that is engaged, skilled, and productive. Paramount to the Centre is providing quality customer service experiences, as this ensures quality, operational productivity, business continuity, and safeguards the well-being of our valued employees and clients.

We have implemented social initiatives covering human resources, safety, and the well-being of people, which are crucial to our business. These initiatives are designed to ensure steady and resilient growth over the long term, in line with the Centre's Policies and Codes of Conduct. These policies also ensure the maintenance of health, safety, and environmental care in our business operations, whilst simultaneously improving the quality of products and services delivered to our diverse stakeholders.

Furthermore, we actively seek to empower the communities in which we operate. This is achieved through giving-back initiatives and active participation in community development, fostering a stronger sense of unity and trust through regular engagement.





# Occupational Health & Safety



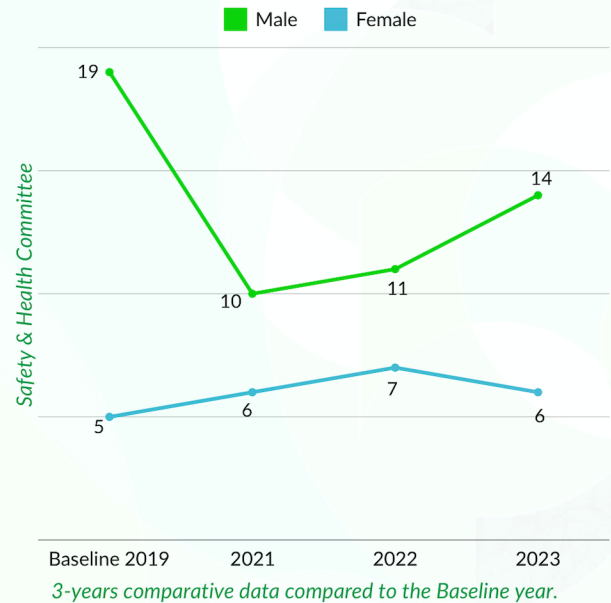
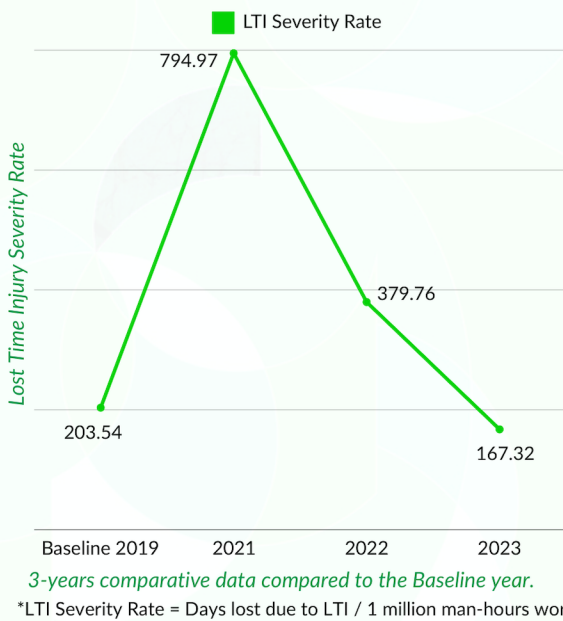
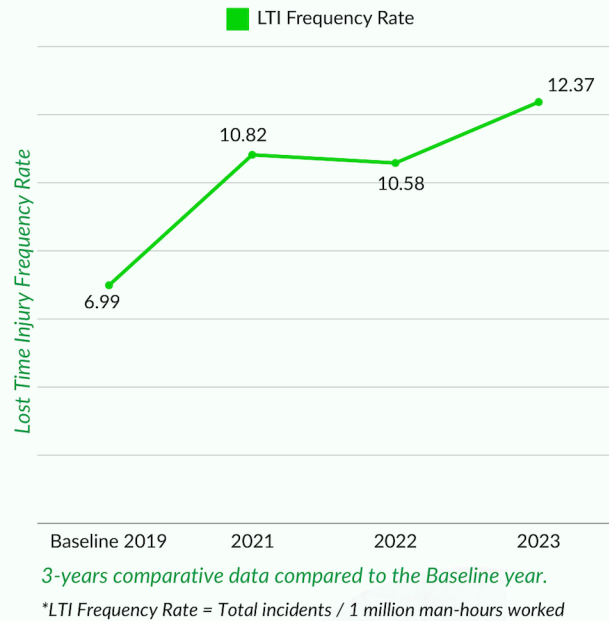
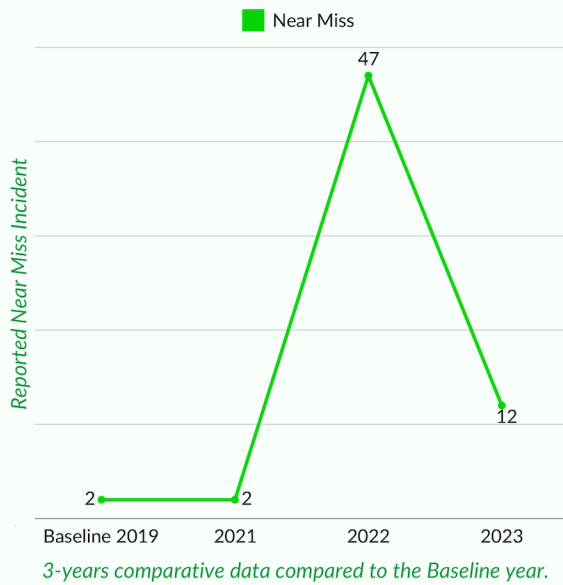
A strong health and safety culture in the workplace is a bedrock for our Centre's thriving operations, underpinning both our financial success and moral obligations. Consequently, Occupational Safety and Health (OSH) is essential in protecting our Centre from financial, operational, and legal ramifications. It also plays a vital role in safeguarding our employees and assets, maintaining trust with stakeholders, and securing our future.

We hold the ISO 45001:2018 accreditation in Occupational Health and Safety and adhere to all relevant laws and regulations. Our OSH policies and procedures are not just fundamental in ensuring the safety of our employees, but also in safeguarding our clients, suppliers, and everyone who enters the Centre. We regularly conduct OSH awareness training to keep our employees updated on the latest safety practices, following the Malaysian Standard (MS1277:2011 – Occupational Safety and Health Management Systems).





# Occupational Health & Safety Performances





# Diversity & Equal Opportunity



## Fair and Ethical Practices

We are dedicated to treating all employees fairly and have a zero-tolerance policy towards discrimination, harassment, and bigotry. Our commitment to fair employment, equitable remuneration, and embracing diversity across our operations fosters a positive work culture. This approach builds trust among employees, suppliers, and other stakeholders.

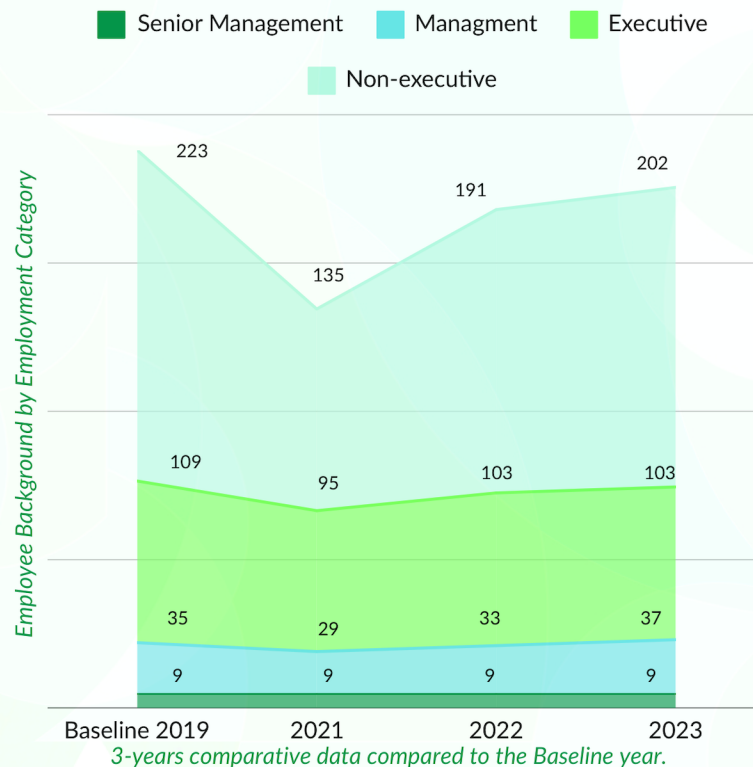
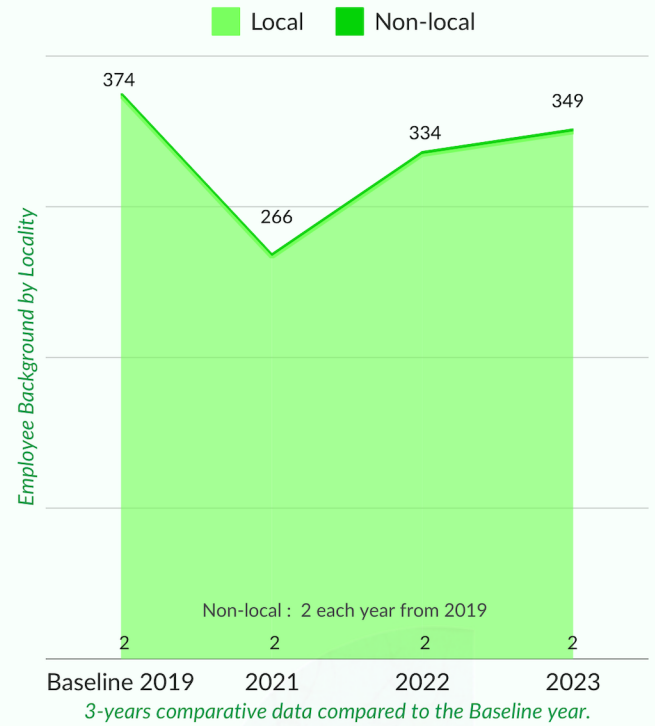
Outlined in our Code of Conduct is our stance on Equal Opportunity and Workplace Diversity. We adhere to principles of equal employment and anti-discrimination at all times. To eliminate bias, we ensure our employment opportunities reflect diverse gender, ethnicity, and other characteristics protected under the law. Our recruitment and selection processes are based solely on individual merit and qualifications. We uphold the principle of equal pay for equal work, irrespective of gender, age, race, or ethnicity.

In all our business activities and throughout our value chains, we strictly prohibit forced or bonded labour, human trafficking, and any form of child labour. We require our employees, contractors, vendors, and partners to share this commitment against such practices.

We conduct business in a manner that supports and respects human rights, diversity, and equal opportunity.



# Diversity & Equal Opportunity Performances







# Empower Our Employees - Talent Development



Talent development focuses on enhancing competencies as well as planning, selecting, and implementing development strategies. We aim to cultivate an inclusive and diverse workforce culture.

Relevant training and development initiatives for our employees are implemented in order to provide them with the abilities and job competencies required to excel at their jobs and improve overall operational productivity

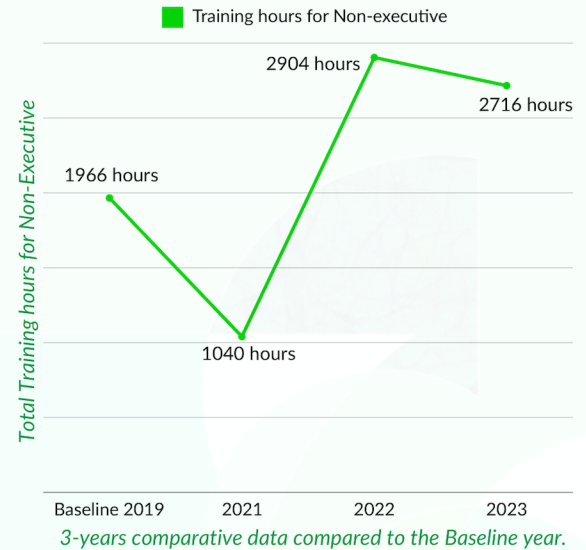
We invested in growing talents for the events and hospitality industry in Malaysia and have dedicated programmes and associated benefits to attract and develop the future workforce through our internal Centre's Training Department.

## Career Development and Knowledge Enhancement

As part of the ASM Global, the Centre can provide continuous educational access to the business events industry to our people through a globalised training programme – ASM Global Academy - which is aimed at elevating upskilled team members. It will allow our team members to complete self-paced learning courses, which support their career development and enhance their knowledge when it comes to creating the ultimate guest experience driven by world-class customer service. Training courses encompass but are not limited to sustainability, guest services, diversity, equity and inclusion, food safety, inclusive culture, operations, safety and security, and leadership.



# Talent Development Performances







# Embracing Communities



## Food Donation

We have established a partnership with the Food Aid Foundation for the donation of food. The Food Aid Foundation is a Malaysian food bank NGO that rescues surplus food from corporations and the food industry. This food is then distributed to welfare homes, the refugee community, impoverished families, the destitute, and soup kitchens.

Our donations have not only provided essential nutrition to local communities but have also supported our commitment to reducing food waste and preventing its diversion to landfill. From the end of 2019 through to 2023, the Centre has donated over 25,000 meals. We have actively responded to requests from the Food Aid Foundation, especially during national crises such as floods and the COVID-19 pandemic.

As a result, we have donated approximately 9,921 kg of food within that period preventing it from ending up in landfill. This effort equates to an estimated saving of 24,803 kg of CO<sub>2</sub> equivalent in greenhouse gas emissions.



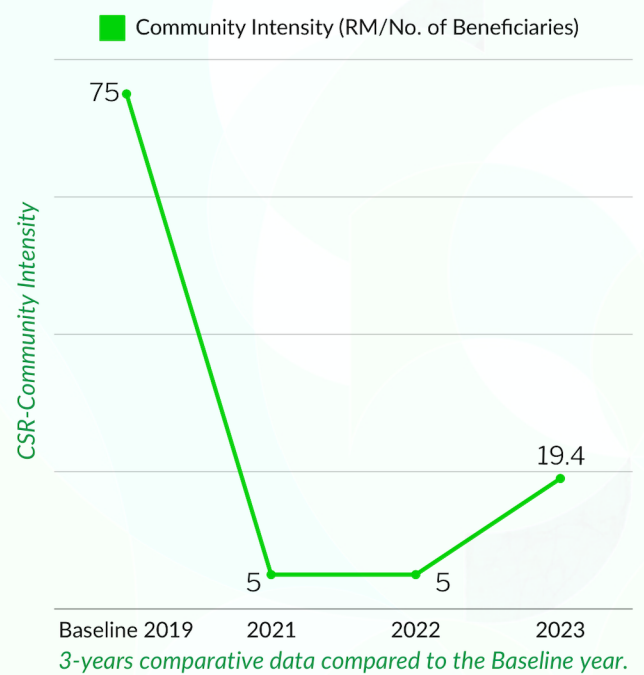
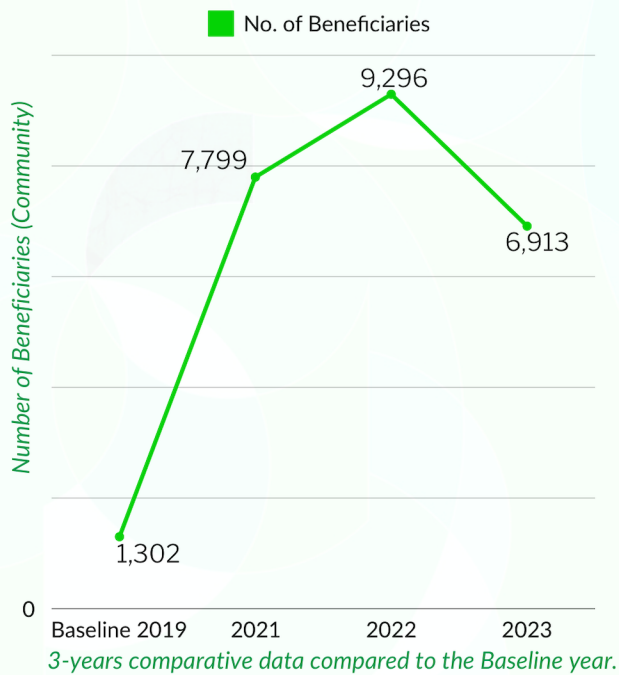
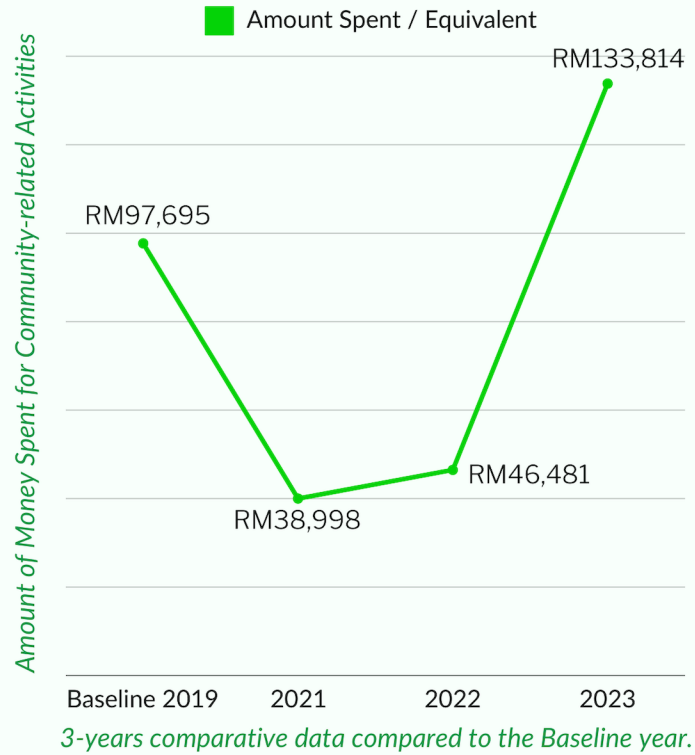


## Helping Communities in Need

As the 'People's Centre', we are committed to giving back to the local community in which we operate through various humanitarian activities. Over the years, we have contributed time, resources, and funds to support charitable organisations. Examples of our contributions include donating dialysis machines to the National Kidney Foundation, empowering and supporting the education of underprivileged children, and assisting in the rebuilding of orphanage centers affected by a natural disaster.



# Communities Performances



# GOVERNANCE

*The Centre operates in an ethical and transparent manner, complying with applicable laws and regulations to pursuing balanced and profitable growth through good business practices.*







# Business Ethics

## CODE OF BUSINESS CONDUCT

We are committed to upholding business ethics and implementing high standards of corporate governance. We continually identify best practices that support the Centre in fostering a culture of good corporate governance. This is crucial for sustainable growth across our diverse businesses and for bolstering shareholder value. The foundation of ethical behaviour is instrumental in creating long-lasting positive impacts for the business, fostering strong business relations, and enhancing employee productivity.

A robust governance system is essential to protect the interests of both the business and its stakeholders. The Centre is dedicated to maintaining a well-defined and effective governance system, promoting a high level of business ethics and compliance. This commitment involves upholding values of ethics and integrity in all our dealings with stakeholders.

To ensure alignment with best practices, we established the Code of Business Conduct. This supports our Centre's commitment to maintaining high standards of ethical conduct and behaviour at all levels of our operations. The Code of Business Conduct, along with other related policies, procedures, and guidelines, outlines the fundamental rules that define how the Centre conducts its business and sets the standards for our business practices and stakeholder interactions.



## ANTI-BRIBERY POLICY

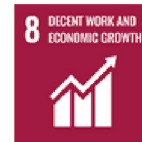
We are dedicated to acting fairly and with integrity in all our business dealings and relationships.

Guided by our own Anti-Bribery Policy, we have achieved accreditation with ISO 37001. This ensures that our activities and business transactions are open, transparent, and conducted in compliance with the applicable laws and regulations governing our operations in the countries where we operate. It is our firm policy not to engage in or condone any form of corrupt actions or bribery.

## WHISTLEBLOWING POLICY

The Whistleblowing Policy enables individuals to raise concerns in confidence, ensuring that a proportionate and independent investigation is conducted, followed by appropriate action.

We have established a whistleblowing channel to assist stakeholders in raising their concerns, without fear of retaliation. This channel provides protection against reprisals and victimisation for whistleblowing done in good faith. Stakeholders can also raise and/or report concerns about any issue or suspicion of unethical conduct and corporate misdemeanours of corrupt practices and bribery. At the Centre, whistleblowing is regarded positively as a means to ensure that the standards to which we subscribe are upheld and maintained at a high level.

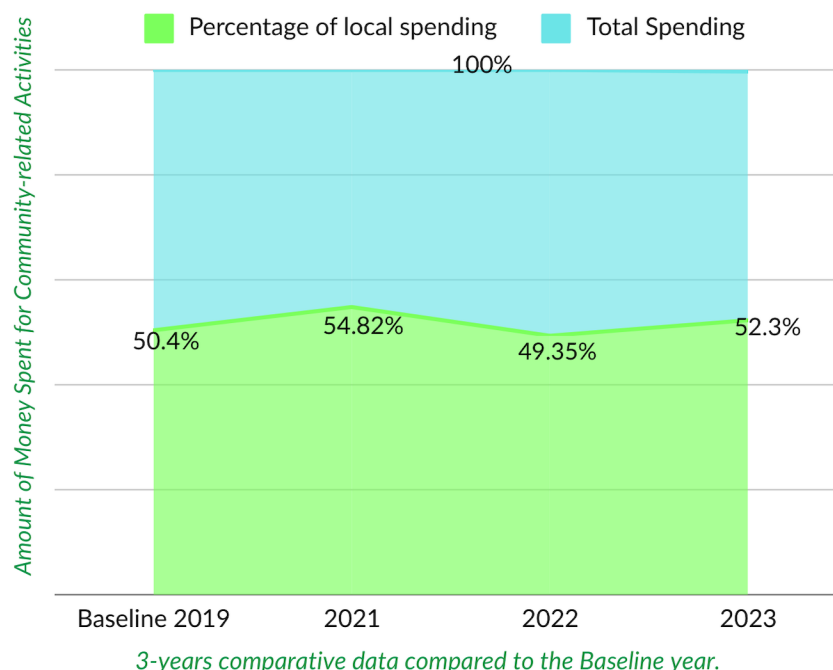


# Supply Chain Management

We play a vital role in supporting local businesses, helping them to remain resilient and contribute to our economic development. Our support for local businesses extends beyond merely granting projects and purchasing materials. We are dedicated to promoting sustainability practices among our vendors and suppliers as part of our journey towards building a sustainable future.

We uphold good business ethics in our engagements with suppliers by providing them with equal access to opportunities. A rigorous tendering and bidding process is conducted before any purchases to ensure that our selected suppliers are credible and reliable. This screening process is governed by clear and transparent procurement policies and practices. Our suppliers can refer to the Supplier Guidelines to benchmark their Environmental, Social, and Governance (ESG) practices against industry best practices.

The Centre aims to formalise a Sustainable Procurement Policy in 2024 to develop best practices in sustainable procurement. All suppliers completing the supplier registration form are required to declare their current ESG practices, and we conduct an annual assessment of vendor performance using Vendor Evaluation Forms. The information gathered is recorded and maintained across all business divisions







# Partnership



## Kuala Lumpur City Center – A Sustainable Destination

In collaboration with the Kuala Lumpur Convention Centre Business Events Alliance (KLCCBEA), which includes Malaysia Airlines, Mandarin Oriental Hotel, Traders Hotel, Impiana KLCC Hotel, and Suria KLCC Shopping Mall, we have united to transform the precinct into a one-stop sustainable meeting destination where delegates can travel, meet, and stay in the heart of the city while engaging in environmentally responsible and socially beneficial surroundings.

This significant project is dedicated to upholding and supporting the long-term sustainability stewardship of the Malaysian business events industry. We are committed to adopting the best Environmental, Social, and Governance management approaches to achieve this goal.



## Partnerships with Academia for a Net Zero Carbon Future

The Centre has forged a partnership with the National University of Malaysia, aimed at bolstering our commitment to sustainability. This collaboration focuses on developing scientific research and innovations in critical areas:

### i) Materiality Assessment

Through this partnership, we are undertaking a materiality assessment of our sustainability efforts. This will assist in pinpointing and prioritising key sustainability areas that require our focus.

### ii) Carbon Emissions Reporting

A central goal of this collaboration is to jointly enhance the reporting of our Scope 1 and 2 carbon emissions. By ensuring our emissions data are both precise and adhere to best practices, we aim to effectively reduce our carbon footprint.

### iii) Strategising for Net Zero Carbon

Working alongside our academic ally, we are crafting a strategic pathway towards a sustainable future. This involves setting out short, medium, and long-term plans to meet our Net Zero Carbon objectives, marking significant steps in our journey towards environmental stewardship.





We have established a partnership with Yayasan Budi Penyayang, a charitable foundation dedicated to aiding all Malaysians in need, focusing on community and charitable support as well as cultural work with local batik art development. This partnership signifies our commitment to integrating heritage and charity and aims to unite individuals of all races and communities in celebrating Malaysia's rich cultural heritage while supporting charitable organisations and advancing the national batik agenda.

This annual collaboration showcases a range of activities dedicated to preserving Malaysia's cultural heritage, supporting charitable causes, and bringing together our diverse communities. A key aspect of this partnership is promoting local batik to international visitors at our Centre, enabling them to foster a deeper appreciation for the art and uniqueness of batik, thereby contributing positively to the local batik craft industry and production chain.





## Strategic Partnership to Accelerate Adoption of Sustainability Practices

As a leading convention centre, we are dedicated to using our influence to encourage event organisers to adopt sustainable practices. Our approach includes fostering collaborations and strategic partnerships. We provide a comprehensive suite of sustainability solutions, offering our expertise to help others align their initiatives with the United Nations Sustainable Development Goals (UNSDGs). Additionally, we assist in developing effective communication strategies that promote eco-conscious and low-waste events. This not only sets a standard for future environmentally responsible gatherings but also helps catalyse a transformation within the industry towards sustainability.



# Accreditation



ISO 9001 Quality MS



ISO 14001 Environmental MS



ISO 22000 Food Safety MS



ISO 37001 Anti Bribery MS

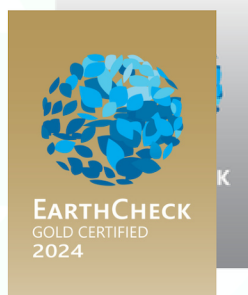


ISO 45001 Occupational Health & Safety MS



MS 1500 : 2019  
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HALAL



EarthCheck



Trust-MyCatering



# Accreditation



ISO 9001 Quality MS



ISO 14001 Environmental MS



ISO 22000 Food Safety MS



ISO 37001 Anti Bribery MS



ISO 45001 Occupational Health & Safety MS



HALAL



EarthCheck



Trust-MyCatering



Healthy Venue Accreditation





# EarthCheck

EarthCheck is the world's leading science-based environmental certification and benchmarking programme for the travel and tourism industry. EarthCheck Certification ensures destinations are sustainable, clean, safe, and prosperous, making them ideal for travellers to visit, live, work, and plan responsibly.

We have been consistently recognised for our commitment to sustainability, having been awarded the EarthCheck Silver Certification for four consecutive years from 2021 to 2023.

2024 marks a significant milestone for us, as we have been awarded the prestigious EarthCheck Gold Certification. This achievement underscores our dedication to environmental stewardship and sustainable practices within the industry.

