

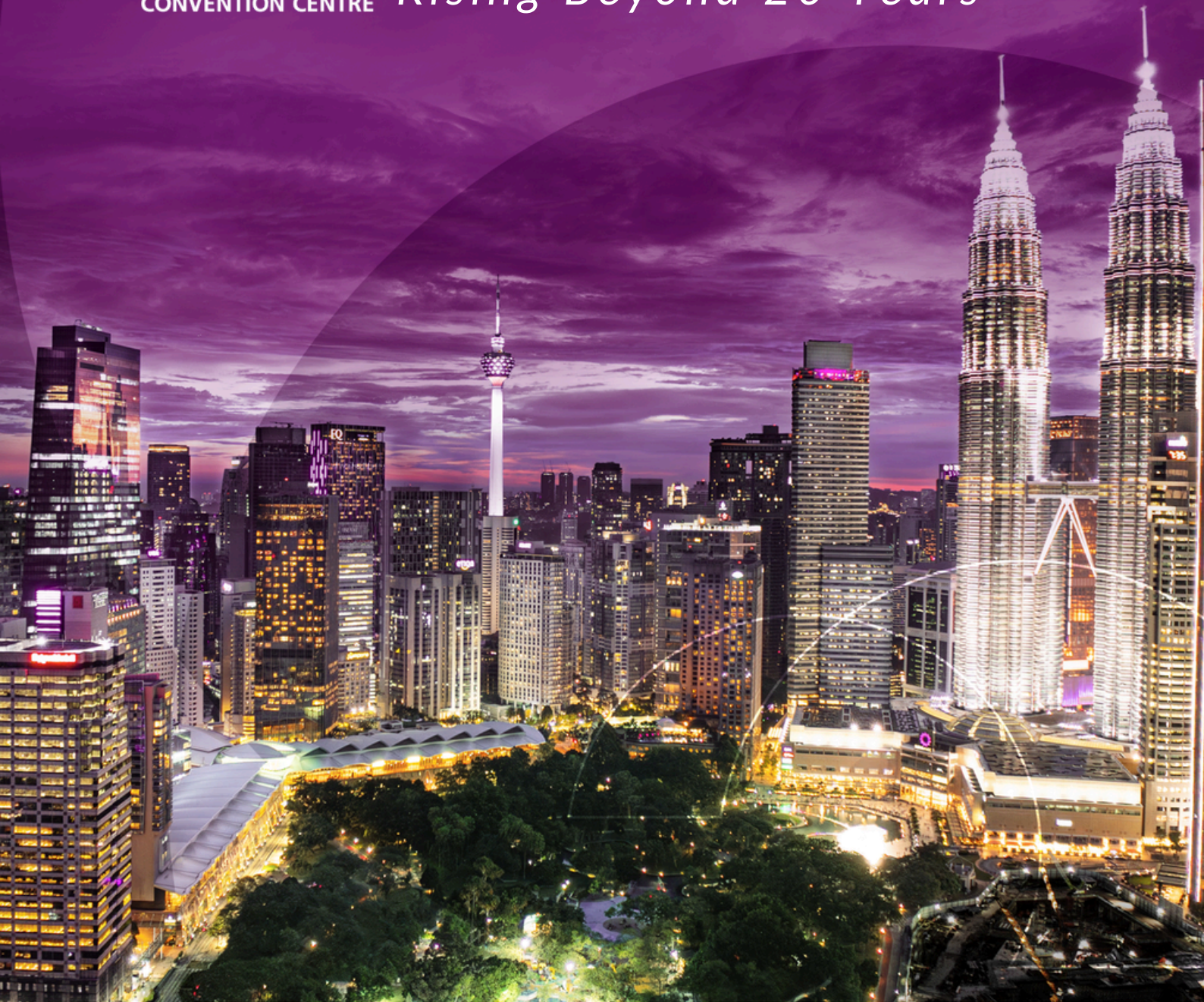
Uniquely  
World-Class



KUALA LUMPUR  
CONVENTION CENTRE

# SUSTAINABILITY REPORT 2025

*Rising Beyond 20 Years*



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# ABOUT THIS REPORT

The annual Sustainability Report ("Report") of Kuala Lumpur Convention Centre ("Centre") outlines our strategies, initiatives and performance in embedding sustainable and responsible business practices in our operations.

Environmental, Social, and Economic ("EES") information is provided on our responses to ten (10) sustainability material matters that impact our business and stakeholders' value.

## COVER RATIONALE

KLCC advocates for the planet, people, prosperity and peace. This approach has driven our growth and overall success for 2 decades, which is reflected in our Sustainability Report cover themed "Rising Beyond 20 Years". As we aspire to thrive for the next 20 years, we are cognisant of the multiple challenges posed by accelerating climate change, digital revolutions and competitive business environment to these lofty aspirations. We refuse to be complacent and will continue to build on our resilience through embedding sustainability more deeply into our operations to benefit our Group and all our valued stakeholders.

## FEEDBACK

We appreciate feedback, suggestions and comments from all stakeholders to enable us to fulfil our sustainability commitments and improve our reporting practices. Please send your feedback to:

Kuala Lumpur Convention Centre  
Kuala Lumpur City Centre, 50088 Kuala Lumpur, Malaysia.  
info@klccconventioncentre.com

## REPORTING SCOPE AND BOUNDARIES

KLCC is a major Business Event destination in Malaysia and is located in Kuala Lumpur, Malaysia. The scope of this Report covers our main Centre building including Hall 6, Hall 7 and Hall 8 at Menara Permata Sapura. This Report includes comparative historical data whenever applicable. Established relevant targets and key performance indicators have been closely monitored and disclosed as best as possible in this Report.

## REPORTING PERIOD AND CYCLE

The reporting period of the Report is from 1 January to 31 December 2025, unless stated otherwise. Our Sustainability Report is issued on an annual basis, and our last Sustainability Report was published in January 2025.

## APPROVAL AND ASSURANCE

This Report has been internally reviewed by the Internal Audit Team and Business Management System Department, which has verified that the policies, initiatives, data and performance disclosed here are accurate and acceptable. Additionally, the content of this Report has been reviewed by the KLCC Sustainability Steering Committee, who have ensured its contents are relevant to our business and our material issues. We have endeavoured to be transparent in the disclosures, goals and key performance indicators in this Report.

## GUIDELINES AND STANDARDS

We ensure that the content in this Report has been benchmarked against the highest reporting standards and best industry standards. This Report has been prepared in alignment with:

### Global Goals

- Intergovernmental Panel on Climate Change (IPCC)
- Greenhouse Gases Protocol
- UN Sustainable Development Goals (UNSGDs)
- Net Zero Carbon Event (NZCE)

### Principal Guidelines

- Bursa Malaysia's Sustainability Reporting Guide 3<sup>rd</sup> Edition 2022

### Additional Guideline/Reference

- Global Reporting Initiative Standards

## PROGRESSIVE STATEMENTS

This Report contains progressive statements in relation to the Centre's objectives, strategies, plans and future initiatives that are interconnected with KLCC's business, financial and non-financial performance. These statements include words and phrases like 'expects', 'targets', 'intends', 'anticipates', 'believes', 'estimates', 'may', 'plans', 'projects', 'should', 'would' and 'will'. These statements should not be interpreted as a guarantee of future operating or financial performance, as they may bring about potential risks or unforeseen repercussions to the Centre. Issues that might cause actual results to vary materially from those in the progressive statements include global, national and regional economic and social conditions or matters that have not been reviewed or reported on by the Centre's auditors.

# ABOUT KLCC

The Kuala Lumpur Convention Centre is Malaysia's premier purpose-built venue, offering more than 38,670 square metres of flexible event space. Designed to host international congresses, exhibitions and corporate events, the Centre delivers world-class standards supported by an experienced team committed to practical, value-driven solutions.

Strategically located in the heart of Kuala Lumpur within an integrated city precinct, the Centre overlooks the iconic PETRONAS Twin Towers and the 50-acre KLCC Park. Surrounded by hotels, retail, dining and entertainment offerings within walking distance, the Centre provides delegates with convenience, connectivity and a seamless event environment. The Centre is ideal for large, high-profile congregations to intimate private functions. With great accessibility, the five-level purpose-built facility encompasses a total of 38,670 sqm, featuring a wide range of customisable multi-purpose function space including, two auditoriums; a Grand Ballroom, Banquet Hall, three Conference Halls, eight Exhibition Halls and 28 meeting rooms; and, supporting facilities such as Hospitality Suites, VVIP Lounges, F&B Outlets, Medical Room, and many more.

The Centre is Asia's first International Association of Congress Centres Gold Standard Venue and holds certifications including **ISO 9001, ISO 20121, ISO 22000, ISO 14001, ISO 45001, ISO 37001, ISO 41001, AIPC Gold, EarthCheck Gold, Halal certification, Green Building Index, BeSS, FOSIM and Healthy Venue certification**. These accreditations reflect structured governance, quality assurance, environmental stewardship and operational accountability.

To strengthen destination competitiveness and client experience, the Centre established the Kuala Lumpur Convention Centre Business Events Alliance (KLCCBEA), a strategic collaboration uniting venue, hotels, airline and lifestyle partners to provide international organisers with an integrated, one-stop solution.

The Centre is managed by Convex Malaysia Sdn Bhd, a joint venture between KLCC (Holdings) Sdn Bhd and Legends Global.

## Vision

Guided by a clear vision, we use the power of events to connect the world through inspiration, innovation and imagination.

## Mission

Our mission is to create exceptional experiences through world-class facilities, distinctly Malaysian hospitality and cuisine, advanced technology, sustainable practices, and a passionate, professional team.

## Core Values

We are guided by the core values of Integrity, Excellence, Caring, Adaptability and Innovation, which shape our decisions, behaviours and long-term commitments.

# OUR ESG GOALS AT A GLANCE



**Goal 1**  
To minimise the Centre's GHG emissions in order to achieve the delivery of net zero carbon events



**Goal 2**  
Enhance the Centre's energy performance by implementing available efficiency and conservation measures



**Goal 3**  
Promote water stewardship by applying efficiency and conservation measures



**Goal 4**  
Promote responsible food and beverage choices and optimise material use, by prioritising sustainable options



**Goal 5**  
Minimise waste requiring final disposal by enhancing waste diversion practices

**DISCLAIMER**

The Statement, data and information provided in this Report have been prepared to the best of our ability in ensuring completeness, accuracy and reliability. We shall not be liable for any errors or omissions that may remain and any loss or inconvenience incurred as a result of reliance on information provided in this Report.

# 2025 SUSTAINABILITY SCORE CARD

## ISO 20121

The first convention centre in Malaysia to be certified ISO 20121 Event Sustainability Management System



### Environment



**32%**

reduction of Scope 1 & 2 GHGs and achieved 2025 NZCE Target



**100%**

environmentally friendly material



**100%**

certified sustainable packaging product



**100%**

food waste composted



**79%**

waste recycling & recovery rate



**76%**

locally-sourced F&B items



**88%**

spending on environmentally friendly general supplies, chemicals, paper material & printing items



### Governance & Community



**271%**

increase in community Investment Intensity



**68%**

increase in talent development hours compared to baseline



**67%**

reduction in LTIR



**ZERO**

Number of substantiated complaints concerning breaches of customer privacy and losses of customer data



**ZERO**

Confirmed incidents of corruption and action taken.

# 2025 AWARDS AND ACCOLADES



Prime Minister's Hibiscus Award  
2025 Exceptional Achievement in  
Environmental Management



Malaysia's best Convention &  
Exhibition Centre TIG Travel Awards  
2025



Best Convention Centre (Southeast  
Asia) 2025 APAC Insider Award



Best Convention & Exhibition  
Centre (Southeast Asia) Stella  
Award 2025



Best Purpose-Built Convention &  
Exhibition Centre Excellence Award  
MBEA 2025

# 2025 AWARDS AND ACCOLADES



British Malaysian Chamber of Commerce (BMCC) DEI Excellence Award 2025



Best Malaysia Convention & Exhibition Centre Tourism Industry Awards 2025



Cage-free Commitment Implementation Industry Award 2025



National Energy Award 2025



4<sup>th</sup> Malaysian American Chamber of Commerce Cares Excellence in CSR Recognition 2025

# LEADERSHIP



## Foreword

The standards for responsible asset ownership have changed permanently. For KLCC Holdings, sustainability is not a parallel workstream. It defines how we protect asset value, manage risks and position our portfolio for long-term resilience. The Kuala Lumpur Convention Centre is a strategic asset within this framework, operating at the intersection of global diplomacy, commerce and public engagement.

The hosting of the 2025 ASEAN Summit demonstrated the Centre's capacity to deliver under international scrutiny. Events of this magnitude demand disciplined governance, operational precision and coordinated security across the precinct. They also reinforce Malaysia's standing as a credible and responsible host nation.

The Prime Minister's Hibiscus Award affirms measurable environmental performance embedded within the Centre's systems, from structured resource management to emissions accountability. Recognition by the British Malaysian Chamber of Commerce for Diversity, Equity and Inclusion strengthens the social pillar of ESG, reflecting inclusive leadership and governance maturity.

These outcomes are not isolated achievements. They reflect a deliberate approach across KLCC Holdings: integrating ESG into asset management, strengthening measurement and disclosure, and advancing sustainability standards precinct-wide.

The next phase will require deeper decarbonisation pathways, transparent reporting and continued alignment between commercial performance and environmental responsibility. Sustaining this momentum will depend on disciplined execution, cross-functional collaboration and the commitment of our people across the organisation.

I encourage every team member to continue strengthening our systems, challenging existing practices and advancing solutions that reinforce both performance and responsibility – delivering sustainable value to all our stakeholders. Leadership in ESG is sustained not by recognition alone, but by consistent action.

Our focus remains clear to ensure that our assets are resilient, future-ready and aligned with national and regional sustainability priorities.

**Datuk Sr Mohd. Salem Kailany**  
Group Chief Executive Officer  
KLCC (Holdings) Sdn. Bhd

# LEADERSHIP



As a leading convention and exhibition centre, we remain committed to setting a strong benchmark for environmental responsibility and sustainable event management.

Looking back at 2025, I am proud of the progress we have made on our Net Zero Carbon Events (NZCE) journey. Most notably, we reduced our Scope 1 and Scope 2 greenhouse gas (GHG) emissions by 32%, exceeding our earlier targets and demonstrating the impact of the practical measures implemented across our operations.

The year also marked an important step forward in our sustainability reporting with the first disclosure of our Scope 3 emissions. Expanding our reporting to include value-chain emissions gives us a clearer understanding of our broader environmental impact and allows us to work more effectively with partners, suppliers and clients to reduce emissions across the event ecosystem.

One of the highlights this year was receiving the Prime Minister's Hibiscus Award (PMHA) for Environmental Stewardship. This prestigious national recognition reflects the strength of our environmental governance and the consistent progress we are making in improving our sustainability performance.

We also achieved a significant industry milestone by becoming the first convention centre in Malaysia to attain ISO 20121 certification for Sustainable Event Management. This certification confirms that sustainability is embedded in how we plan and deliver events. From responsible procurement and energy management to waste reduction and stakeholder engagement, ISO 20121 ensures that sustainability is integrated into our operations and provides confidence to organisers seeking to deliver more responsible events.

Our progress would not have been possible without the strong collaboration of our stakeholders. Partnerships with clients, suppliers, government agencies and industry organisations continue to play an important role in advancing sustainable practices across the business events ecosystem.

Looking ahead to 2026, we will continue to deepen our sustainability efforts. While maintaining strong progress on Scope 1 and Scope 2 emissions, greater attention will be placed on addressing Scope 3 impacts by working more closely with suppliers, partners and event organisers to reduce value-chain emissions.

At the same time, we will continue strengthening the social dimension of ESG. Sustainability is not only about environmental performance, but also about people, wellbeing and community connection. Initiatives such as Batik Explosion, Sustainable September, Ruang Kom and our Power Breakfast programmes have been introduced to support cultural appreciation, knowledge sharing, wellness and community engagement.

As we build on the momentum of 2025, sustainability remains a core business priority. Through practical environmental action, responsible governance and meaningful community engagement, we aim to deliver lasting value for our clients, our community and our planet.

Together with our team, partners and stakeholders, we will continue to move forward with purpose as we contribute to a more responsible and sustainable future for the business events industry.

**John Burke**  
**General Manager**  
*Chairman of the Sustainability Steering Committee*

# ESG MILESTONE

## 2005 - 2010

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

## 2011-2020

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

## 2021-2022

- Rainwater Harvesting System
- SDG 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 Kuala Lumpur City Centre precinct.
- Formalisation of Net Zero Carbon Events Pathway.

## 2024

- Certified ISO 41001 Facilities Management System
- Certified Green Building Index.

## 2025

- Certified ISO 20121 Event Sustainability Management System - record-breaking achievement as the first convention centre in Malaysia.

# SUSTAINABILITY STRATEGIC STEWARDSHIP



## A Reflection on ISO 20121 through the KLCC lens

Event Sustainability  
Management System

Located in the vibrant heart of Kuala Lumpur and overlooking the iconic Petronas Twin Towers, the Kuala Lumpur Convention Centre continues to strengthen its commitment to responsible event management through the adoption of ISO 20121. For the Centre, ISO 20121 is more than a certification - it is a framework that guides how sustainability is embedded into the planning, delivery and legacy of every event hosted at the venue.

As one of the region's leading purpose-built convention facilities, the Centre recognises that large-scale events bring both opportunities and responsibilities. Through the ISO 20121 framework, sustainability considerations are systematically integrated into operational decision-making, enabling the Centre to manage environmental, social and economic impacts in a structured and transparent manner. This includes identifying key sustainability risks and opportunities, engaging stakeholders and continuously improving performance across venue operations.

Implementing ISO 20121 has strengthened governance and accountability across the organisation. Clear sustainability objectives, performance indicators and monitoring systems allow the Centre to track progress and ensure that sustainability commitments are translated into measurable outcomes. From resource efficiency and waste reduction to responsible sourcing and stakeholder engagement, the standard provides a holistic structure for managing sustainability across the entire event lifecycle.

One of the most significant reflections from the Centre's ISO 20121 journey is the importance of collaboration. Sustainable events cannot be delivered by venue operators alone. The Centre works closely with event organisers, exhibitors, suppliers and service partners to encourage responsible practices such as waste segregation, efficient resource use and sustainable event planning. By fostering shared ownership of sustainability goals, the Centre helps ensure that every event hosted contributes to a broader culture of responsible business events.

As we move forward, we remain committed to advancing sustainable event management while supporting the broader ambitions of the United Nations Sustainable Development Goals, ensuring that every event hosted at the Centre contributes to a more responsible and resilient business events industry.

**Robert Hatton-Jones**  
**Deputy General Manager**  
*Advisor of the Sustainability Working Committee*  
*Vice-Chairman of the Sustainability Steering Committee*

# SUSTAINABILITY POLICY

In FY2025, we strengthened our sustainability governance by formalising and enhancing our Sustainability Policy, Sustainability Framework and Sustainability Goals. Following a comprehensive review of our scope, governance structure and material sustainability matters, the Policy was aligned with ISO 20121, providing clearer direction on our sustainability impacts across business operations and stakeholder value, while reinforcing our commitment to internationally recognised sustainable event management practices.

Aligned with our sustainability mission statement, we commit to Net Zero Carbon Events, provide a safe, inclusive and accessible venue, and promote community development. We set short- and long-term goals with measurable targets to implement and monitor our commitments. The Centre recognises that its operations can impact the environment, economy, and society. We continuously address these impacts and integrate the principles of stewardship, inclusion, integrity, and transparency in our activities to uphold our commitment to sustainable development.

Our sustainability commitments are realised by implementing and continually improving the Business Management System (BMS), which conforms to international standards, including ISO 20121, ISO 37001, ISO 14001, ISO 45001, ISO 22000, ISO 41001, MS 1500 and the EarthCheck benchmarking criteria.

The Policy applies to all Kuala Lumpur Convention Centre employees and is for the purpose of communicating to our business partners, customers, contractors, suppliers, trading and joint-venture partners and other stakeholders our approach on Sustainability.

## OUR FOCUS AREAS

### Laws & Regulation

Operate ethically and comply with applicable laws, regulations and international conventions applicable to our operations, while pursuing balanced and profitable growth.

### Environmental Protection

Protect the environment by reducing our significant environmental impacts through optimised resource use, focusing on greenhouse gas reduction and climate action, energy and water conservation, waste management and making responsible choices in food, beverage and material consumption.

### Embrace People

Prioritise people, from our employees to the wider community by advancing an engaged, competent workforce, delivering exceptional customer service and upholding high standards in labour practices, health and safety, and overall well-being, in alignment with our long-term growth and human rights principles.

### Sustainable Food & Sourcing

Source and procure goods and services responsibly, applying sustainability criteria incorporating environmental performance, human rights commitments, and fair-trade principles.

### Community Empowerment

Promote community empowerment, unity, and trust through active engagement and development projects that contribute positively to society.

### Stakeholder Engagement

Engage continuously with our stakeholders, including customers, visitors, employees, suppliers, local communities, and shareholders, to understand their needs and expectations, and to use this insight to inform our sustainability decisions.

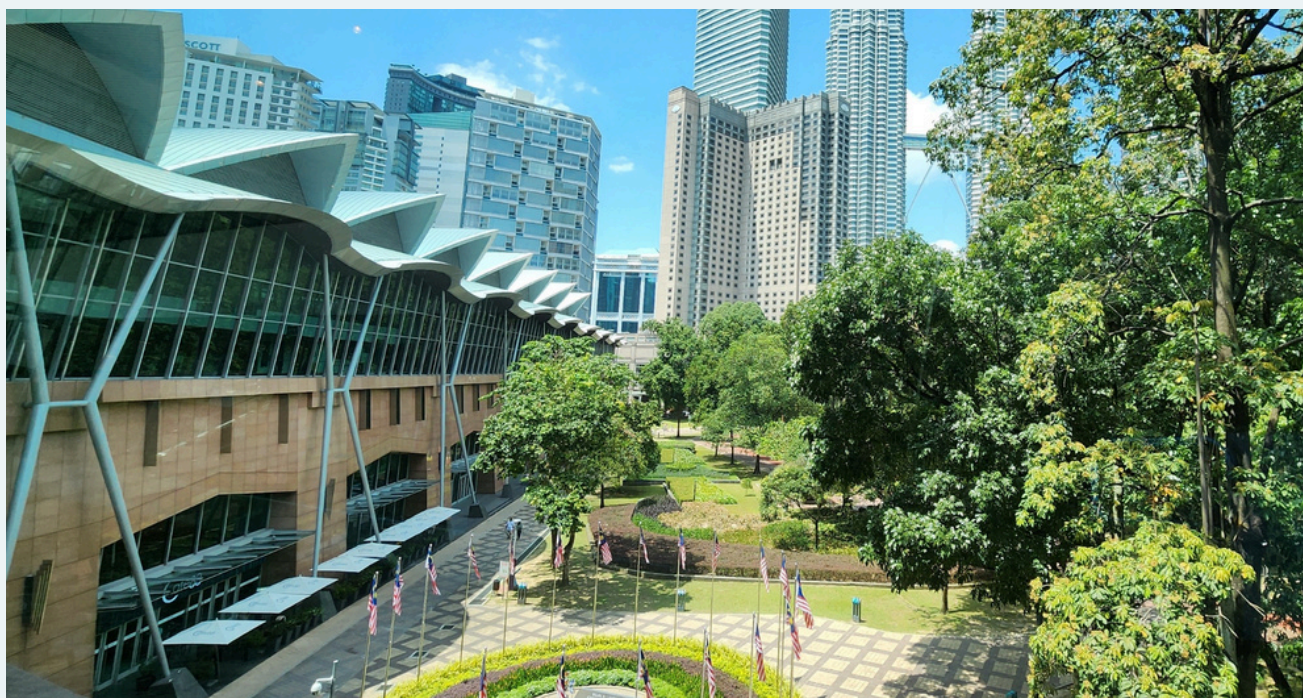
### Performance Measurement

Monitor, measure, and report on our sustainability commitments and initiatives, integrating them into our performance management system, including participation in the annual EarthCheck performance benchmarking program.

### Knowledge Exchange

Use the knowledge gained from pursuing our sustainability commitments to continuously improve performance and more effectively manage our environmental, economic, and social impacts.

# GOALS AND OBJECTIVES



The Kuala Lumpur Convention Centre is owned by Kuala Lumpur Convention Centre Sdn Bhd and proudly managed by Convex Malaysia Sdn Bhd, a joint venture between KLCC (Holdings) Sdn Bhd and LEGENDS Global. As we achieve a significant milestone with our ISO 20121 Event Sustainability Management System certification, we reaffirm our role as a catalyst for sustainable change, underpinned by a strong commitment to delivering long-term value for our communities and stakeholders.

Our Sustainability Report 2025, themed “**Rising Beyond 20 Years**”, reflects a journey shaped not by aspiration alone, but by discipline, resilience, and collective effort. Progress is driven through determination and hard work, the values embodied by our people and reinforced through strategic partnerships and impactful initiatives. Together, these efforts cultivate a responsible and future-focused operating environment, delivering meaningful outcomes for the communities we serve.

Sustainability remains a core pillar of our long-term strategy, guiding how we create enduring value for both present and future generations. In advancing the sustainability agenda of Malaysia’s business events industry, we adopt a structured approach to identifying and managing material environmental, social, and supply chain impacts across our operations.

Through the implementation of robust best management practices, we actively mitigate risks and enhance positive contributions, ensuring alignment with the United Nations Sustainable Development Goals and reinforcing our role as a responsible steward of sustainability.

# NET ZERO CARBON COMMITMENT

The Net Zero Carbon Events (NZCE) initiative is a global industry-wide pledge, led by the Joint Meetings Industry Council (JMIC), uniting the business events sector in a shared ambition to achieve net-zero carbon emissions by 2050.

The Centre became a signatory to the NZCE Pledge in 2021, recognising the urgency of climate action and committing to a structured, measurable pathway towards net-zero.

Since then, we have:

- Published our net-zero roadmap, supported by clear interim targets
- Collaborated with partners, suppliers and clients to drive decarbonisation across the value chain
- Measured and monitored emissions in alignment with the Greenhouse Gas Protocol
- Reported our progress through a consistent three-year comparative dataset

Collectively, these actions demonstrate a disciplined and transparent approach, reinforcing our commitment to accelerating the transition towards a low-carbon and more sustainable events industry.

## NET ZERO CARBON PATHWAY

In December 2023, we formalised our Net Zero Carbon Events (NZCE) Pathway, reinforcing our commitment to accelerated climate action. The Pathway establishes clear, science-aligned strategies to reduce emissions across our operations and value chain, encompassing Scope 1, 2 and 3 in accordance with the Greenhouse Gas Protocol.

In FY2024, we expanded our reporting boundary to include the Menara Permata Sapura Podium spaces, following a building expansion that added three new exhibition halls (Halls 6, 7 and 8). This development strengthened the completeness of our emissions inventory.

FY2025 marks a key milestone in our sustainability journey. During the year, we achieved full-scope greenhouse gas (GHG) emissions tracking across Scope 1, 2 and 3, in line with NZCE requirements. We also met our 2025 target of a 25% reduction in Scope 1 and Scope 2 emissions.

Collectively, these achievements strengthen the robustness, completeness, and transparency of our carbon management approach, enabling more precise and targeted emissions reduction strategies across both our operations and wider value chain.

2019 > 2020 > 2023 > 2024 > 2025

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

We started to track our GHG emissions reduction of Scope 1, Scope 2 and energy consumption intensity compared to the first-year of tracking, 2019.

Baseline Year  
We formalised Net Zero Carbon Events Pathway with interim targets.

We started to track our GHG emissions of Scope 3 and working with stakeholders to conduct Scope 3 baseline setting and reduction framework. We incorporated additional GHG reporting boundaries.

Scope 1 and Scope 2: GHG emissions reduction target by 25%  
Scope 3: First-year implementation and tracking of Scope 3 emissions.

2030 > 2035 > 2040 > 2045 > 2050

Scope 1 and Scope 2: GHG emissions reduction target by 50%.  
Scope 3: GHG emissions reduction target by 20%.

Scope 1 and Scope 2: GHG emissions reduction target by 50%.  
Scope 3: GHG emissions reduction target by 20%.

Scope 1 and Scope 2: Achieving Net Zero Carbon by 2040.  
Scope 3: GHG emissions reduction target by 60%.

Scope 1 and Scope 2: Maintaining Net Zero Carbon 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%.

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

# SUSTAINABILITY MISSION

## MISSION STATEMENT

Our sustainability mission is to operate our purpose-built venue responsibly by integrating sustainable development across all activities by managing environmental, economic, and social impacts while upholding stewardship, inclusion, integrity, and transparency.

This is supported by a strong commercial foundation, effective governance, and operational capability, ensuring sustainability is embedded in decision-making and strengthens long-term value and resilience.

## SUSTAINABLE DEVELOPMENT PRINCIPLES

To fulfil our purpose we integrate the sustainable development governing principles of stewardship, inclusion, integrity and transparency into our activities.

| Sustainable Development Governing Principles | What it means to us                                                                                                                                                                                                                                                                                | Principles' incorporation                                                                                                                                                                                                                                                                                                                                                             |
|----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Stewardship                                  | Stewardship is shown by considering the environmental and social impacts of event activities, including resource use, waste, biodiversity and human rights. Where risks are identified, alternatives and due diligence are incorporated into planning, procurement and operations.                 | <ul style="list-style-type: none"> <li>• The Centre's vision, mission and values</li> <li>• Sustainability policy and sustainability-related policies e.g. Environmental Policy, Safety and Health Policy, Halal, Food Safety and Quality Policy</li> <li>• Responsible Sourcing and Supplier Code of Conduct</li> <li>• Sustainability objectives and target CSR Guidance</li> </ul> |
| Inclusion                                    | Inclusion is ensured by identifying all stakeholders affected by event decisions and considering their needs and accessibility requirements. Engagement is undertaken to prevent exclusion, discrimination and barriers to participation.                                                          | <ul style="list-style-type: none"> <li>• Sustainability policy and sustainability-related policies e.g. DEI</li> <li>• Interested parties' engagement processes</li> </ul>                                                                                                                                                                                                            |
| Integrity                                    | Integrity means making ethical, compliant decisions that prevent negative environmental, economic, and social impacts. It includes managing risks related to resource use, pollution, corruption, data protection, supply chains, and human rights, while ensuring clear roles and accountability. | <ul style="list-style-type: none"> <li>• Sustainability policy and sustainability-related policies e.g. Anti-Bribery Policy</li> <li>• Code of Business Conduct</li> </ul>                                                                                                                                                                                                            |
| Transparency                                 | Transparency means providing relevant, reliable, and accessible information about our products and services. It includes explaining decisions, identifying responsible parties, sharing accurate impact data, and responding to information requests in a timely manner.                           | <ul style="list-style-type: none"> <li>• Sustainability Policy</li> <li>• Interested parties engagement processes</li> <li>• Communication processes</li> </ul>                                                                                                                                                                                                                       |

## SUSTAINABILITY STRATEGY

Our Sustainability Strategy is built on identified material issues, aligned with relevant United Nations Sustainable Development Goals (UNSDGs), existing initiatives, and our Business Plan across short-term (2026), medium-term (2027–2030), and long-term (beyond 2030) horizons. From this, we have defined clear goals, targets, and initiatives to strengthen alignment and performance.

Sustainability is a driver of financial resilience, operational excellence, and long-term growth. In turn, strong financial performance enables continued investment in sustainability. Delivery of this strategy depends on clear governance, adequate resourcing, and disciplined execution, directly influencing business performance, organisational resilience, and long-term value creation.

The strategy is formally documented and reviewed periodically to ensure alignment with business priorities and continued relevance.

Through our Event Sustainability Management System (ESMS), we aim to:

- enable event organisers to meet their sustainability objectives
- improve cost efficiency and resource use
- support the sustainability priorities of the Owner
- ensure a consistent, Centre-wide approach to managing environmental, economic, and social impacts aligned with the UNSDGs
- strengthen reputation, brand value, and stakeholder confidence

## SUSTAINABLE VALUE CREATION

To support the implementation of sustainable development governance, the Centre has embedded a set of organisational values aligned with internationally recognised principles of social responsibility. These values guide decision-making and operational conduct, ensuring sustainability principles are consistently translated into practice.

They establish a clear framework for how governance principles are applied across the organisation:

- (i) Ethical behaviour
- (ii) Respect for stakeholder interests
- (iii) Respect for the rule of law
- (iv) Respect for international norms of behaviour
- (v) Respect for human rights

## SUSTAINABILITY MATERIALITY

To create sustainable long-term value, we systematically identify and assess sustainability issues that are most material to our business and stakeholders. A comprehensive materiality assessment is conducted biennially to remain aligned with global trends, evolving risks, and industry standards.

The process includes structured engagement with internal and external stakeholders through surveys and consultations, enabling us to evaluate impacts and assess our sustainability position. Material issues are also reviewed annually to ensure continued relevance, responsiveness to stakeholder expectations, and effective risk management.

These priorities inform our strategic direction, guide decision-making, and strengthen organisational resilience and growth. They also provide a clear mandate for the Sustainability Steering Committee (SSC) to oversee, coordinate, and drive consistent and accountable progress across our sustainability agenda.

## LIST OF MATERIAL ISSUES

In FY2025, we conducted a refreshed materiality assessment and validation exercise, strengthening alignment with ISO 20121, applicable regulatory requirements and recognised sustainability frameworks. This process ensures our priorities remain relevant, robust and reflective of evolving expectations for sustainable event and venue management.

The assessment identified ten (10) material sustainability matters across environmental, social and economic pillars that are most significant to our operations and the broader business events industry. These material matters inform our strategic focus, risk management approach and performance disclosures, ensuring resources are directed towards areas of highest impact and stakeholder importance.

| ENVIRONMENTAL                                                                                                                                                                                             | SOCIAL                                                                                                                                                                                                              | ECONOMY                                                                                                                                                         |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ol style="list-style-type: none"><li>1. GHGs &amp; Climate Change</li><li>2. Energy &amp; Water Management</li><li>3. Waste Management</li><li>4. Responsible F&amp;B Choices and Material Use</li></ol> | <ol style="list-style-type: none"><li>5. Occupational Health &amp; Safety</li><li>6. Workforce Development &amp; Employment Relations</li><li>7. Contributing to the Economy &amp; Supporting Communities</li></ol> | <ol style="list-style-type: none"><li>8. Integrity &amp; Ethics</li><li>9. Supplier Sustainability Performance</li><li>10. Safe &amp; Inclusive Venue</li></ol> |

## MATERIALITY RANKING BASED ON ISO 20121

To strengthen the relevance and value of our materiality assessment, the Centre has prioritised key sustainability issues based on evaluations by the Sustainability Working Committee (SWC), with input from the Leadership Team (Sustainability Steering Committee). The following have been identified as our most significant priorities:

- Contributing to the Economy & Supporting Communities
- GHG Emissions & Climate Change
- Energy & Water Management
- Safe & Inclusive Venue

These priorities are determined based on their relative impact on both the business and our stakeholders, enabling the targeted allocation of resources and more effective management of associated risks and opportunities.

Other sustainability issues are managed through our Event Sustainability Management System (ESMS), with actions prioritised according to their level of material significance. Progress and relevance are reviewed regularly, supported by ongoing stakeholder engagement to validate priorities and identify emerging concerns.

# SUSTAINABILITY FRAMEWORK

The Sustainability Framework serves as an integrated platform to operationalise EES principles across the organisation.

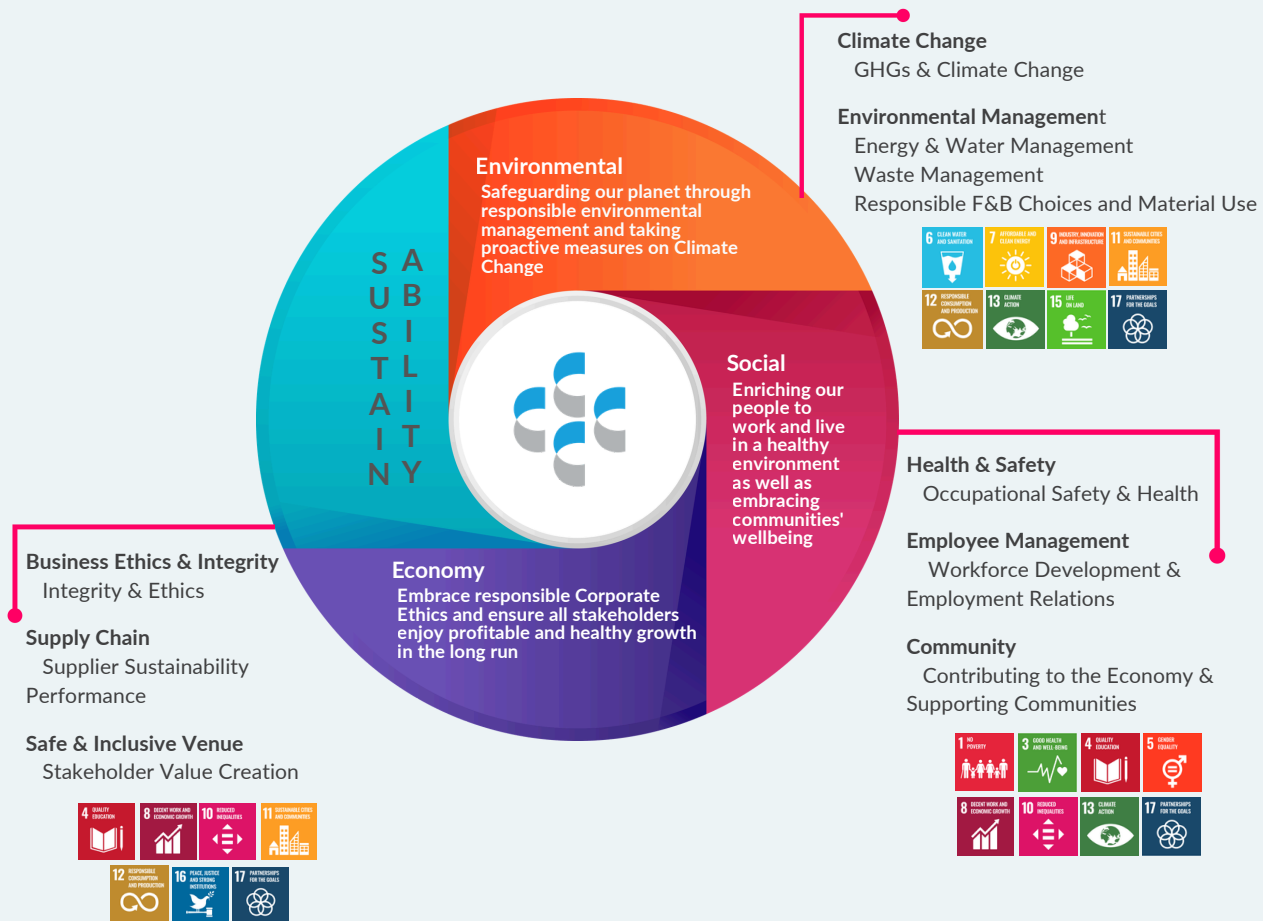
It aligns strategy, governance, and decision-making with responsible business practice, balancing commercial performance with the well-being of our people, communities, and stakeholders.

In FY2025, the Framework was refined to strengthen alignment between business priorities and sustainability commitments. This enhances organisational resilience and improves our ability to respond to evolving stakeholder expectations, including those across our value chain.

As part of this refinement, ten (10) material sustainability matters were streamlined into eight (8) strategic focus areas:

1. Climate Change
2. Environmental Management
3. Health and Safety
4. Employee Management
5. Community
6. Business Ethics & Integrity
7. Supply Chain
8. Safe and Inclusive Venue

These focus areas reflect our material priorities and provide a clear structure to drive targeted actions, performance measurement, and transparent disclosures.



# ALIGNMENT TO UNSDGs

We are resolute in embedding environmental sustainability at the core of our business strategy, ensuring the responsible stewardship of natural resources while advancing innovation and delivering resilient, long-term value. Sustainability considerations are systematically integrated into our operational and strategic decision-making, reinforcing our commitment to future-proofing the organisation.

The Sustainability Framework is structured to deliver measurable outcomes across environmental, social and governance dimensions. Through the rigorous application of Best Management Practices, we mitigate environmental impacts, enhance the well-being of our people and communities, and uphold robust standards of governance, ethics and accountability. This integrated approach strengthens organisational resilience and supports sustainable value creation for our stakeholders.

In alignment with our commitment to responsible business conduct, we have revamped and identified fifteen (15) priority sustainability development goals with 37 indicators, mapped against the United Nations Sustainable Development Goals (SDGs) and aligned to ISO 20121.



# SUSTAINABILITY GOVERNANCE

The Board of Directors of Convex Malaysia Sdn Bhd, comprising KLCC Holdings Sdn Bhd and LEGENDS Global, holds overall responsibility for sustainable value creation and strategic direction.

Supported by the Sustainability Steering Committee (SSC) and the Sustainability Working Committee (SWC), the Board oversees the Centre's sustainability priorities and performance, with implementation led by the General Manager in coordination with both committees.



## Board Oversight

The Board of Directors of Convex Malaysia Sdn Bhd, comprising KLCC Holdings Sdn Bhd and LEGENDS Global, holds overall accountability for sustainable value creation. It sets the strategic direction, policies and objectives, and oversees sustainability performance across the organisation.

## Sustainability Steering Committee (SSC)

The Sustainability Steering Committee (SSC) provides leadership and oversight on sustainability and climate-related matters. Comprising members of the Leadership Team, the SSC meets at least twice annually to review and guide sustainability strategy and priorities, oversee ESG risks and opportunities, monitor targets and performance, and ensure sustainability is embedded across business operations. The SSC is led by the Centre's General Manager, who reports regularly to the Board.

## Sustainability Steering Committee (SSC)

The Sustainability Working Committee (SWC) supports the implementation of sustainability initiatives and ensures operational alignment across the organisation. Comprising 24 representatives from across business divisions and led by the Sustainability Manager, the SWC is responsible for executing strategies set by the SSC, facilitating cross-functional coordination and communication, and overseeing the collection, analysis and validation of ESG data for reporting. It also serves as a platform for feedback and the resolution of sustainability-related issues.

## Sustainability KPIs

Sustainability is embedded into the Centre's Key Performance Indicators (KPIs) to ensure accountability and effective delivery. These KPIs focus on energy efficiency and renewable energy adoption, waste management and landfill diversion, occupational health and safety, employee learning and development, and ESG performance ratings. Introduced in 2019 and fully integrated into organisational objectives in FY2025, they strengthen alignment between strategy and execution.

# STAKEHOLDER ENGAGEMENT

The Centre engages with various stakeholders who are influenced or impacted by our activities, and whose decisions and actions may, in turn, affect the Centre. We are committed to fostering positive relationships with all stakeholder groups through regular engagement via both formal and informal channels.

We work collaboratively with internal and external stakeholders, including the community, business partners, government, suppliers, and service providers, to ensure that all relevant areas of interest within our business scope are managed, addressed, and handled responsibly and sustainably. This approach enables us to identify and resolve key material issues, gain insights into emerging opportunities and risks, and effectively address stakeholder concerns.

Throughout the year, we actively engaged with stakeholders to discuss sustainability-related matters and topics relevant to their interests and our operations, which have broader societal impacts. These interactions help Management gain a deeper understanding of various perspectives and obtain valuable feedback on the Centre's business direction and strategies, allowing us to develop more effective long-term strategies to achieve both financial and non-financial objectives.

The table below summarises our key stakeholder groups.



# **ENVIRONMENTAL MANAGEMENT**



# ENVIRONMENTAL SUSTAINABILITY

The Centre is committed to reducing energy consumption and the use of natural resources, including water, to support long-term resource preservation. We ensure compliance with applicable environmental regulations and standards, while continuously enhancing operational efficiency through ongoing improvement initiatives.

Our initiatives contribute to several United Nations Sustainable Development Goals (UNSDGs), including UNSDG No. 6 Clean Water and Sanitation, UNSDG No. 7 Affordable and Clean Energy, UNSDG No. 9 Industry, Innovation and Infrastructure, UNSDG No. 11 Sustainable Cities and Communities, UNSDG No. 12 Responsible Consumption and Production, UNSDG No. 13 Climate Action, UNSDG No. 15 Life on Land and UNSDG No. 17 Partnerships for the Goals.

We maintain certification to ISO 14001 (Environmental Management Systems) and ISO 41001 (Facility Management Systems), providing a structured framework to identify, manage and reduce environmental impacts across our activities, products and services through continual monitoring and improvement. In parallel, we actively promote awareness among stakeholders on climate change mitigation and resource efficiency.

Through close collaboration with our stakeholders, we continue to advance practical and scalable sustainability solutions. This section outlines our approach, key initiatives and performance across climate, water, waste and resource efficiency.

## OUR APPROACH

We ensure that all our operations at the Centre comply with environmental regulations. In addition, we benchmark our operations against environmental standards, while embracing digitalisation and leveraging technology to reduce material consumption and minimise waste production.

Our key approaches focus on the following areas:

**GHGs & Climate Change**

**Greenhouse Gas Emissions**

**Environmental Management**

**Energy & Water Management  
Waste Management  
Responsible F&B Choices and Material Use**

# IMPACT STORY



## The urgency of **TRANSITIONING** to Low-Carbon Energy

As global efforts to address climate change accelerate, the transition to low-carbon energy has become a priority across all sectors. For large venues such as the Kuala Lumpur Convention Centre, where energy demand is high, this transition is essential to reduce operational emissions and support long-term industry sustainability.

Located in the heart of Kuala Lumpur City Centre, the Centre hosts international conventions, exhibitions and corporate events that require significant energy for air-conditioning, lighting, audiovisual systems, food and beverage operations and digital infrastructure. In response, energy efficiency and carbon management are central to the Centre's sustainability strategy.

Key initiatives include the adoption of energy-efficient LED lighting, optimisation of building management systems to monitor and regulate consumption, and operational measures to improve energy use across event setup, operations and breakdown. These efforts have strengthened energy performance while maintaining the quality of event delivery.

Recognising that efficiency alone is insufficient, the Centre is advancing its transition towards low-carbon energy. This includes enhancing energy monitoring, assessing renewable energy opportunities where feasible, and working with partners to support lower-carbon event delivery.

These efforts align with the United Nations Sustainable Development Goals, particularly SDG 7 (Affordable and Clean Energy) and SDG 13 (Climate Action), and support Malaysia's broader sustainability ambitions.

For the Centre, this transition strengthens operational resilience, meets the expectations of international event organisers, and reinforces its role as a responsible venue within the regional business events industry.

**Yugatheeswaran Arjunan**  
**Director of Facilities**  
*Member of the Sustainability Steering Committee*

# GHGS & CLIMATE CHANGE

The Centre prioritises the reduction of greenhouse gas (GHG) emissions through ongoing improvements in energy efficiency, operational practices and stakeholder collaboration, supporting net zero carbon events and wider climate action objectives.

## Why is this significant?

Climate change presents systemic risks to water, food security, public health and ecosystems, while increasingly influencing long-term business resilience and competitiveness. Delayed action amplifies both environmental and operational risks, underscoring the urgency for proactive and sustained intervention.

The Centre actively measures and manages its environmental footprint through energy efficiency and responsible resource utilisation. By reducing energy consumption, we lower greenhouse gas emissions, enhance cost efficiency and strengthen overall operational performance and resilience.

## Our approach

In December 2023, we formalised our Net Zero Carbon Events (NZCE) Pathway, establishing a clear, science-aligned roadmap to reduce greenhouse gas emissions across Scope 1, 2 and 3 in accordance with the Greenhouse Gas Protocol. FY2023 was also set as our baseline year, following the expansion of our reporting boundary to include the Menara Permata Sapura Podium spaces, which added three new exhibition halls (Halls 6, 7 and 8).

Building on this foundation, in FY2024 we expanded our emissions inventory to include key Scope 3 categories, namely employee commuting, business travel, waste generated in operations, and transportation and distribution. This builds on our ongoing tracking of Scope 1 and Scope 2 emissions since 2019, enhancing the completeness of our carbon accounting approach.

In FY2025, we achieved full-scope greenhouse gas (GHG) tracking, monitoring and disclosure across Scope 1, 2 and 3. This marks a significant milestone in strengthening the accuracy, completeness and transparency of our carbon management approach, enabling more robust baseline disclosures and supporting targeted emissions reduction strategies in subsequent reporting cycles.

## Energy Efficiency

We target a 30% reduction in energy consumption by 2027 through operational improvements and capital investment.

Key measures include:

- Heat-resistant glass façade to maximise daylight and reduce heat gain
- Efficient air circulation and temperature control systems
- Smart escalator systems with variable inverter controls
- Building Management System to optimise air-conditioning
- Full transition to energy-efficient LED lighting

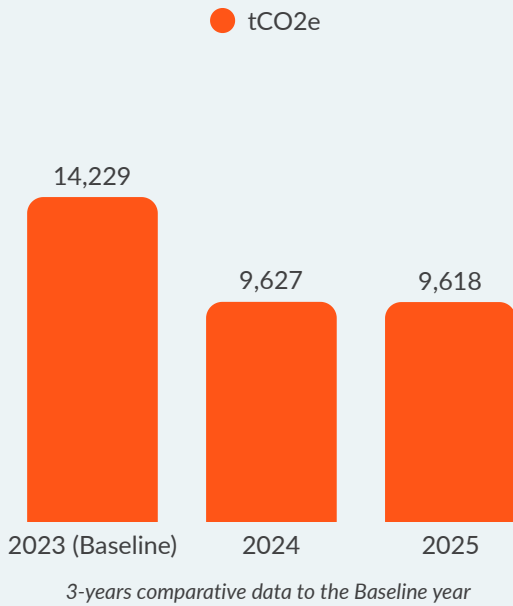
## Cleaner Energy Transition

We established a target in FY2022 to source 20% of our energy from renewable sources by 2025. This target was surpassed ahead of schedule, with the Centre successfully transitioning to renewable energy under the Green Electricity Tariff (GET) Programme by Tenaga Nasional Berhad as early as FY2023.

Building on this achievement, the initiative has been continuously expanded, reaching 100% renewable energy coverage across the Centre in FY2025, with the exception of Halls 6, 7 and 8.

# GHG EMISSION PERFORMANCE (SCOPE 1 & 2)

## Total GHG Emissions of Scope 1 & 2



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

Scope 1 = Fuel (Petrol & Diesel), LPG and Natural Gas

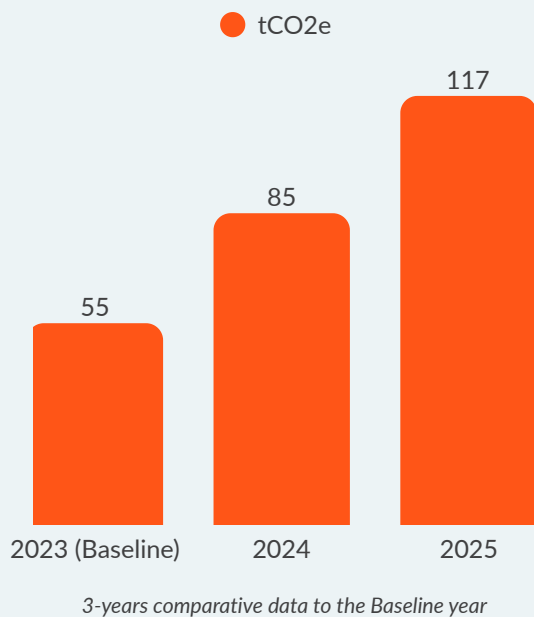
Scope 2 = Electricity and Chilled Water

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

EF: GHG Protocol

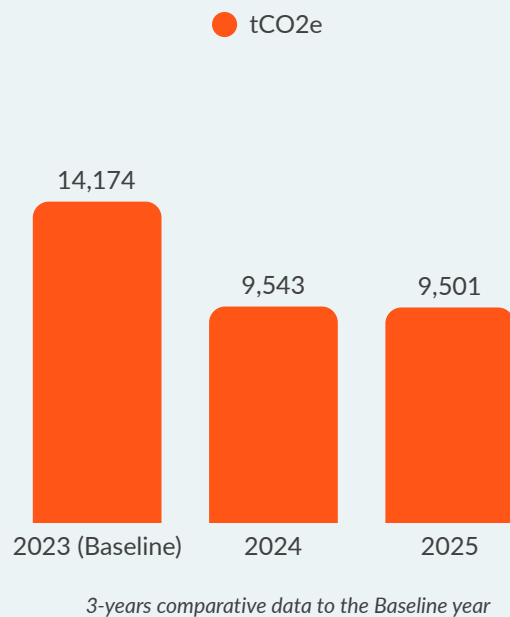
FY 2025 and FY 2024 show a significant reduction in GHG emissions as compared to the baseline year following the acquisition of Green Energy Tariff (GET) in Scope 2 reduction strategies, as well as electrification most of our equipment and energy-efficient facilities and energy-efficient building mechanical systems.

## Scope 1 GHG Emissions



FY 2025 shows a marginal reduction in Scope 1 GHG emissions following to the major renovation projects in our Centre.

## Scope 2 GHG Emissions



Scope 2 GHG emissions shows a marginal increase in FY2025 following to the high-profile event of ASEAN Summit where chilled water was running at maximum peak.

# GHG EMISSION PERFORMANCE (SCOPE 1 & 2 INTENSITY)

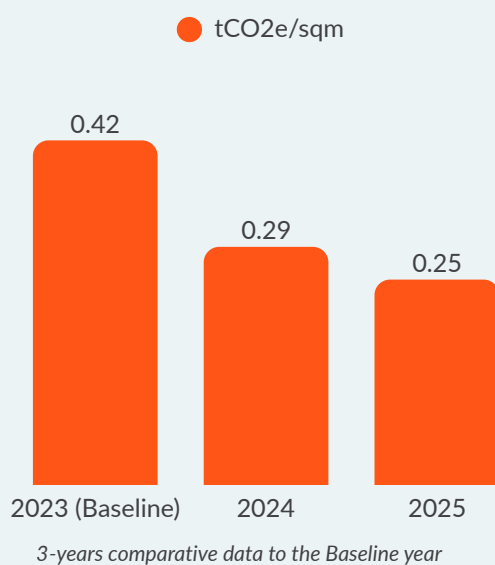
## Measurement and Tracking of Carbon Intensity

We apply Area of the Centre in square metres as a primary performance denominator benchmarking. In addition, we measure our carbon emission performance through Carbon Intensity, which is the amount of greenhouse gases emitted divided by 3 sets of variables,

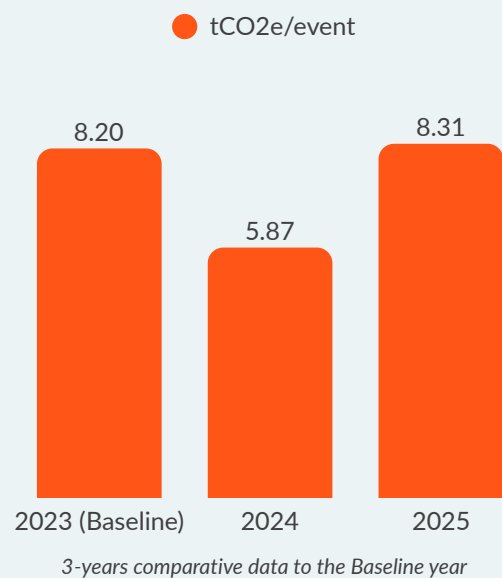
- i) the number of events,
- ii) the number of hours of operation, and
- iii) the number of people/visitors.

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

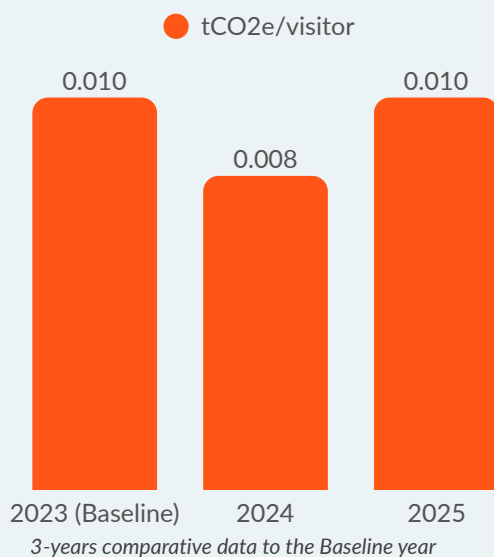
**GHG Intensity of Scope 1 & 2 by Area**



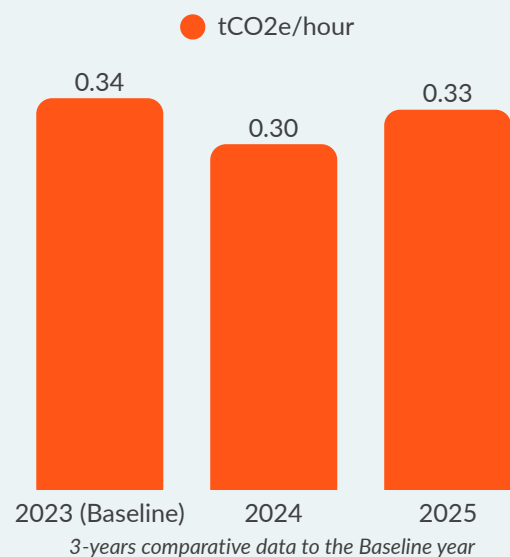
**GHG Intensity of Scope 1 & 2 by Event**



**GHG Intensity of Scope 1 & 2 by Visitor**



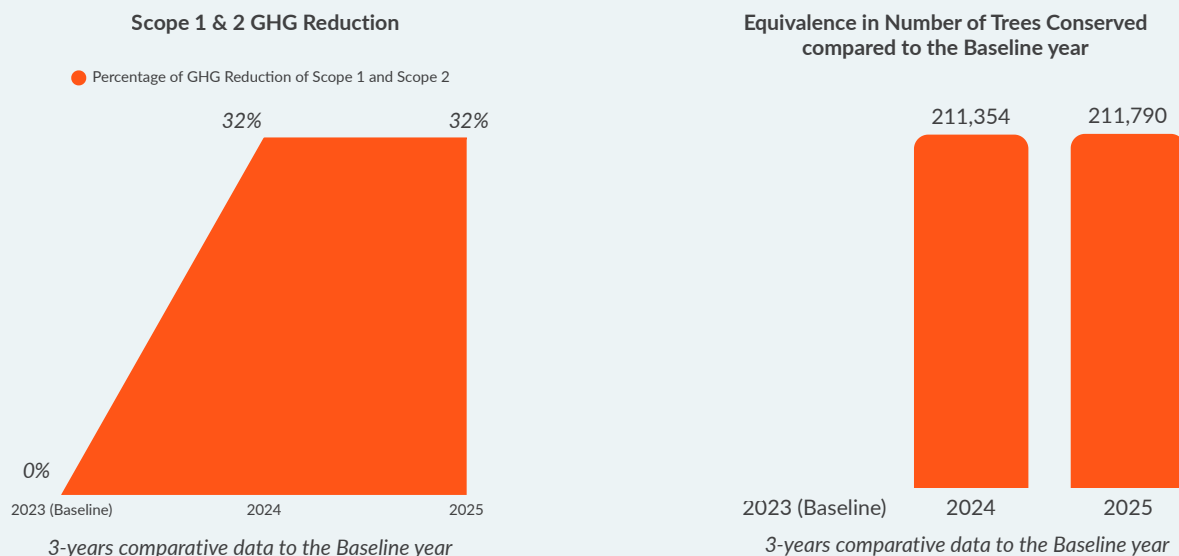
**GHG Intensity of Scope 1 & 2 by Hours of Operation**



FY2025 shows a marginal reduction in GHG Intensity by Area. However, GHG Intensity for Scope 1 & 2 shows a marginal increase in per event, per visitor and per hour of operation due to the numbers of high-profile events hosted at the Centre. The event sustainable performances were consistently coordinated and monitored through ESG Post-Event Report.

# GHG EMISSION PERFORMANCE (SCOPE 1 & 2 REDUCTION)

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



FY2025 shows a steady progression in GHG emissions reduction of Scope 1 and Scope 2 as compared to the baseline year following the implementation of sustainable strategies to mitigate our emissions such as continuous acquisition of Green Energy Tariff (GET), electrification of equipment, energy-efficient building mechanical systems, as well as continuous engagement, awareness and education made to all stakeholders include our employees.

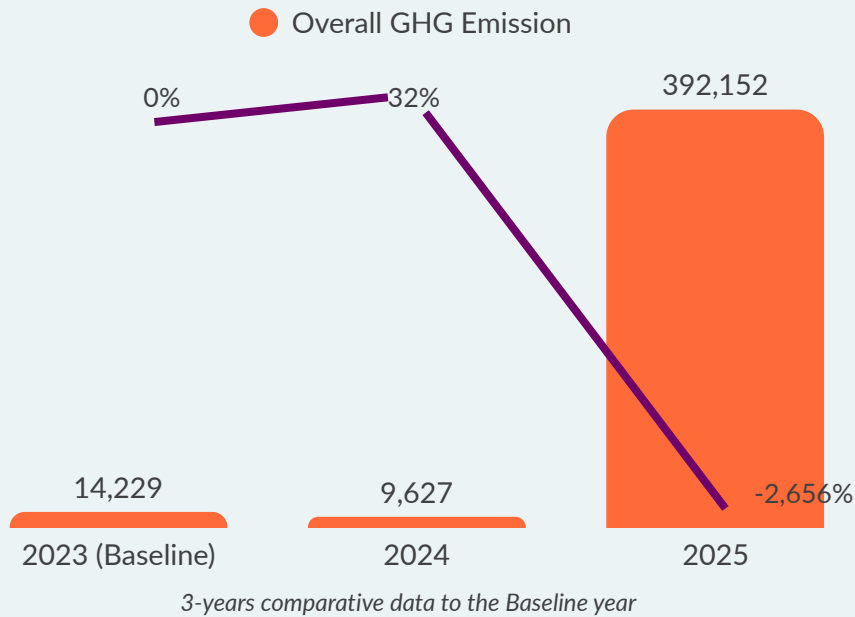
# GHG EMISSION PERFORMANCE (SCOPE 3)

## Total Scope 3 GHG Emissions (tCO<sub>2</sub>e)

| BREAKDOWN OF SCOPE 3                               |            |
|----------------------------------------------------|------------|
| Employee Commute                                   | 382,534.06 |
| Business Travel                                    | 113.77     |
| Waste Generation in Ops.                           | 58.17      |
| 3rd Party Transportation                           | 306.28     |
| Total Scope 3 GHG Emission in 2025 (baseline year) | 382,534    |

# OVERALL GHG EMISSIONS

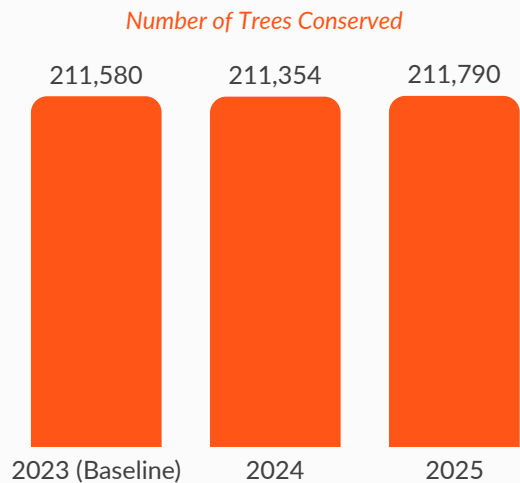
## Total Overall Greenhouse Gases Emissions (Scope 1, Scope 2 & Scope 3)



FY2025 shows a significant increase in overall GHG emissions, primarily attributed to the inclusion of Scope 3 emissions in our consolidated GHG inventory, reflecting our commitment to transparency and comprehensive reporting. In response, we are actively developing targeted mitigation and reduction initiatives to address emissions across our supply chain.

## Overall GHG Emissions Equivalence in Number of Trees Conserved

### Equivalent Number of Trees Conserved Compared to the First Year of GHG Tracking



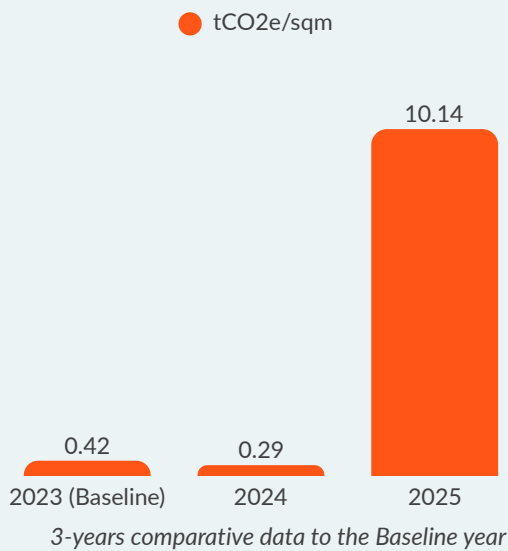
# OVERALL GHG INTENSITY

We apply Area of the Centre in square metres as a primary performance denominator benchmarking. In addition, we measure our carbon emission performance through Carbon Intensity, which is the amount of greenhouse gases emitted divided by 3 sets of variables,

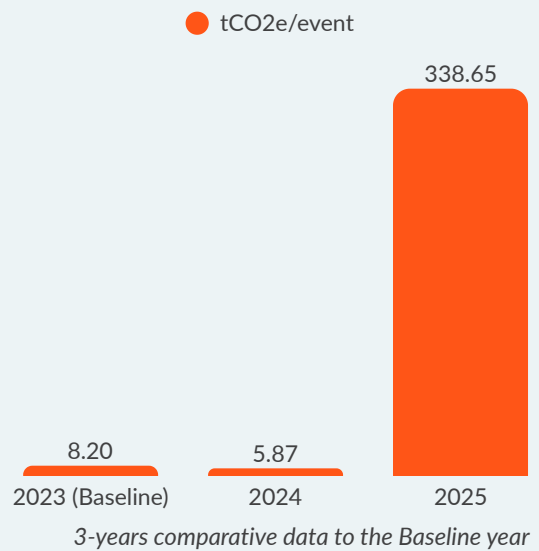
- i) the number of events,
- ii) the number of hours of operation, and
- iii) the number of people/visitors.

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

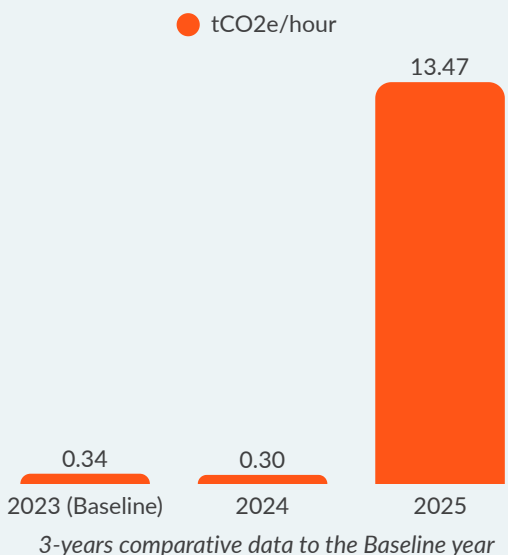
**Overall GHG Intensity by Area**



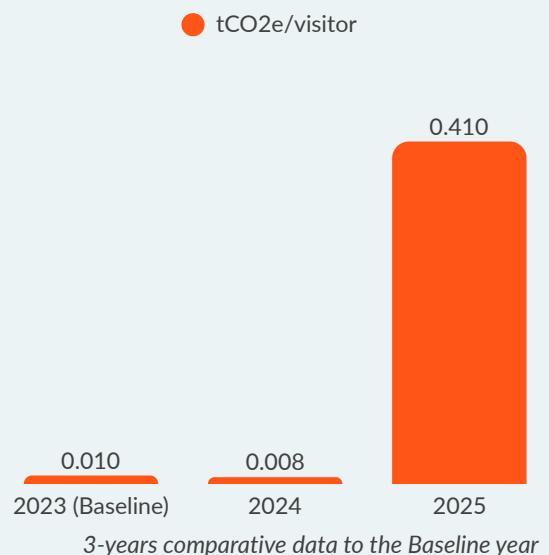
**Overall GHG Intensity by Event**



**Overall GHG Intensity by Hours of Operations**



**Overall GHG Intensity by Visitor**



In FY2025, GHG intensity per area, per event, per visitor and per hour increased significantly, primarily due to the inclusion of Scope 3 emissions in our consolidated GHG inventory, reflecting a more comprehensive accounting of our emissions footprint.

# ENVIRONMENTAL (ENERGY MANAGEMENT)

The Centre is committed to improving its energy performance by adopting effective efficiency and conservation initiatives that optimise resource use and reduce environmental impact.

## Why is this significant?

Improving energy efficiency is vital in our commitment to achieving the IPCC target of 45% reduction of emissions by 2030. Our business divisions strive to uphold this commitment by consistently enhancing their energy efficiency.

## Our approach

To support these efforts, we have strengthened our approach through systematic energy monitoring and targeted stakeholder engagement to drive awareness and behavioural change. These measures enable more informed decision-making, optimise energy consumption and contribute to our overall emissions reduction pathway.

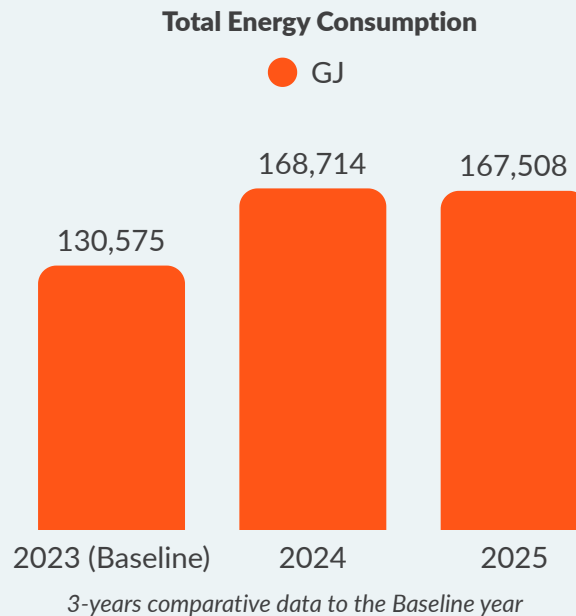
In FY2025, we also conducted a comprehensive Energy Audit to identify key gaps, challenges, priorities and investment opportunities, providing a clear direction for future energy performance improvements.

Energy efficiency initiatives are continuously implemented across our operations, including:

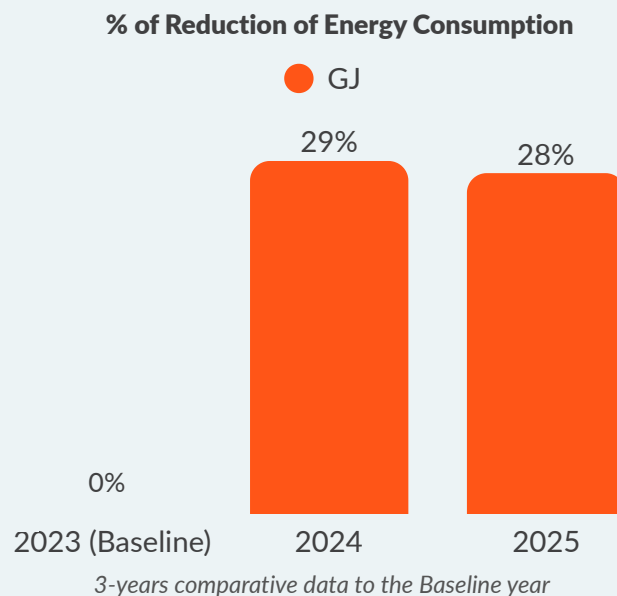
- Conducting Energy Audit
- Replacing conventional lights with LED lights
- Upgrading old electrical appliances and parts with newer, efficient ones
- Installing or replacing large appliances such as chillers
- Optimising air-conditioning temperatures to save energy
- Fixing motion sensors to detect movement and adjust lighting accordingly
- Turning off lights and reducing lighting at set hours every day
- Renovating buildings to maximise natural light and ventilation
- Conducting maintenance on amenities like elevators

# ENERGY PERFORMANCE

## Measurement and Tracking of Energy Consumption



Our energy consumption includes fuels (petrol and diesel), liquefied petroleum gas (LPG), electricity, and chilled water. FY2025 shows a marginal reduction in overall energy consumption following our ongoing energy efficiency initiatives across our operations.



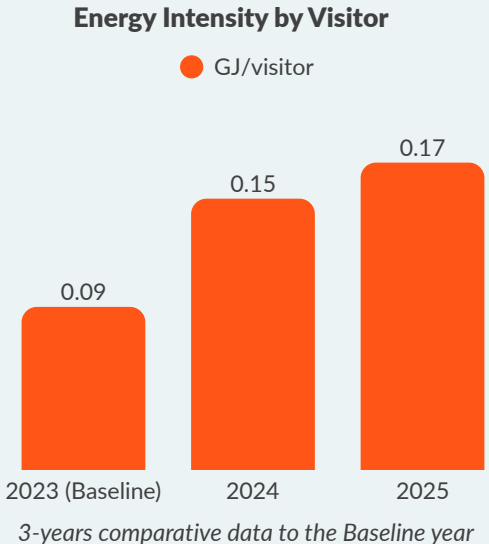
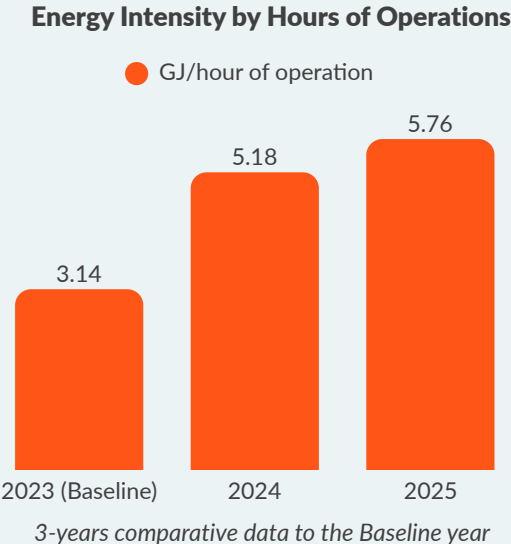
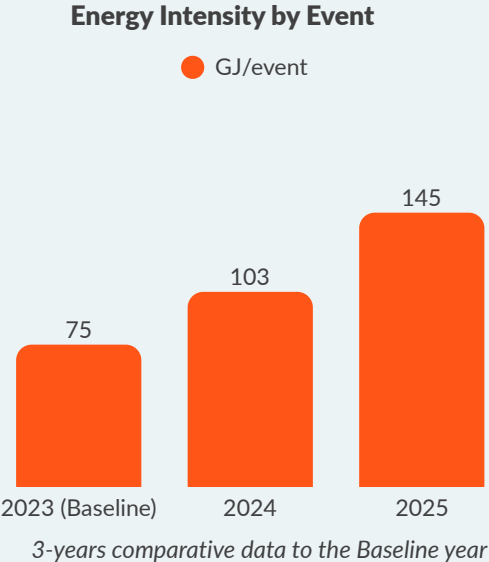
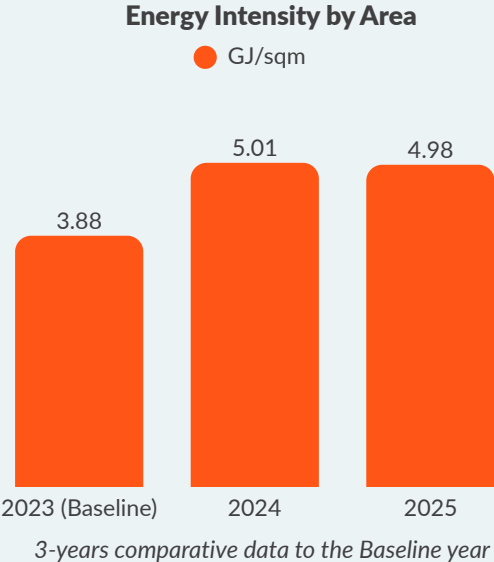
Energy consumption showed a significant reduction over the three-year period, decreasing by 29% in FY2024 and remaining strong at 28% in FY2025 compared to the FY2023 baseline. The sharp decline reflects the impact of energy efficiency initiatives and improved operational controls, while the sustained performance in FY2025 demonstrates the successful integration of these measures despite expanded operations. This trend highlights the Centre's ongoing commitment to energy efficiency and supports its broader decarbonisation goals.

# ENERGY INTENSITY

We apply Area of the Centre in square metres as a primary performance denominator benchmarking. In addition, 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.



FY 2025 shows an increase in Energy Intensity per Event and Energy Intensity per Visitor due to the additional reporting boundaries incorporated in our Energy management and numbers of high-profile events hosted at the Centre where building cooling was running at maximum peak. Energy Intensity per Hour of Operation show a significant increase following to the management of change during the move in and move out of event processes as well as Centre’s continuous renovation projects. Energy Intensity per Area shows a marginal reduction reflecting the improvement from the BCS system.

# WATER MANAGEMENT & PERFORMANCE



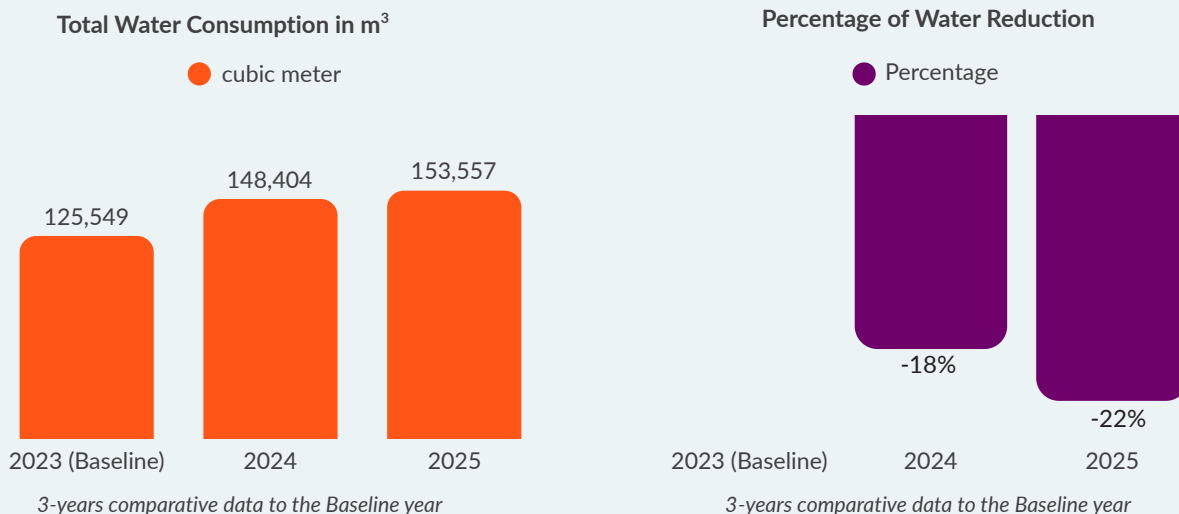
The Centre promotes water stewardship by implementing water efficiency and conservation measures and ensuring responsible wastewater management to protect local water resources.

## Rainwater Capture System

Freshwater is a critical resource, and the Centre prioritises its efficient and responsible use across all operations. Wastewater is managed in full compliance with the Environmental Quality Act 1974, with a strong focus on conservation and responsible consumption practices.

In FY2021, we implemented a zero-carbon rainwater capture system with a storage capacity of 4,000 litres to support cleaning operations and reduce reliance on treated water sources. In FY2025, we continued to actively capture and utilise rainwater for common area cleaning, reinforcing our commitment to resource efficiency.

Water efficiency measures are embedded across the Centre, including the installation of auto-flush systems, faucet aerators and dual-flush toilets in all washrooms. These initiatives contribute to the optimisation of water use and the reduction of overall consumption.



In FY2025, a marginal increase in water consumption was observed, primarily attributable to additional cleaning requirements associated with renovation works. Notwithstanding this, the Centre continues to advance water conservation efforts through targeted initiatives.

These include the utilisation of a rainwater harvesting system for cleaning of loading bays and common areas, as well as the installation of water-efficient fixtures across all washrooms. Collectively, these measures support improved water efficiency and reinforce our commitment to responsible resource management.

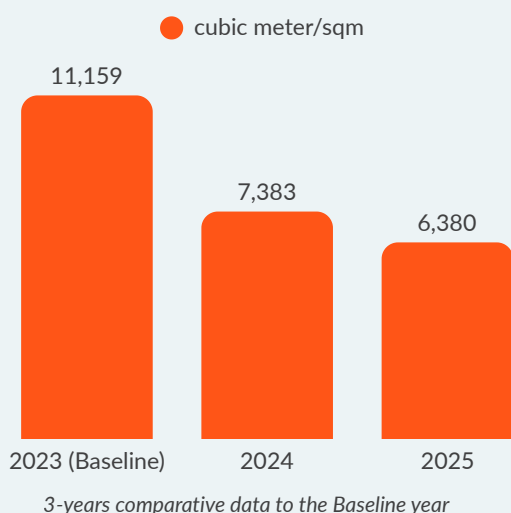
# WATER INTENSITY

We apply Area of the Centre in square metres as a primary performance denominator benchmarking. In addition, 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,

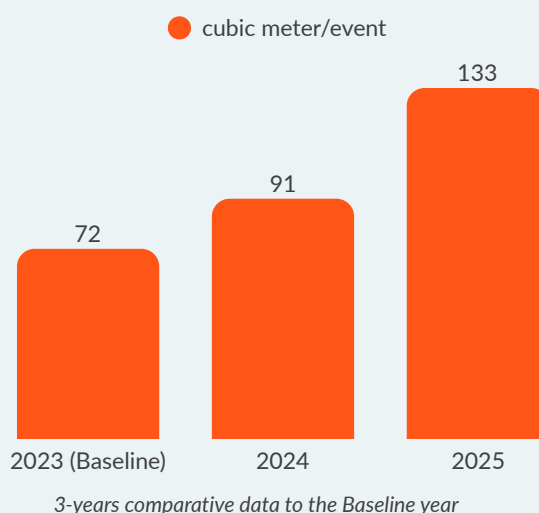
- i) the number of events,
- ii) the number of hours of operation, and
- iii) the number of people/visitors.

“cubic meter, m<sup>3</sup>” is the unit measurement in a volume of water consumed.

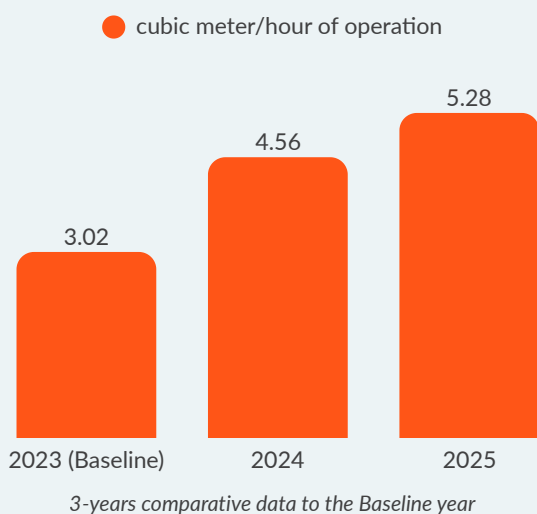
**Water Consumption Intensity by Area**



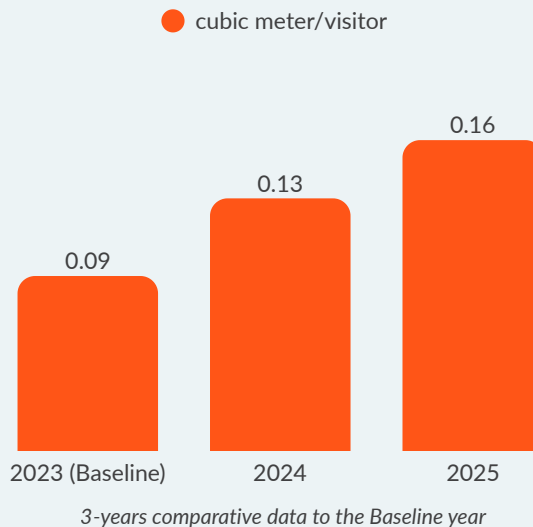
**Water Consumption Intensity by Event**



**Water Consumption Intensity by Hours of Operations**



**Water Consumption Intensity by Visitor**

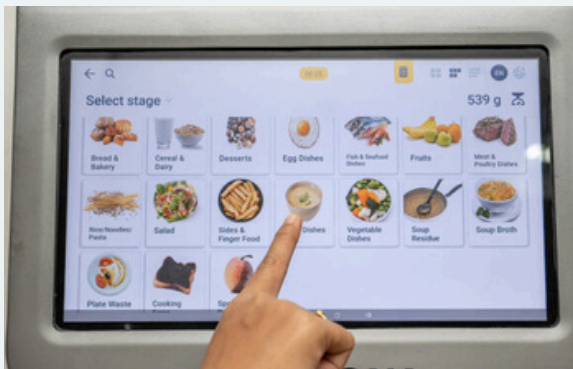


In FY2025, a marginal increase in water intensity was recorded for events, visitors, and hours of operation, primarily driven by water use for renovation-related cleaning works and the hosting of several high-profile events at the Centre. However, water intensity per area showed a significant reduction compared to the baseline year, reflecting the effectiveness of ongoing efficiency measures, including the use of a rainwater capture system for loading bay cleaning and the installation of water-efficient fixtures across all washrooms.

# WASTE MANAGEMENT



KLCC Precinct Recycling Station is located at the Centre



Smart Technology Food Waste Management System



Food Waste Composting

All waste generated at the Centre is managed in full compliance with applicable regulations, through licensed contractors accredited by the Department of Environment.

We continue to advance circular resource practices through targeted recycling initiatives, including the repurposing of used trainers and rubber slippers into playground materials. These efforts support waste reduction and resource recovery across our operations.

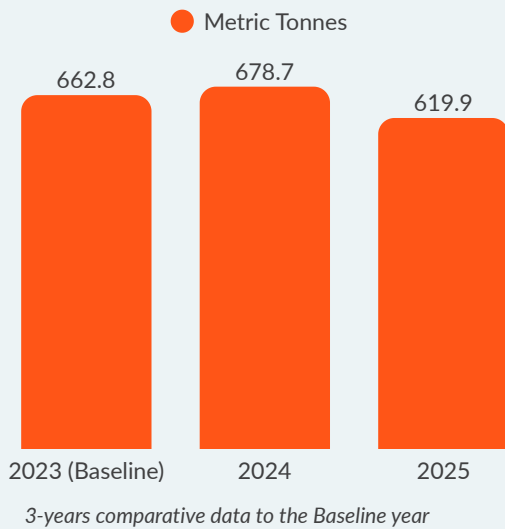
In collaboration with the public, industry partners and event organisers, we actively promote responsible waste management practices throughout our value chain, with a target of achieving 70% waste diversion from landfill.

Food waste remains a key priority area. We have implemented a technology-driven system utilising AI, cameras and weighing scales to track and analyse waste generation, enabling data-driven planning and reduction strategies. All food waste is diverted from landfill through a centralised composting system, where it is processed into organic compost and redistributed to urban farming communities.

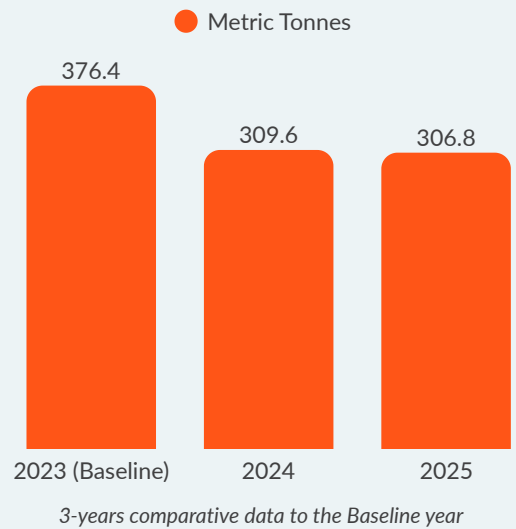
Since FY2022, our continued investments in composting technology and strategic partnerships have enabled the conversion of food waste into compost and fish feed. In FY2025, these efforts were further strengthened, achieving 100% diversion of food waste from landfill, marking a significant milestone in our circular waste management journey.

# WASTE GENERATION

**Total Volume of All Wastages Generated**

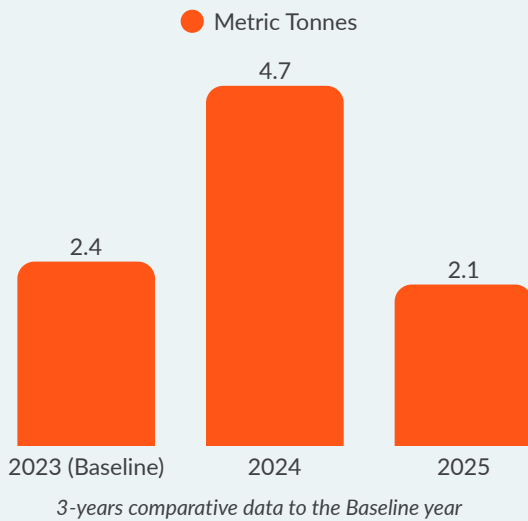


**Total Volume of Non-Hazardous Waste Generated**

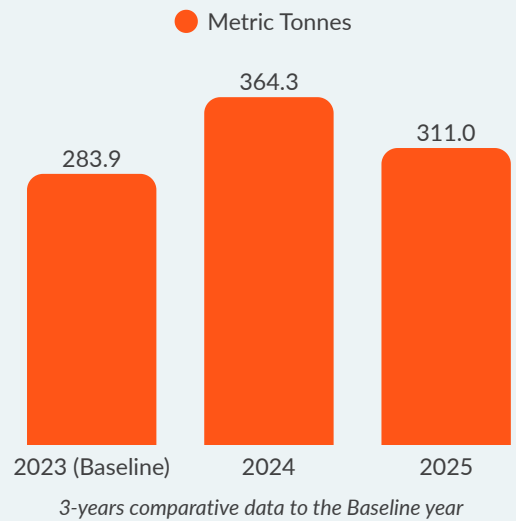


FY 2025 shows a marginal reduction in the total of non-hazardous waste generation through our recycling procedures for events at the Centre and composting 100% of our food waste.

**Total Volume of Hazardous (Scheduled Waste) Generated**



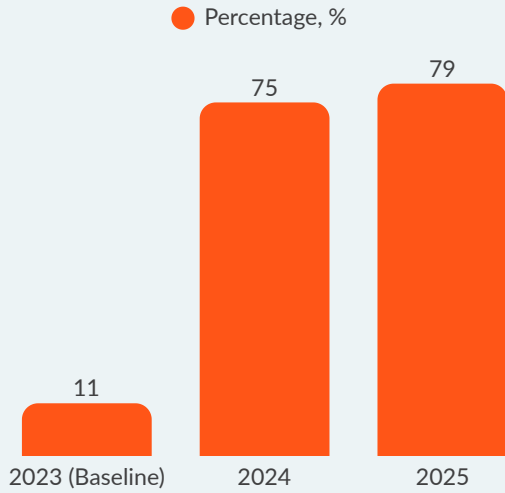
**Total Volume of Food Waste Generated**



FY 2025 shows a reduction in total absolute volume of hazardous waste and food waste generated in the reporting year. 100% of the food waste generated is composted to produce organic fertiliser and diverted from going to the landfill to achieve circularity.

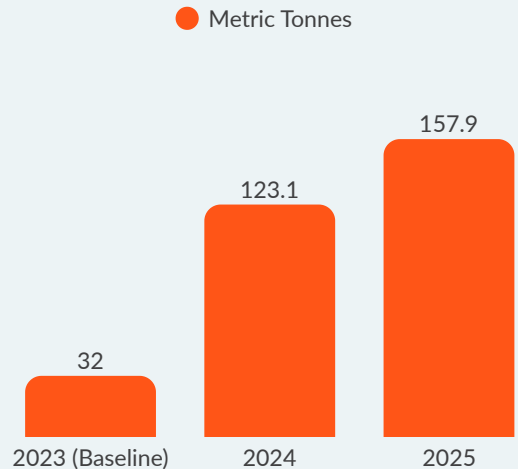
# WASTE RECYCLE/RECOVERY

**Total Percentage of All Wastes Recycled/Recovered**



3-years comparative data to the Baseline year

**Total Volume of Recyclable Item (paper, plastic, glass, etc)**

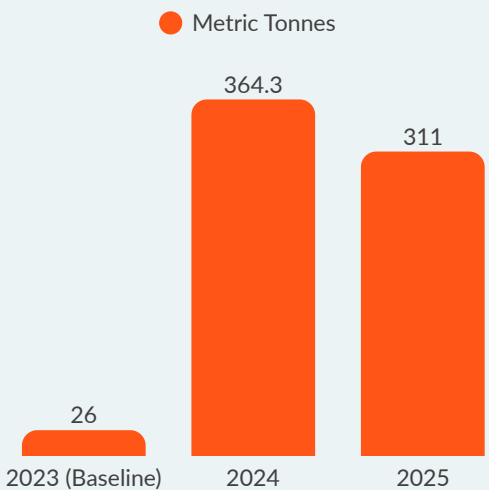


3-years comparative data to the Baseline year

FY2025 recorded a significant improvement in waste recycling and recovery. We strengthened collaboration with our waste contractor to enhance recycling processes and worked closely with event organisers to improve the collection of recyclable materials during events. New initiatives were also introduced to collect and recycle clothing and footwear, further increasing our recycling rate.

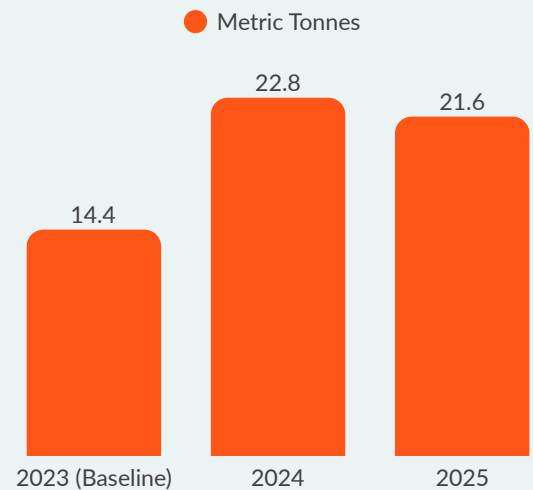
In addition, we achieved 100% recycling of used cooking oil and actively recovered recyclable materials from general waste generated by visitors, contributing to overall waste diversion and resource efficiency.

**Total Volume of Food Waste Diverted to Compost**



3-years comparative data to the Baseline year

**Total Volume of Used Cooking Oil Recovered**

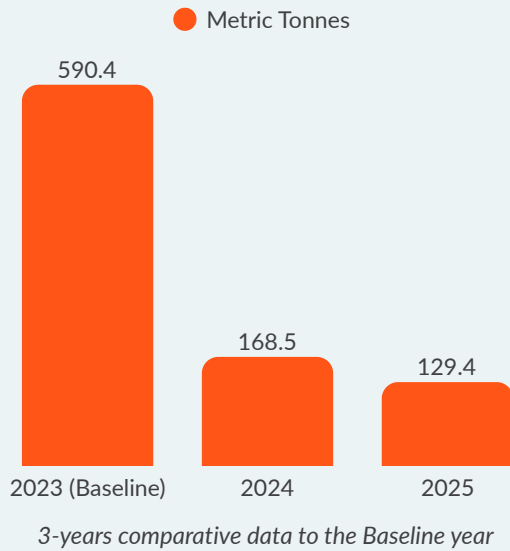


3-years comparative data to the Baseline year

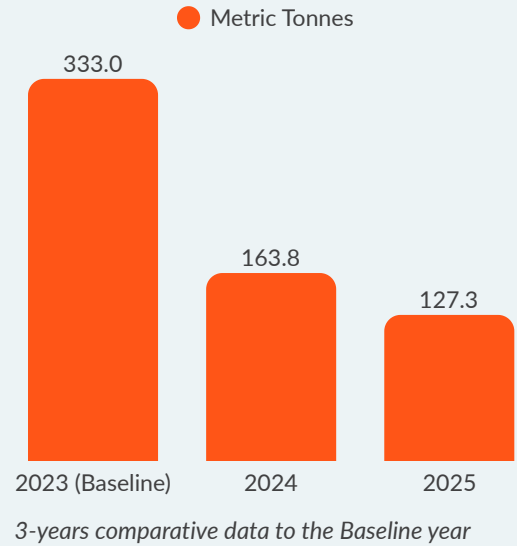
In FY2025, we further strengthened our food waste management practices through continuous collaboration with a dedicated food waste collector, enabling 100% of food waste to be diverted from landfill and processed into organic fertiliser. This circular approach supports resource recovery and contributes to the reduction of Scope 3 greenhouse gas emissions.

# WASTE DISPOSAL

**Total Volume of All Wastes Disposed to Landfill**

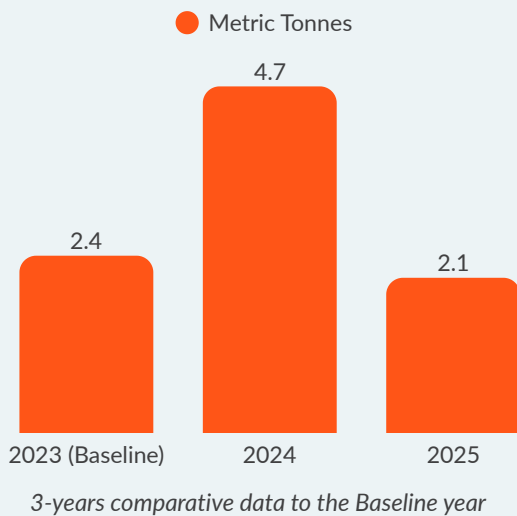


**Total Volume of General Waste Disposed to Landfill**

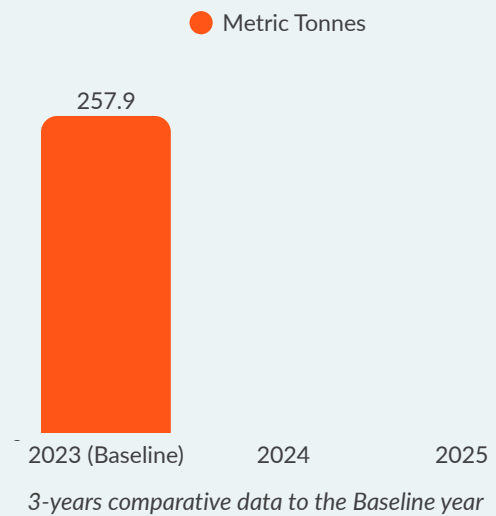


FY2025 marks a significant milestone, with the Centre achieving 100% diversion of food waste from landfill. All food waste generated was successfully repurposed into organic fertiliser through composting, reflecting sustained excellence in food waste management.

**Total Volume of Scheduled Waste Incinerated**



**Total Volume of Food Waste Disposed to Landfill**



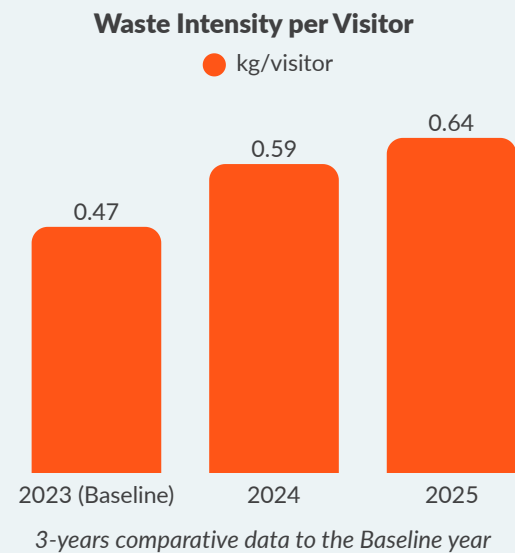
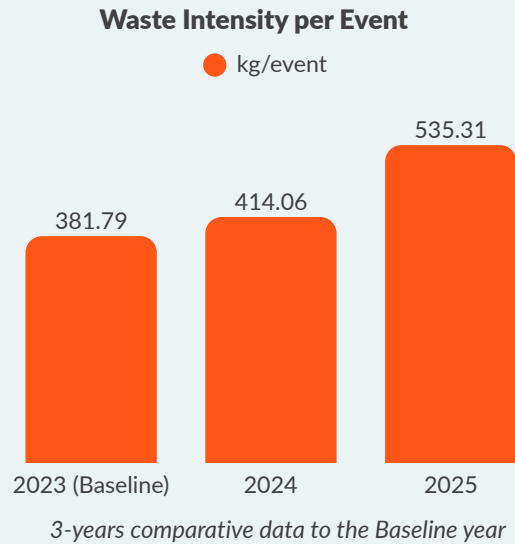
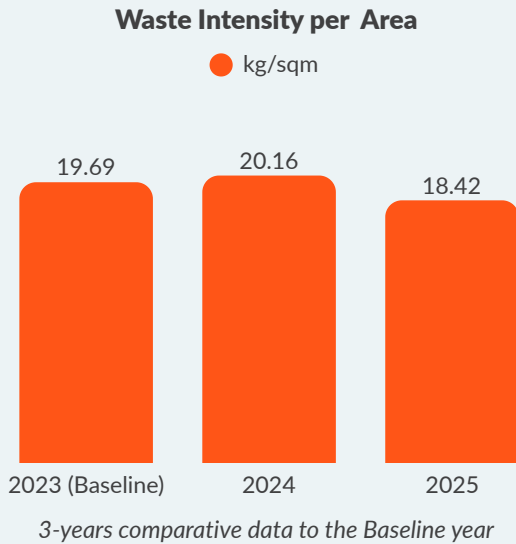
The adoption of a circular food waste management approach in FY2025 resulted in a significant reduction in waste sent to landfill. This was further supported by the recovery of recyclable materials from general waste, contributing to overall waste reduction.

# WASTE INTENSITY

We apply Area of the Centre in square metres as a primary performance denominator benchmarking. In addition, 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.



FY2025 recorded a marginal increase in waste intensity per event, per hour and per visitor, primarily driven by the disposal of construction materials from renovation works and a higher number of high-profile events hosted at the Centre.

Despite this, waste intensity per area decreased, reflecting a strong collective effort across departments, supported by improved waste segregation and specific waste-type measurement by the internal Housekeeping team.

# RESPONSIBLE F&B CHOICES AND MATERIAL USE



The Centre places strong emphasis on local sourcing as part of its sustainable procurement approach. 76% of ingredients are sourced locally, supporting domestic producers while reducing transportation-related emissions.



The Centre began its transition to cage-free eggs following its 2024 commitment to more responsible sourcing. First introduced across café operations, usage is being progressively expanded. While cost remains a consideration, this shift reflects a deliberate effort to support a more sustainable supply chain by contributing to increased market demand.



The Centre's culinary team has adopted a more resource-conscious approach to food preparation, with selected by-products repurposed into dishes where appropriate, reducing waste without compromising quality or presentation. This is supported by targeted capability building, including a session led by zero-waste chef Vojtech Vegh for the Centre's team and chefs from surrounding hotels.



In 2025, the Centre enhanced its rooftop urban farming initiative, transitioning from a hydroponic system to a greenhouse model. This allows for the cultivation of a wider range of produce, including edible flowers and herbs, which are incorporated into the Centre's culinary offerings.



The Centre has reduced single-use plastics by replacing items such as straws, utensils, cups and food containers with paper-based and compostable alternatives. Event materials have been simplified with paper-based options, while water dispensers with paper cups have replaced bottled water and wrapped sweets. In the kitchen, plastic use has been reduced through reusable containers and alternatives such as trolley jackets, supported by ongoing procurement efforts.

# **SOCIAL EMPOWERMENT**



# SOCIAL SUSTAINABILITY

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

We are committed to contributing towards the achievement of several United Nations Sustainable Development Goals (UNSDGs), including UNSDG No. 1 on No Poverty, UNSDG No. 3 Good Health and Well-being, UNSDG No. 4 on Quality Education, UNSDG No. 5 on Gender Equality, UNSDG No. 8 on Decent Work and Economic Growth, UNSDG No. 10 on Reduced Inequalities, UNSDG No. 13 on Climate Change, and UNSDG No. 17 on Partnership for the Goals, reinforcing our commitment to inclusive and sustainable development.

## OUR APPROACH

We have implemented social initiatives across human capital, health and safety, and community well-being - areas central to our operations and long-term performance. Guided by our policies and codes of conduct, these initiatives support responsible practices while ensuring effective management of health, safety, and environmental considerations, and the consistent delivery of quality services.

We also actively support the communities in which we operate through targeted outreach and community development programmes. These efforts strengthen relationships built on trust and inclusivity, while contributing to a more sustainable and inclusive future.

**Health & Safety**

**Occupational Health & Safety**

**Employee Management**

**Workforce Development & Employment Relations**

**Environmental Management**

**Contributing to the Economy & Supporting Communities**

# IMPACT STORY



## INCLUSION in ACTION

In 2025, the Centre was honoured with the DEI Excellence Award at the British Malaysian Chamber of Commerce (BMCC) Business Excellence Awards, marking a meaningful milestone as our very first submission.

At the Centre, diversity, equity, and inclusion are not programmes or checklists. They are lived values embedded into daily operations. Inclusion goes beyond gender and age, it means ensuring that every individual, regardless of capability or circumstance, has equal access, opportunity, dignity, and respect.

This commitment is reflected through our people. On the event floor, colleagues who are deaf and non-verbal carry out their roles with calm confidence and consistency. A long-serving team member, also a stroke survivor, continues to take pride in his work after more than 13 years with the Centre.

A colleague on the autism spectrum contributes with focus and reliability in event setups and heavy loading. Within our Stewarding team, a department head who experienced a spinal injury continues to lead from the operational floor, often working alongside his team despite physical challenges.

Behind these stories is an intentional approach to inclusion. Our HR team ensures inclusive hiring grounded in equal opportunity, fair pay, and thoughtful scheduling, with no distinction in expectations or job roles, only the support required for individuals to succeed.

As the Centre marks its 20th Anniversary under the theme “Rising Beyond 20 Years,” this recognition affirms a simple truth: true sustainability is built when everyone is enabled to rise together.



**Muhammad Vickneswaran**  
Director of Human Resource  
Member of the Sustainability Steering Committee

# OCCUPATIONAL SAFETY & HEALTH



## Why is this significant?

A strong health and safety culture underpins the Centre's operational excellence, supporting both our financial performance and duty of care. Occupational Safety and Health (OSH) is integral to mitigating financial, operational and legal risks, while safeguarding our employees, assets and stakeholders. By prioritising health and safety, we foster a workplace that promotes well-being, enhances productivity and ensures long-term organisational resilience.

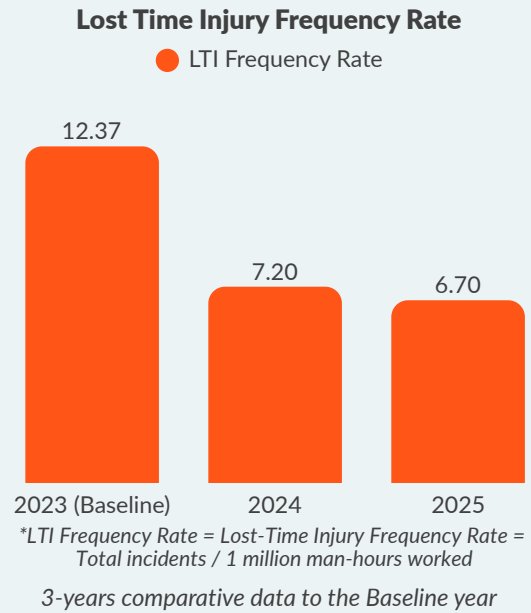
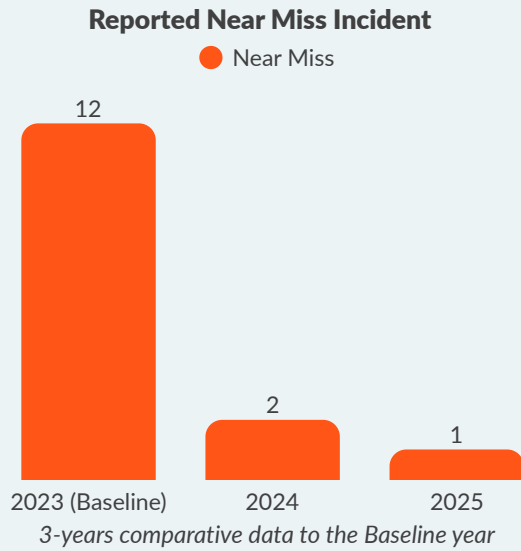
## Our approach

We are certified to ISO 45001:2018 for Occupational Health and Safety Management Systems and maintain strict compliance with all applicable laws and regulations. Our OSH policies and procedures extend beyond employee protection to encompass clients, suppliers and all visitors to the Centre. To uphold high safety standards, we conduct regular training, workplace inspections and continuous awareness programmes, aligned with Malaysian Standard MS 1722 (Occupational Safety and Health Management Systems), ensuring a safe and secure environment for all.

The Centre's Safety, Health and Environment (SHE) Department oversees a comprehensive framework encompassing risk management, regulatory compliance and operational safety. This includes emergency preparedness through Emergency Response Team (ERT) training and drills, workplace inspections, hazard identification and reporting, and safety programmes for employees, contractors and new personnel. The Department manages risk assessments across safety, health and environmental aspects, including chemical handling, noise exposure, indoor air quality and environmental impacts.

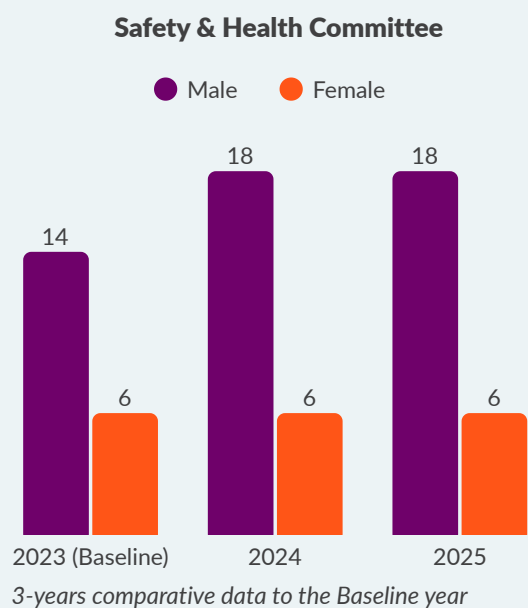
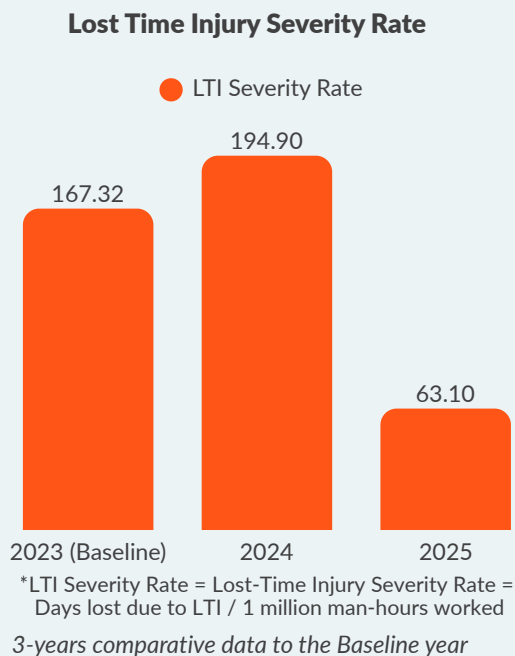
Compliance is reinforced through structured documentation, audits, certifications and reporting to relevant authorities and stakeholders. In parallel, continuous improvement is driven through training, awareness initiatives, internal reviews and management reporting, supported by established systems such as ISO standards, EarthCheck and external assurance processes. Collectively, these efforts ensure a safe, compliant and well-managed operating environment across all Centre activities.

# SOCIAL (OCCUPATIONAL SAFETY & HEALTH)



FY2025 recorded a positive reduction in reported near-miss incidents and the Lost Time Injury Frequency Rate (LTIFR), reflecting the effectiveness of our safety management approach.

Safety remains our utmost priority, supported by the implementation of robust health and safety measures, initiatives, training programmes and regular workplace inspections to safeguard the well-being of all employees, contractors and visitors within the Centre.



FY2025 recorded a positive reduction in the Lost Time Injury Severity Rate (LTISR) compared to the baseline year, driven by strengthened Health and Safety awareness across all areas of operation.

# SOCIAL (WORKFORCE DEVELOPMENT & EMPLOYMENT RELATIONS)



The Centre is committed to building a future-ready workforce by enhancing employee skills, adaptability, and engagement while cultivating a collaborative and legally compliant work environment that promotes equal employment opportunities, supports organisational growth and stability, and overall employee wellbeing.

## Why is this significant?

We are committed to fostering a workforce that is engaged, skilled and productive, with safety as our foremost priority. By maintaining a safe and supportive working environment, we enable operational efficiency, business continuity and the well-being of our employees and clients.

We uphold and promote human rights and fair labour practices across all operations. Our approach is grounded in respect for diversity, inclusion and equal opportunity, ensuring that all employees receive fair treatment, equitable remuneration, safe working conditions and equal access to career development, advancement and skills enhancement.

We maintain a zero-tolerance stance on discrimination, harassment and any form of misconduct. This commitment reinforces a positive workplace culture, strengthens trust among employees, suppliers and stakeholders, and supports the development of a high-performing and resilient workforce.

We strictly prohibit forced or bonded labour, human trafficking and all forms of child labour across our operations and value chain, and expect the same standards from our employees, contractors, vendors and partners. Through these commitments, we not only uphold ethical business practices but also enhance service excellence, operational integrity and the overall well-being of those we serve.

# SOCIAL (WORKFORCE DEVELOPMENT & EMPLOYMENT RELATIONS)

## Our Approach

### Labour Practices and Standards

Our Code of Conduct outlines a clear commitment to equal opportunity and workplace diversity. We adhere to the principles of fair employment and non-discrimination, ensuring that all employment practices reflect diversity across gender, ethnicity and other legally protected characteristics.

We are committed to providing equal opportunities for all candidates, with recruitment and selection decisions based solely on merit, qualifications and competencies. Our processes are designed to minimise bias and promote inclusivity at every stage.

We uphold the principle of equal pay for equal work, regardless of gender, age, race or ethnicity. By fostering a diverse and inclusive workplace, we not only meet regulatory expectations but also strengthen organisational capability through varied perspectives, enhancing innovation, effectiveness and overall performance.

### Fair and Ethical Practices

Across our operations and value chain, we strictly prohibit forced or bonded labour, human trafficking and all forms of child labour. We expect our employees, contractors, vendors and partners to uphold these same standards and commitments.

Our recruitment and selection processes are merit-based, ensuring that hiring decisions are grounded in qualifications, competencies and the ability to perform effectively in the role. We uphold the principle of equal pay for equal work, regardless of gender, age, race or ethnicity.

We conduct our business in a manner that respects and promotes human rights, diversity and equal opportunity, fostering an inclusive workplace where fairness, dignity and respect are fundamental principles.

### Talent Development

Our talent development approach focuses on building workforce capabilities through structured planning, targeted development strategies and continuous skills enhancement. We foster an inclusive and diverse culture that supports the growth and progression of all employees.

To ensure our workforce remains competent and future-ready, we implement relevant training and development programmes designed to strengthen job-specific skills, enhance individual performance and improve overall operational productivity at the Centre.

We are also committed to developing talent for Malaysia's events and hospitality industry. Through our dedicated in-house Training Department, we deliver structured programmes and development pathways that attract, nurture and retain talent, contributing to a sustainable pipeline of skilled professionals for the industry.

# SOCIAL (WORKFORCE DEVELOPMENT & EMPLOYMENT RELATIONS)

## Talent Development and Emerging Leadership



Photo credit: Ezza Ramli (left) and Vivian Yap (right).

Talent development remains a key pillar of the Centre's long-term sustainability strategy, reflecting a strong commitment to nurturing future-ready leaders for the global business events industry. This is exemplified through active participation in international platforms that provide both exposure and opportunities for innovation.

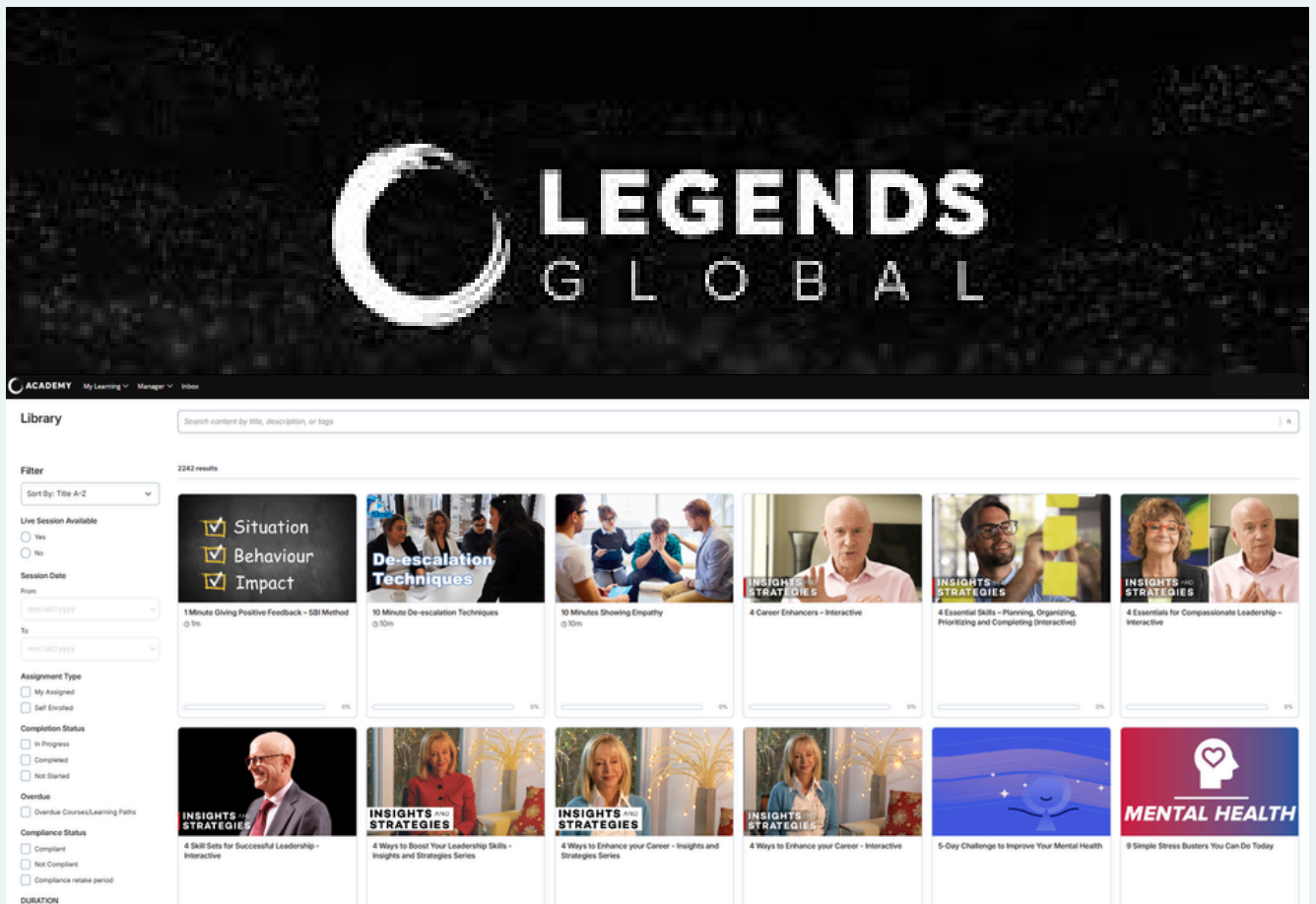
At the AIPC Future Shapers Programme, the Centre was proudly represented by Nalinie Rajah, who competed as part of Team Synergy during the AIPC Annual Conference. Demonstrating exceptional strategic thinking and collaboration, the team emerged as winners of the global business challenge, outperforming participants from leading venues around the world. Their winning concept – an AI-powered platform designed to enhance internal communication and break down operational silos which addressed a critical industry need. This achievement not only underscores the calibre of the Centre's talent but also highlights its commitment to empowering individuals to deliver innovative, future-focused solutions on an international stage.

This momentum continued across ICCA platforms. At the ICCA Asia Pacific Chapter Business Events Youth Challenge 2025, team members Vivian Yap and Ezza Ramli emerged as winners, earning the opportunity to represent the Centre at the ICCA Congress. Their success reflects strong analytical capability, teamwork, and industry insight.

At the ICCA Asia Pacific EvolvDestination Forum 2025, Ezza Ramli further demonstrated leadership by contributing to discussions on cross-generational collaboration, reinforcing the strength of the Centre's emerging talent.

Collectively, these achievements underscore the Centre's commitment to empowering young professionals, enabling them to represent Malaysia globally while driving innovation, leadership, and industry progress.

# SOCIAL (WORKFORCE DEVELOPMENT & EMPLOYMENT RELATIONS)



## Employee Knowledge Enhancement

LEGENDS Global, a leading international venue management company, has managed the Kuala Lumpur Convention Centre since 2005 through Convex Malaysia Sdn Bhd, a joint venture with KLCC (Holdings) Sdn Bhd. This partnership provides the Centre with access to global best practices and technical expertise, including in talent development and capacity building.

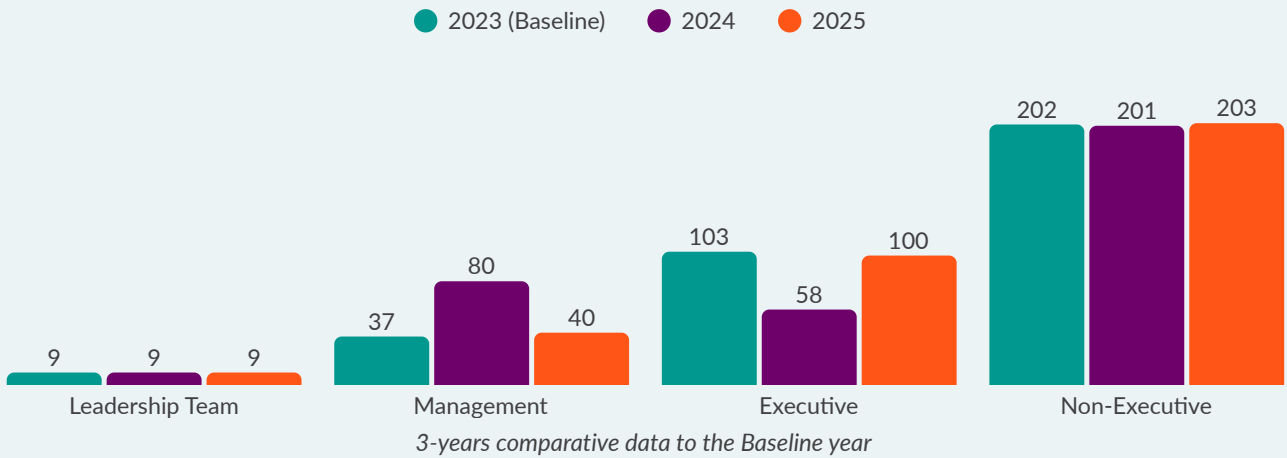
We leverage LEGENDS Global's online learning platform to deliver continuous learning opportunities across a broad range of disciplines. The platform enables self-paced learning, supporting the upskilling and professional development of our employees while strengthening competencies essential for delivering exceptional guest experiences and world-class service.

Training modules cover key areas including sustainability, guest services, diversity, equity and inclusion, food safety, operations, safety and security, and leadership. Through this structured learning ecosystem, our employees are empowered to enhance their capabilities, contributing to the Centre's operational excellence and sustained leadership within the business events industry.

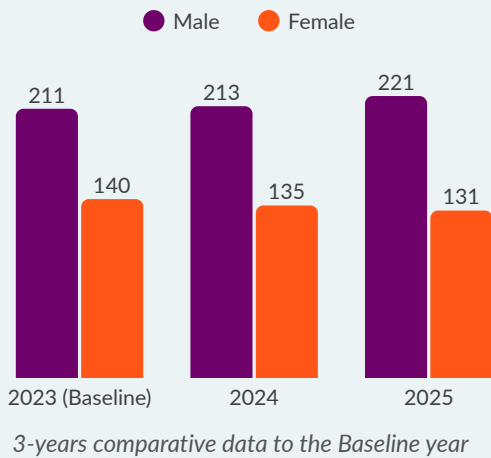
# SOCIAL (WORKFORCE DEVELOPMENT & EMPLOYMENT RELATIONS)

## Diversity, Equity and Inclusion

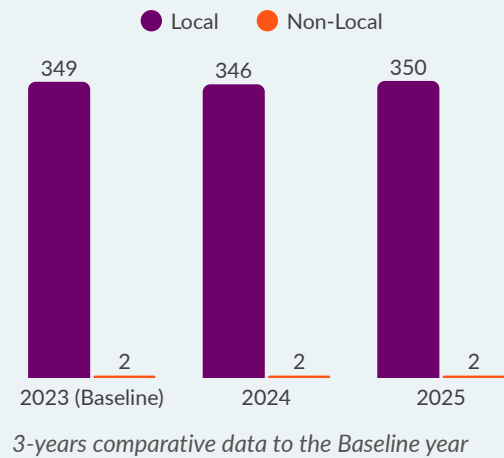
Total Employee by Employment Category



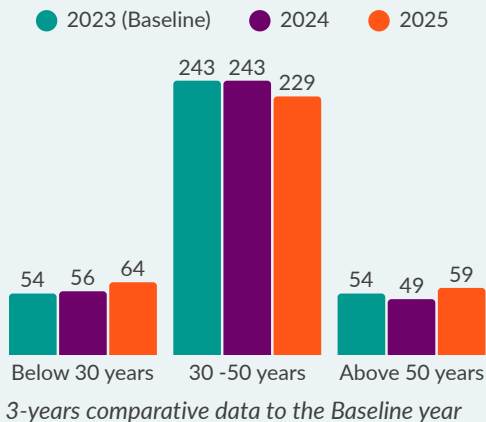
Total Employee by Gender



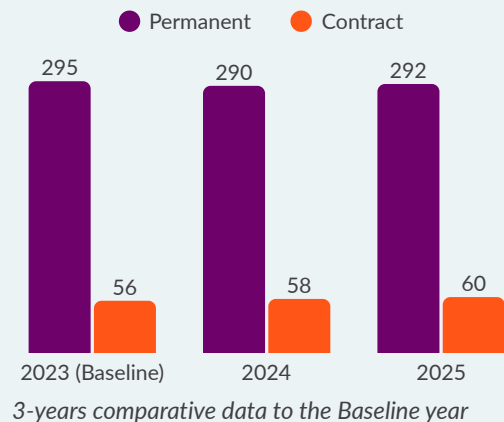
Total Employee by Locality



Total Employee by Age Group



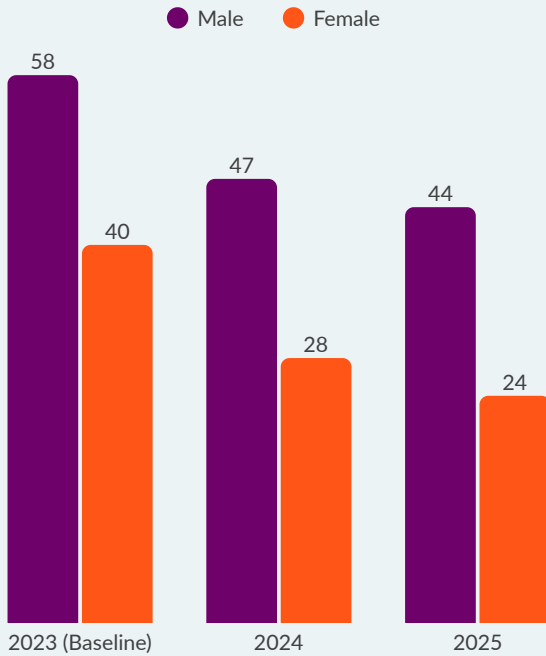
Total Employee by Employment Type



# SOCIAL (WORKFORCE DEVELOPMENT & EMPLOYMENT RELATIONS)

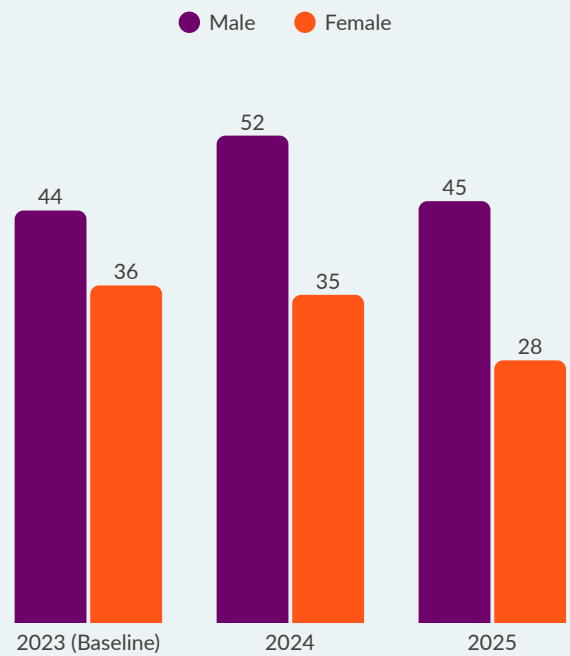
## Diversity, Equity and Inclusion

Total Employee New Hire by Gender



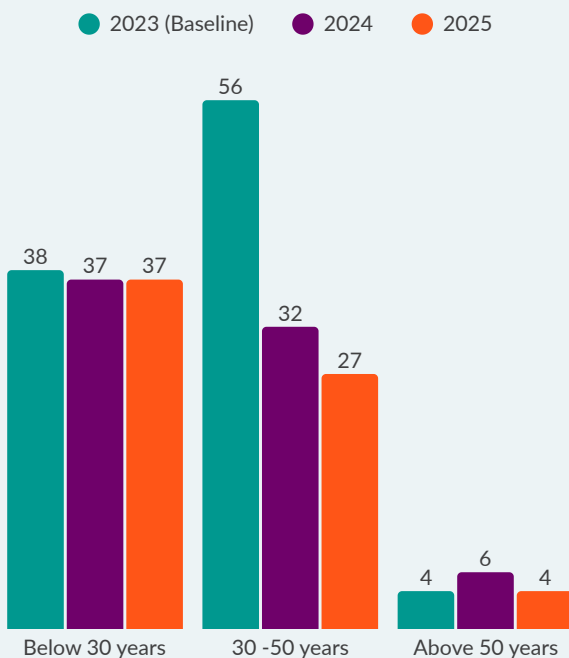
3-years comparative data to the Baseline year

Total Employee Turnover by Gender



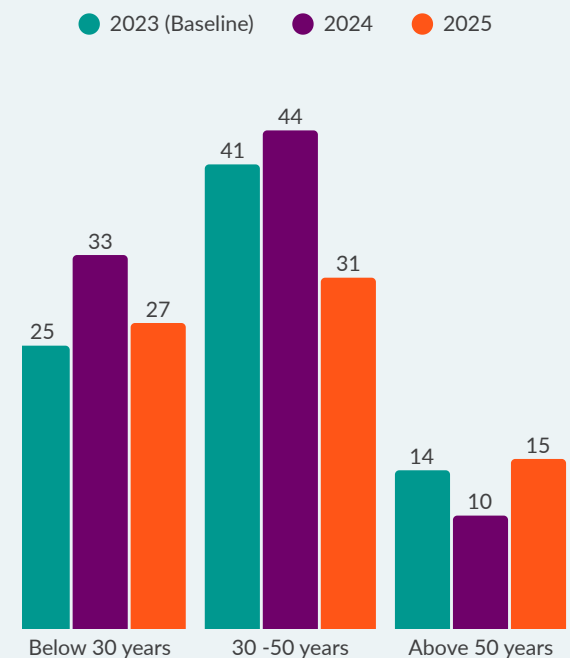
3-years comparative data to the Baseline year

Total Employee New Hire by Age Group



3-years comparative data to the Baseline year

Total Employee Turnover by Age Group

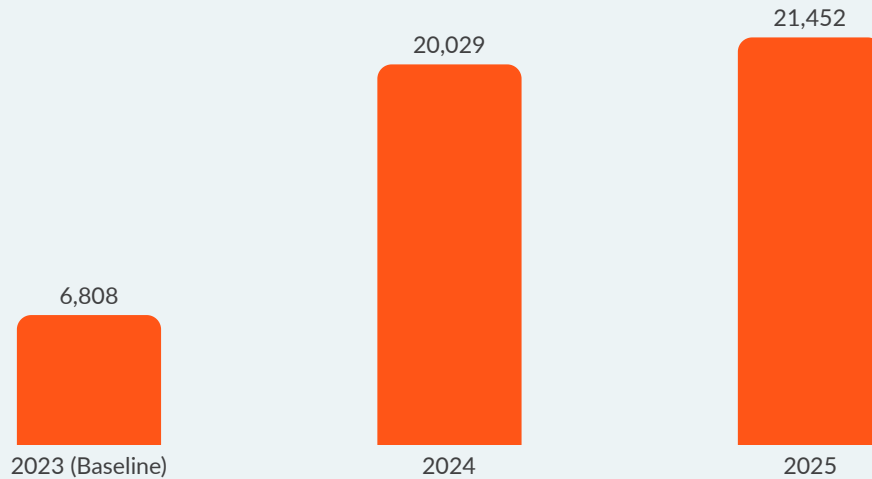


3-years comparative data to the Baseline year

# TALENT DEVELOPMENT

Employee Total Training Hours

● Total Training Hours (hour)



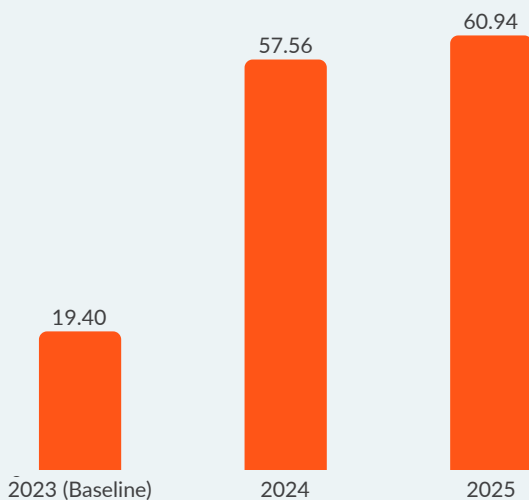
3-years comparative data to the Baseline year

FY2025 recorded a significant increase in total training hours delivered to employees with Training Intensity by 214% compared to the baseline year, driven by mandatory ISO 20121 training and ESG and climate change awareness programmes for both permanent employees and contract workers.

In addition, we expanded access to external training opportunities to further strengthen technical competencies and support continuous professional development and career growth.

Training Intensity per Employee

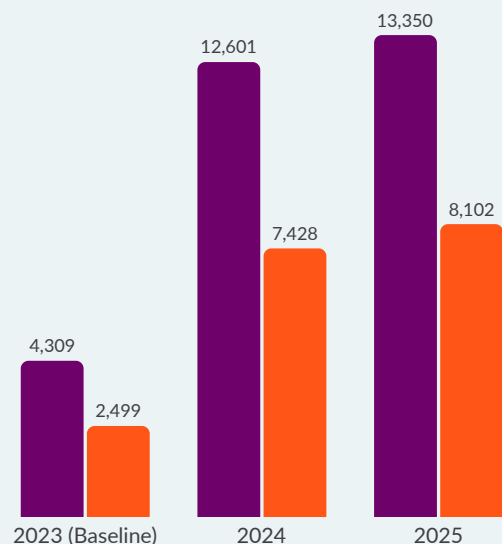
● Training Intensity (hour/employee)



3-years comparative data to the Baseline year

Training Hours by Gender

● Male ● Female

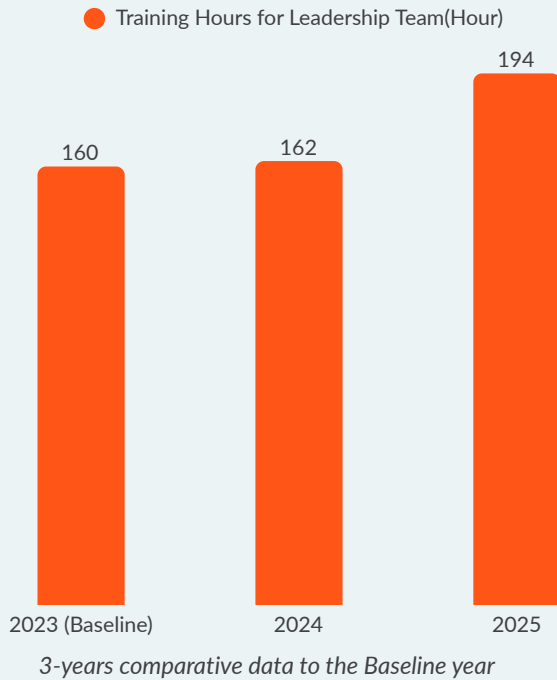


3-years comparative data to the Baseline year

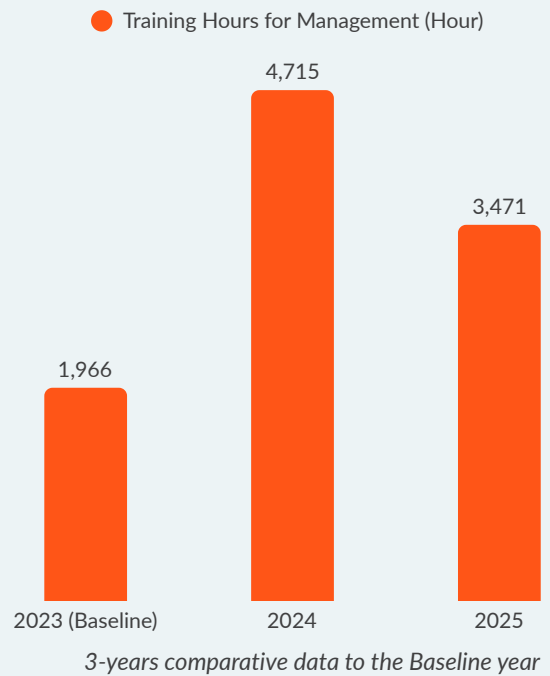
# SOCIAL (WORKFORCE DEVELOPMENT & EMPLOYMENT RELATIONS)

## Talent Development

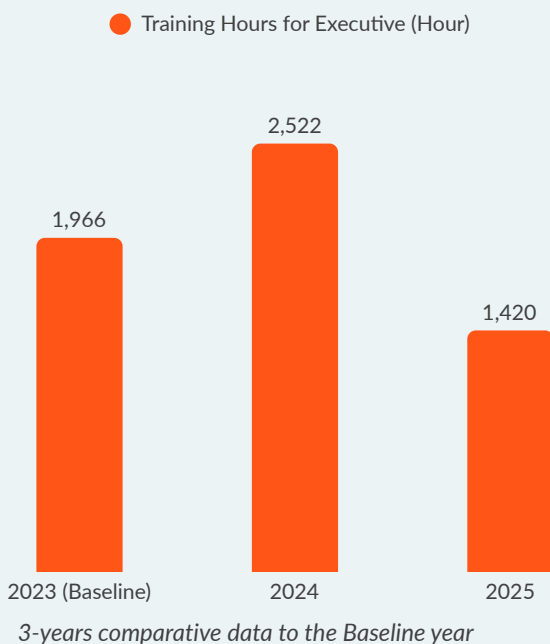
Total Training Hours for Leadership Team



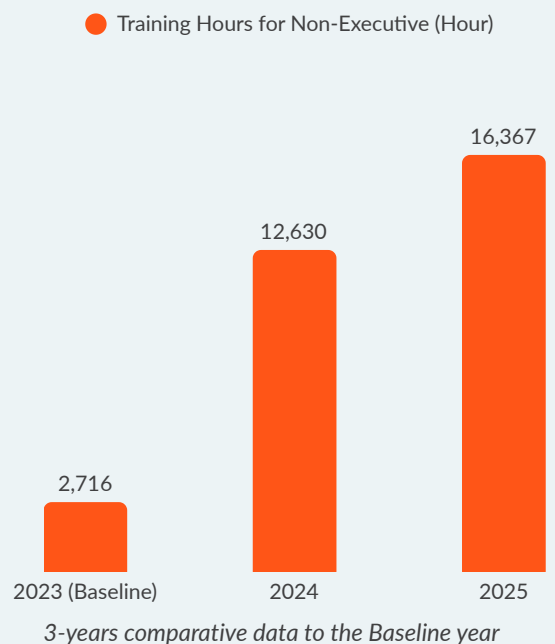
Total Training Hours for Management



Total Training Hours for Executive



Total Training Hours for Non-Executive



# SOCIAL (CONTRIBUTING TO THE ECONOMY & SUPPORTING COMMUNITIES)



KLCC Sustainable September is a precinct-wide annual initiative championed by the Centre to advance sustainability for the business events industry through collaboration, enhancing value across the precinct while strengthening Kuala Lumpur's competitiveness as a destination for business events.

Sustainable September is the Centre's flagship platform for translating sustainability commitments into coordinated, measurable action across the KLCC ecosystem. Initiated in 2022, the programme was designed to bring together ESG-related initiatives under one structured platform supporting the ambition to establish the KLCC Precinct as Malaysia's first Sustainable Development Goals (SDG) hub, aligned with the United Nations Sustainable Development Goals and the Twelfth Malaysia Plan.

At its core, the objective is both practical and intentional: to ensure that people do not only visit, meet and stay, but do so sustainably. This guiding principle reflects a broader shift in how sustainability is approached across the precinct, embedding responsible practices into the everyday experiences of visitors, tenants, and partners.

## Precinct-Level Activaton

Sustainability efforts were already present across the KLCC ecosystem. However, these initiatives largely operated within individual organisational boundaries. The transformation came when sustainability evolved from a series of programmes into a unifying lens through which the entire precinct experience is designed, from event hosting and hospitality operations to retail engagement and public space activation.

Sustainable September became the mechanism that brought this integration to life. It is not a standalone campaign, nor a sponsorship initiative, but a structured model of collaboration built on shared goals, shared visibility, and measurable outcomes. In doing so, it aligns diverse stakeholders under a common sustainability agenda while enhancing the collective impact of individual efforts.

# KLCC SUSTAINABLE SEPTEMBER

## A Platform That Has Evolved With Purpose



The programme has progressed with clear intent, evolving in both scope and impact over time. In 2023, Sustainable September established its foundation as a precinct-wide initiative focused on practical actions and habit-building across well-being, community engagement, and responsible consumption. It created a shared platform for participation, enabling stakeholders across the ecosystem to contribute meaningfully.



In 2024, under the theme “Healthy Planet, Healthy You,” the programme deepened engagement by emphasising the connection between environmental stewardship and human well-being. Sustainability moved beyond awareness into lived experience, with spaces such as KLCC Park serving as activation points. This phase strengthened cross-organisational coordination and expanded public participation, making sustainability more visible and accessible.



By 2025, guided by the theme “Liveable and Lovable KL,” Sustainable September entered a broader urban dialogue on what defines a sustainable city. The official launch by the Mayor of Kuala Lumpur signalled recognition of the initiative’s contribution to the city’s sustainability agenda. Its presentation at the ASEAN Sustainable Urbanisation Forum Business Assembly further positioned the programme as a scalable framework, demonstrating how precinct-level collaboration can drive impact beyond its immediate boundaries.

# KLCC SUSTAINABLE SEPTEMBER

## From Intent to Measurable Outcomes

Aligned with the Sustainability Plan 2030, Sustainable September operates across four core pillars - People, Planet, Peace, and Prosperity which are collectively contributing to 10 of the 17 UN SDGs. More importantly, it translates ambition into tangible, measurable outcomes through coordinated action and partnerships.

**In 2025, the programme delivered significant results across multiple dimensions.**



Participation exceeded 1,000 individuals across the KLCC ecosystem and beyond,



Contributing over 700 volunteering hours



Reaching 4,400 beneficiaries through community-driven initiatives



Efforts to promote health and well-being were reflected in 134 blood donations



And more than one million steps were logged through the KLCC Sustainability Explorace.



A total of 200 kg of used cooking oil was collected for recycling into biofuel



Environmental efforts were equally impactful, with 317kg of waste collected during the International Coastal Cleanup an



RM41,000 raised through a charity bazaar



50 trees planted at KLCC Park in collaboration with the Forest Research Institute Malaysia.

# KLCC SUSTAINABLE SEPTEMBER

## Strengthening Resilience Through Collaboration

Sustainable September ultimately reflects how the Centre together with the KLCC Holdings group of family strengthen resilience through ecosystem integration. By aligning stakeholders around shared sustainability objectives, enhancing engagement across the precinct, and reinforcing its role within Kuala Lumpur's broader sustainability agenda, the initiative extends its value beyond a single month of activation.

More importantly, it establishes a collaborative operating model, one that embeds sustainability into how the KLCC ecosystem functions, evolves, and creates value over the long term. Through sustained partnership, shared responsibility, and coordinated action, Sustainable September continues to shape a precinct where sustainability is not only practised, but experienced.



**Beach Clean-up**



**Charity Bazaar**



**Blood Donation**



**Health and Wellness Awareness Activities**



**Over 400 attendees participated at the Yoga at the KLCC Park**



**KLCC Sustainable September Explorace**

# KLCC SUSTAINABLE SEPTEMBER

## Strengthening Resilience Through Collaboration



Funds raised during Sustainable September 2024 were channelled to Urbanice Malaysia in support of its Ruang Komuniti initiative. The project involved transforming an underutilised space within PPR Perkasa into a functional communal area for residents.

The revitalised space now serves as a shared environment where children can play safely, residents can gather and connect, and the community can host activities such as festive celebrations and social events. The initiative directly benefits approximately 2,000 residents, enhancing both quality of life and social cohesion within the neighbourhood.



# NET ZERO CARBON EVENTS SYMPOSIUM



In 2025, a Net Zero Carbon Events (NZCE) workshop was introduced, bringing together business events supply chain partners and clients to support the transition towards lower-carbon event delivery.

The objective is to encourage industry stakeholders to review current practices, particularly in waste management and post-event disposal, and to accelerate the adoption of reusable materials in exhibition booth construction. This reduces reliance on single-use builds and addresses environmental impact across the event lifecycle.

The approach is grounded in advocacy and persuasion, fostering shared understanding and practical action rather than enforcement. As part of a broader programme to influence the industry, this initiative supports the reduction of Scope 3 emissions by driving change across the value chain beyond direct operations.



# SOCIAL (CONTRIBUTING TO THE ECONOMY & SUPPORTING COMMUNITIES)



## Dragon's Den Business Competition

In line with its commitment to education, youth development, and community engagement, the Kuala Lumpur Convention Centre (KLCC) recently hosted a Dragon's Den-style business competition in collaboration with Charterhouse School Malaysia. The initiative challenged students aged 17-18 from seven leading private schools to pitch innovative strategies to enhance the Centre's Parkview Café and Cafe88 F&B operations.

Through this hands-on experience, students gained real-world exposure to the hospitality and venue management industry, sharpening critical skills in strategic planning, problem-solving, and consumer-focused innovation. Senior leadership at KLCC evaluated entries based on feasibility, creativity, and commercial impact, with winning teams from Help International School, Garden International School, and the British International School Kuala Lumpur now working alongside the Centre's F&B team to implement their concepts.

This initiative reflects KLCC's ESG ethos by fostering youth entrepreneurship, supporting educational outcomes, and bridging the gap between classroom learning and practical business application, while reinforcing the venue's role as a catalyst for talent development and innovation in the business events sector.

# SOCIAL (CONTRIBUTING TO THE ECONOMY & SUPPORTING COMMUNITIES)



## Batik Explosion New Year Joy CSR Programme

Batik Explosion New Year programme reflects the Centre's commitment to integrating cultural heritage, community engagement, and social impact within its ESG framework. Held in collaboration with Yayasan Budi Penyayang Malaysia, the initiative builds on a longstanding partnership dedicated to celebrating Malaysian batik while supporting meaningful charitable causes.

At its core, the initiative brings together two objectives: to elevate batik as a national heritage, and to create opportunities for community impact. A key focus is providing a platform for 100 children from welfare homes to perform before invited guests, giving them the confidence to express themselves, a sense of purpose, and encouragement to further develop their talents.

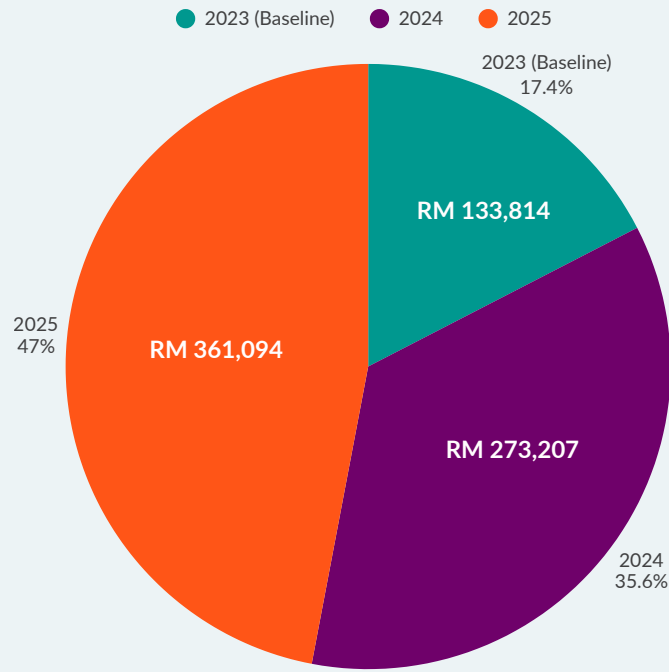
As Malaysia's premier venue, the Centre serves as a strategic converging point for both local and international audiences, advancing the national batik agenda while positioning traditional craftsmanship within a contemporary setting. Through this initiative, the KLCC Precinct becomes more than a venue; it becomes a cultural touchpoint where heritage is experienced in a meaningful and accessible way.

Batik Explosion 2025 brings together a curated mix of programmes that integrate culture, charity, and community engagement. These activations encourage participation, foster inclusivity, and deepen appreciation for Malaysia's artistic identity.

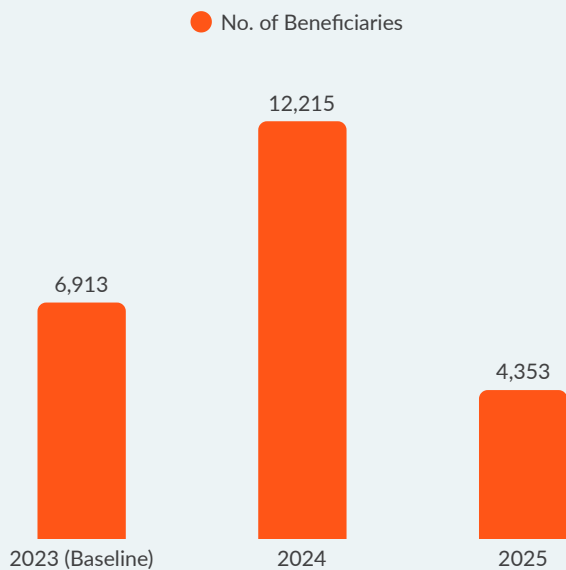
Beyond celebration, the initiative reinforces the Centre's broader ESG priorities by preserving cultural heritage, enabling social impact, and strengthening partnerships. It demonstrates how cultural platforms can generate shared value connecting tradition with purpose while ensuring that Malaysia's batik legacy continues to remain relevant for future generations.

# SOCIAL (CONTRIBUTING TO THE ECONOMY & SUPPORTING COMMUNITIES)

Amount of Money Spent for Community-related Activities

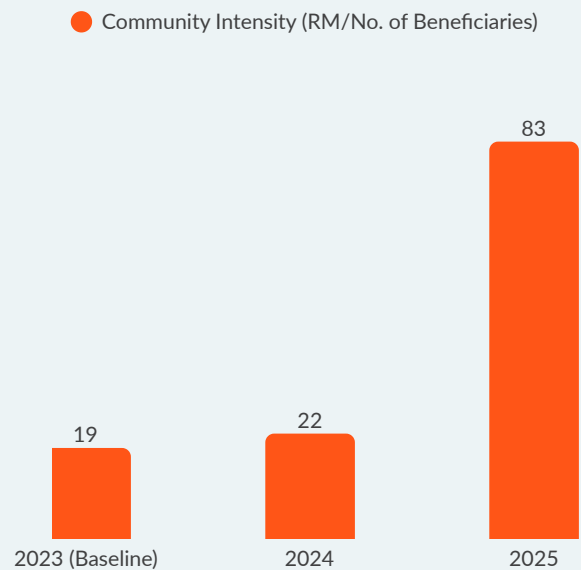


Number of Beneficiaries (Community)



3-years comparative data to the Baseline year

CSR-Community Intensity



3-years comparative data to the Baseline year

Our community investment efforts have shown a significant positive impact in FY 2025. We have recorded a significant increase in total amount spent and number of beneficiaries which led to more than 300% increase in community intensity compared to the baseline year.

# EMBRACING GOVERNANCE



# ECONOMY SUSTAINABILITY

Our commitment to upholding ethics and integrity is central to our relationship with stakeholders. Ethical behaviour forms the foundation for fostering long-term positive outcomes for the business, strengthening business relationships, and enhancing employee productivity. When the business operates ethically, it naturally leads to stronger connections with stakeholders and greater stability within the Company.

The Centre has undertaken initiatives that support several United Nations Sustainable Development Goals (UNSDGs), including UNSDG No. 8 on Decent Work and Economic Growth, UNSDG No. 11 on Sustainable Cities and Communities, UNSDG No. 12 on Responsible Consumption and Production, UNSDG No. 13 on Climate Action, UNSDG No. 16 on Peace, Justice and Strong Institutions, and UNSDG No. 17 on Partnership for the Goals.

# OUR APPROACH

At the Kuala Lumpur Convention Centre, we are committed to maintaining strong business ethics and upholding high standards of corporate governance. We consistently seek out best practices that help cultivate a culture of good governance within the Company. Most importantly, this fosters sustainable growth across our diverse businesses and enhances shareholder value.

In FY 2025, our key focus areas include:

**Business Ethics & Integrity**

Integrity & Ethics

**Supply Chain**

Supplier Sustainability Performance

**Safe & Inclusive Venue**

Stakeholder Value Creation

# IMPACT STORY



## ZEROING on Transparency & Ethics

During the year, the Centre continued to strengthen its governance framework by reinforcing transparency, ethical conduct, and accountability across the organisation. A key area of focus was the enhancement of the Anti-Bribery Management System (ABMS), which reinforces the Centre's strict zero-tolerance stance towards bribery and corruption. By embedding ethical expectations into policies, processes, and daily practices, the Centre has strengthened decision-making discipline, reduced exposure to integrity-related risks, and reinforced a culture of responsible conduct.

As digital engagement continues to grow, the Centre also deepened its commitment to personal data protection. Through responsible data handling, compliance with regulatory requirements, and stronger data governance, stakeholder information is safeguarded. These measures promote transparency and accountability while reinforcing trust among stakeholders.

Together, these efforts reflect the Centre's ongoing commitment to transparency, ethics, and responsible governance, supporting sustainable operations and confidence in the Centre's leadership and practices.

**Haryati Md Haidar**  
**Director of Strategic Projects**  
*Data Protection Officer*  
*Member of the Sustainability Steering Committee*

# GOVERNANCE (INTEGRITY & ETHICS)

The Centre strives to uphold the highest standards of integrity and ethical conduct in all operations, ensuring personal data is managed responsibly and securely.

## Why is this significant?

Strong business ethics and high standards of corporate governance underpin all operations. Continuous improvement and the adoption of best practices foster a culture of good governance, supporting sustainable growth and long-term value creation.

Ethical conduct strengthens trust, builds resilient business relationships, and supports employee performance. A robust governance framework safeguards the interests of both the business and its stakeholders, ensuring integrity, accountability, and compliance across all activities.

## Our approach

Corporate governance is strengthened through the continuous adoption of best practices, reinforcing a culture of integrity and supporting sustainable growth and long-term value creation.

A Code of Business Conduct establishes clear standards for ethical behaviour across all levels of the organisation. Supported by policies, procedures and guidelines, it defines the principles governing operations and stakeholder engagement.

## How do we create value?

### Anti-bribery Policy

All business dealings and relationships are conducted with fairness and integrity. Guided by our Anti-Bribery Policy, the Centre is ISO 37001 certified, ensuring operations and transactions are carried out transparently and in full compliance with applicable laws and regulations. A strict zero-tolerance stance on corruption and bribery is upheld, with no engagement in or tolerance of such practices.

### Whistleblowing Policy

The Whistleblowing Policy establishes a confidential channel for raising concerns, with all reports independently investigated and appropriately addressed. A secure reporting mechanism is in place, enabling stakeholders to report issues without fear of retaliation. Individuals who act in good faith are protected against victimisation. Concerns relating to unethical conduct, misconduct, corruption, or bribery may be reported through this channel, reinforcing the Centre's standards of integrity and accountability.

### Legal Register

The Business Management System department maintains an up-to-date legal register covering all applicable laws, regulations, guidelines, codes of conduct, and compliance requirements relevant to the Centre, including environmental obligations.

Each department is responsible for monitoring regulatory changes and ensuring operations remain aligned and updated accordingly.

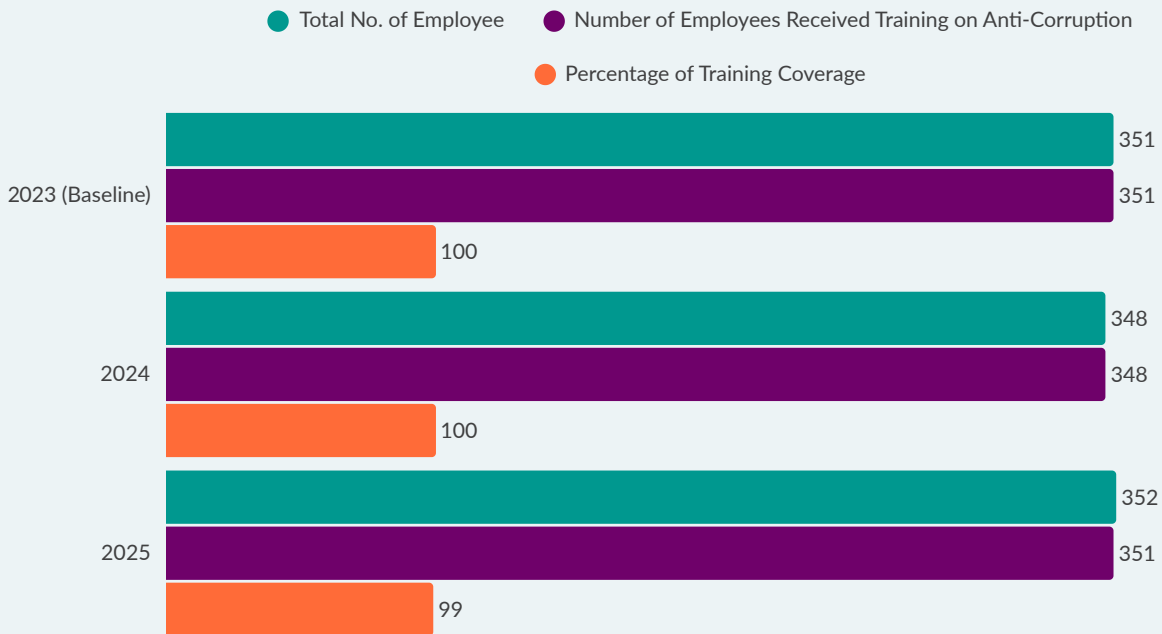
### Customer Satisfaction

Customer satisfaction informs the continuous improvement of our services and offerings. Feedback is gathered across multiple channels and business divisions to generate actionable insights.

These insights are used to strengthen service delivery and develop solutions that respond to evolving customer needs.

# GOVERNANCE (INTEGRITY & ETHICS)

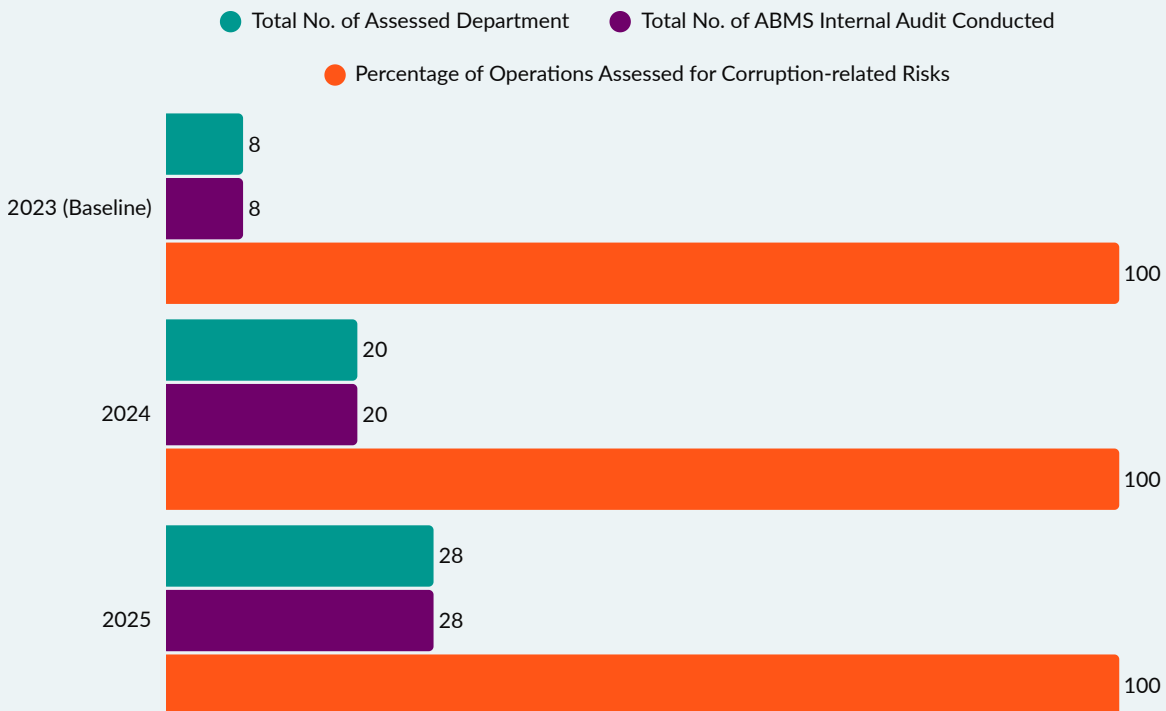
Number of Employee Received Training on Anti-Corruption & Percentage of Training Coverage



3-years comparative data to the Baseline year

In FY2025, we achieved a 99% completion rate for anti-corruption training across our workforce, with one employee unable to participate due to extended medical leave.

Percentage of operations assessed for corruption-related risks



3-years comparative data to the Baseline year

We are pleased to report zero confirmed incidents of corruption and no substantiated complaints relating to breaches of customer privacy or loss of customer data.

# GOVERNANCE (DIGITALISATION VALUE CHAIN)

## Why is this significant?

Digitalisation in the supply chain refers to the use of digital technologies to streamline production, distribution, and delivery processes, improving overall efficiency and performance.

We are progressively transitioning from manual processes to digital solutions across our supply chain to enable smoother operations. This digitalisation also enhances collaboration and communication among stakeholders, resulting in more efficient and effective value chain management.

## Our approach

At the Kuala Lumpur Convention Centre, we have integrated digitalisation into our supply chain to improve data management, streamline processes, enhance efficiency, and support better decision-making.

We also use technology platforms and collaboration tools to enable real-time information sharing among suppliers and other stakeholders, improving coordination, enabling faster response times, and supporting more informed decisions.

### e-Procurement

KLCC's e-procurement system digitises approvals and documentation from purchase requisitions to orders and goods receipts, streamlining the entire process.

E-catalogues with pre-negotiated pricing simplify purchasing and reduce sourcing time for frequently used items.

The system enables volume purchasing across divisions, driving cost efficiency and consistency.

### e-Invoicing & e-Application

KLCC has digitised its accounts payable process, replacing manual invoices with a fully paperless system integrated with the Centre's ERP. Enhanced with Robotic Process Automation (RPA) in 2024, it enables seamless, efficient supplier invoicing and payment processing.

In parallel, e-Applications have replaced paper-based filing with online systems, improving retrieval speed, space efficiency, and productivity while reducing paper use and supporting a more sustainable workplace.

### Smart Parking System

The Smart Parking System, managed by KLCC Parking, provides a cashless and ticketless parking experience at the Centre. Customers can make payments conveniently using digital options such as Touch 'n Go cards or cash/card payments at License Plate Recognition (LPR) autopay stations.

### Cybersecurity Awareness Initiative

Employees are trained to recognise threats such as phishing and malware, and to follow secure practices including strong password management and reporting suspicious activity.

This is reinforced through regular training, simulated cyberattacks, and ongoing awareness initiatives, building a proactive cybersecurity culture and safeguarding the organisation's digital assets.

# GOVERNANCE (SUPPLIER SUSTAINABILITY PERFORMANCE)

The Centre aims to strengthen its supply chain by advancing sustainability and fostering resilient supplier partnerships.

## Why is this significant?

Sustainability in the supply chain is key to long-term business resilience and environmental responsibility. It helps reduce environmental impact, conserve resources, and improve efficiency while supporting global efforts to address climate change.

As a responsible organisation, we promote sustainable practices across our supply chain by strengthening relationships with suppliers, contractors, and vendors. We also support local businesses by fostering resilience and economic growth, while encouraging them to adopt sustainable practices as part of our shared commitment to a more sustainable future.

## Our approach

We recognise that SMEs face challenges in adopting sustainability practices and reporting ESG performance. To support them, we work with suppliers and vendors through programmes and partnerships that build sustainability awareness and help decarbonise our supply chain.

We also uphold strong business ethics in supplier engagement by ensuring fair and equal access to opportunities. All procurement follows a transparent tendering and bidding process guided by clear policies to ensure credible and reliable suppliers. Our Supplier Guidelines also help suppliers align their Environmental, Social and Governance (ESG) practices with industry standards.

## How do we create value?

### Guidelines for Supplier

We have established Supplier Guidelines to promote best practices in sustainable procurement. All suppliers are required to declare their ESG practices during registration, and we conduct annual performance assessments through Vendor Evaluation Forms. The information collected is recorded and maintained across all business divisions.

Suppliers are encouraged to align with our sustainable supply chain commitments and complete a Supplier Risk Assessment. Main contractors must also meet minimum ESG requirements under the annual Accredited Supplier Programme.

# GOVERNANCE (SUPPLIER SUSTAINABILITY PERFORMANCE)

## Supplier Code of Conduct

The Centre conducts business in an ethical, legal, and socially responsible manner, with the same standards expected of all suppliers.

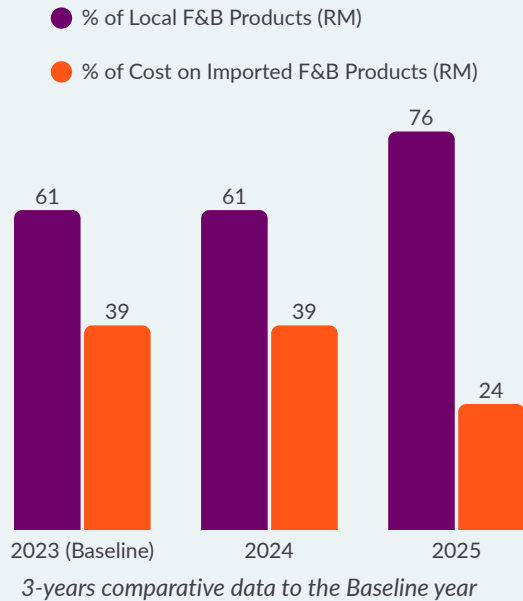
A Supplier Code of Conduct has been established as a requirement for doing business with the Centre. It sets out minimum expectations, including compliance with applicable laws and regulations, adherence to ethical business practices, proper conduct in all dealings, and ongoing monitoring and compliance.

|             |                                                                                                                           |
|-------------|---------------------------------------------------------------------------------------------------------------------------|
| <b>100%</b> | <b>New suppliers completed the Supplier Risk Assessment.</b>                                                              |
| <b>100%</b> | <b>New suppliers were found to have 0 negative environmental and social impacts, and no further action was required.</b>  |
| <b>100%</b> | <b>New suppliers, to our knowledge, were identified as not having committed any non-compliance in the areas assessed.</b> |

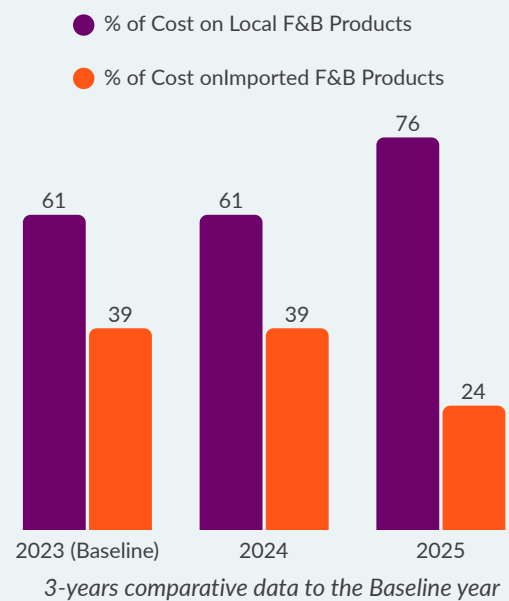
# GOVERNANCE (SUPPLIER SUSTAINABILITY PERFORMANCE)

## Locally Sourced (Food & Beverage)

Percentage of Actual Spending on Locally Source Spending on F&B



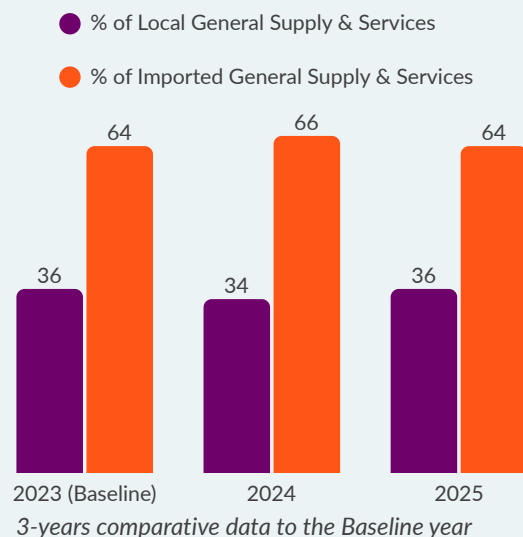
Percentage of Cost Spending on Local F&B VS Imported F&B



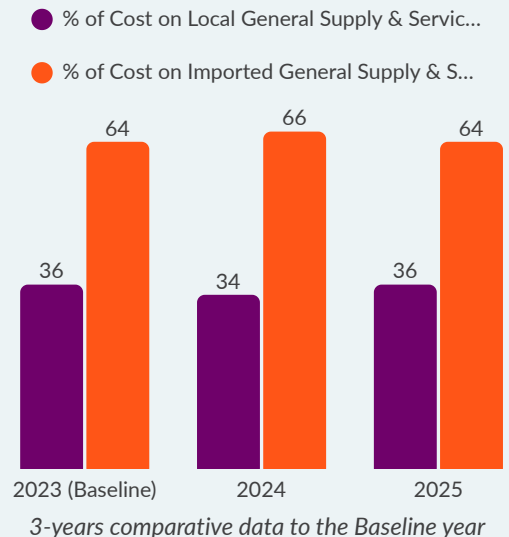
To support local markets and SMEs, FY2025 saw an increase in local sourcing for F&B items. Local spend reached 76% of total F&B procurement, supporting efforts to reduce Scope 3 GHG emissions.

## Locally Sourced (General Supply & Services)

Percentage of Locally Source on General Supply & Services



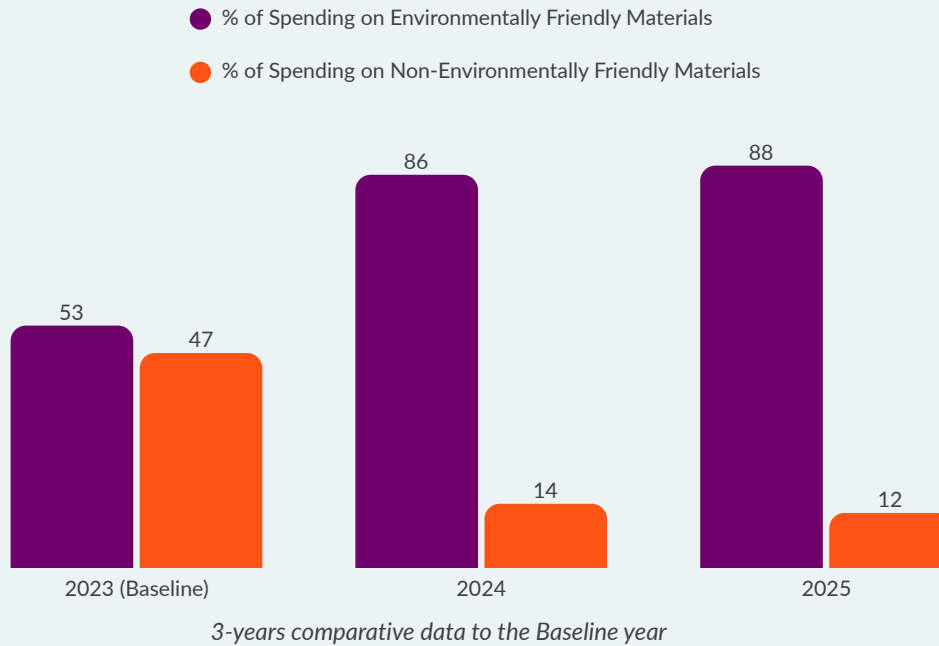
Percentage of Locally Source Spending on General Supply & Services



Our percentage on locally general supply & services and spending costs increased to 36% in FY2025 compared to the baseline year.

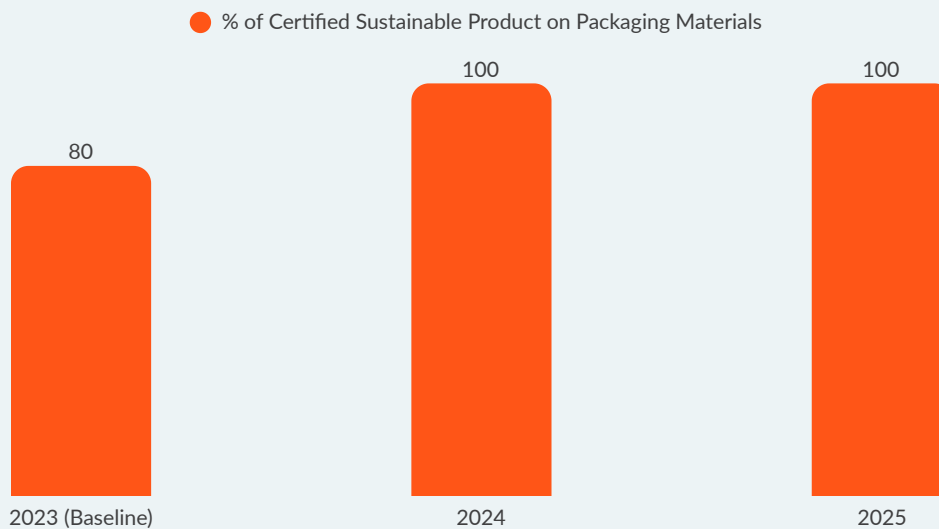
# GOVERNANCE (SUPPLIER SUSTAINABILITY PERFORMANCE)

## Percentage of Spending on Environmentally Friendly Materials



FY2025 shows a significant improvement in the sourcing of environmentally friendly general materials compared to the baseline years. We aim to achieve 100% sourcing of environmentally friendly general items by 2027.

## Percentage of Certified Sustainable Product on Packaging Materials



3-years comparative data to the Baseline year

We are proud to announce that our packaging materials have continuously reached 100% of certified sustainable products in FY2025, driven by the use of biodegradable and compostable materials to eliminate harmful single-use substances.

# GOVERNANCE (SAFE & INCLUSIVE VENUE)

A key priority for the Centre is to ensure every event takes place in a safe, accessible, and culturally respectful environment, creating an inclusive and welcoming experience for all.

## Why is this significant?

As one of Asia's leading sustainable event venues, the Centre continues to extend its commitment to sustainability beyond events, ensuring a safe and responsible environment for all. In FY2025, we achieved ISO 20121 certification for Event Sustainability Management Systems, reinforcing our alignment with internationally recognised standards for sustainable event management.

We are also proud to be the first convention centre to achieve the ASEAN Global Sustainable Tourism Criteria (GSTC) Industry Criteria in 2024. This certification recognises our adoption of best practices across four key areas:

- Effective sustainability management,
- Minimising environmental impact,
- Maximising social and economic benefits for local communities, and
- Enhancing cultural heritage.

In addition, we have been re-certified with the AIPC Gold Certification, a mark of excellence in the global business events industry. Having first achieved this recognition in 2010 as Asia's first recipient, this re-certification reaffirms our commitment to delivering world-class experiences for event organisers and delegates.

We have also been awarded the EarthCheck Gold Certification in FY2024. Collectively, these recognitions reflect our continued dedication to environmental stewardship, operational excellence and leadership in sustainable venue management.

## Our approach

As organisations place greater emphasis on sustainable solutions, the Centre integrates service delivery with leading sustainability practices. Our team works closely with clients to reduce environmental impact across key areas including sustainable F&B, responsible procurement, and waste management, supported by a strong track record of certifications and accreditations.

FY2024 marked a key milestone with the achievement of ISO 41001:2018 for Facility Management, strengthening operational efficiency and governance. In FY2025, the Centre attained ISO 20121 for Event Sustainability Management Systems, reinforcing alignment with international standards and continuous improvement in sustainable event delivery.

The Centre has also been awarded Green Building Index (GBI) certification, with a Building Energy Intensity (BEI) rating of 219 kWh/m<sup>2</sup>/year (4-Star), reflecting focus on energy performance and sustainable building management.

These milestones reflect a clear and sustained approach to advancing sustainability and strengthening the long-term resilience of the business events industry.

# GOVERNANCE (SAFE & INCLUSIVE VENUE - ISO & CERTIFICATIONS)

ISO 20121 Event Sustainability Management System



Malaysia Standards ISO 9001 Quality



ISO 37001 Anti Bribery MS  
ISO 45001 Occupational Health & Safety MS  
ISO 41001 Facility MS



UKAS  
ISO 9001 Quality  
ISO 14001 Environmental  
ISO 22000 Food Safety



Halal Certification



Green Building Index



Healthy Venue Accreditation



EarthCheck & AIPC Gold



Trust-MyCatering & BeSS



# Rising Beyond 20 Years

As we reflect on the year, we celebrate meaningful progress in our sustainability journey, driven by strong leadership, collaboration and shared commitment. From achieving ISO 20121 certification to reducing greenhouse gas emissions through the Green Electricity Tariff (GET), and attaining 100% food waste diversion through composting, we have translated our strategies into tangible outcomes.

Our governance framework, together with valued partnerships with organisations such as WWF-Malaysia, Urbanice Malaysia, KLCC (Holdings) Sdn Bhd, Mandarin Oriental Kuala Lumpur, Traders Hotel Kuala Lumpur, Impiana KLCC Hotel and Suria KLCC, as well as our clients, continue to amplify our impact and drive long-term value creation.

As we commemorate our 20th anniversary, we remain steadfast in our commitment to environmental stewardship, social responsibility and strengthening a resilient and sustainable supply chain.

Thank you for your continued support on this journey.