



KUALA LUMPUR CONVENTION CENTRE

Magnifying Our Impact

Environmental
Social Governance
Report 2024



Uniquely
World-Class



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About this Report

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

This Report covers Kuala Lumpur Convention Centre's sustainability stewardships and performance for the financial year ended 31 December 2024 ("**FY 2024**"). FY 2023 is the approved new base measurement year by our Sustainability Steering Committee for data performances tracking, with FY 2022 data as pre-baseline for comparative analysis on a 3 year-on-year progress.

Environmental, Social, and Governance ("**ESG**") information is provided on our responses to thirteen (13) sustainability material matters that impact our business and stakeholders value.

The Centre's ESG information and data herein are disclosed for the reporting period from 1 January 2024 to 31 December 2024, unless stated otherwise.

Reporting Standards

This Report was prepared in accordance with the guidelines and framework outlined below:

Principal Guidelines

- Bursa Malaysia's Sustainability Reporting Guide 3rd Edition 2022.

Additional Guidelines/References

- Global Reporting Initiative ("**GRI**") Standards; and
- The United Nations Sustainable Development Goals ("**UNSDG**").

Statement of Assurance

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



General Manager's Message

As a leading convention and exhibition centre, we are committed to setting a global benchmark in environmental responsibility and sustainability. Reflecting on this year, we have made significant strides towards our ambitious Net Zero Carbon Emissions goals, driven by our dedication to creating a sustainable future for our industry and community.

This year we completed a comprehensive assessment of our greenhouse gas (GHG) emissions including across Scope 1, 2 and 3, marking a pivotal step in our sustainability journey. We have enhanced our emission reduction strategies by incorporating green power through the Green Electricity Tariff (GET) and electrifying key equipment and facilities, reinforcing our holistic approach to strengthening our alignment with long-term carbon neutrality objectives.

We have established a governance framework, forming the Sustainability Steering Committee and the Sustainability Working Committee to guide our initiatives. Additionally, we have achieved 100% food waste circularity through composting and expanded our community investment efforts, including our 2nd edition of KLCC Sustainable September and partnerships with WWF, Urbanice Malaysia, and other organisations.

Our commitment to ESG practices extends through our supply chain, working closely with vendors and clients to drive sustainable practices and foster a responsible and resilient supply chain.

As we celebrate our 20th anniversary in 2025, sustainability will remain a core business priority with a focus on:

- **Environmental Stewardship:** Preservation initiatives that protect and enhance natural resources; and
- **Corporate Social Responsibility:** Community and educational initiatives that foster long-term societal impact.

We are targeting a 25% reduction in Scope 1 and 2 emissions, aligning with our NZCE pledge. Furthermore, we aim to elevate our sustainability standards by seeking ISO 20121 certification in Sustainable Event Management.

Together with our team, partners, and stakeholders, we are dedicated to driving continuous improvements in sustainability practices, setting the stage for a greener, more resilient future for our industry. Thank you for your ongoing support as we progress together.

John Burke



2024 at a Glance

A Year of Achievements

RECORD-BREAKING IMPACT

Over 1,600 events, 1.1 million delegates, and RM 1 billion in economic impact generated for Malaysia.

DIVERSE GLOBAL EVENTS

Hosted over 100 international and regional conventions, exhibitions, and entertainment events, including the 5th World Congress of Paediatric Ophthalmology & Strabismus, AILA World Congress, and the World Chinese Entrepreneur Convention.

UPGRADED FACILITIES

Major refurbishments included Meeting Room 301, Club Suites, TenOnCall, Parkview Café, and Café88, with cutting-edge tech upgrades in AV, smart sensors, and culinary spaces.

SUSTAINABILITY LEADERSHIP

Achieved 100% food waste diversion, ran the second edition of Sustainable September, and led CSR initiatives like the Batik Explosion campaign, spreading joy and supporting community welfare.

PRESTIGIOUS AWARDS

TTG Travel Awards for Best Convention & Exhibition Centre, M&C Asia Stella Awards for Sustainability, ASEAN MICE Venue Standard Awards, EarthCheck Gold Certification, and more.

LOOKING AHEAD TO 2025

2025 is a milestone year as we celebrate our 20th anniversary and hosting landmark events: ASEAN Summit, Energy Asia and World Chemistry Congress. Sustainability goals include a 25% reduction in Scope 1 & 2 emissions and pursuing ISO 20121 certification.



2024 at a Glance

A Year of Achievements

We are humbled and proud to reflect on the accolades, certifications and recognitions we have earned this year. This recognition highlights our unwavering dedication to setting new benchmarks in the Business Events (BE) industry.

- 1 **British Malaysia Chamber of Commerce Outstanding ESG Award**
- 2 **Employer of Choice Award (Private Sector) at the 24th Malaysia International HR Awards 2024 by the Malaysian Institute of Human Resource Management (MIHRM)**
- 3 **Graduates' Choice of Employer for 2024**
- 4 **Champion Award by the American Chamber of Commerce Malaysia for our KLCC Sustainable September initiative**
- 5 **Best Convention and Exhibition Centre in Malaysia at the TTG Travel Awards**
- 6 **Best Sustainability Initiative (Convention Centre) award at the M&C Asia Stella Awards**
- 7 **AIPC Gold Certification**
- 8 **5th British Malaysia Chamber of Commerce (BMCC) Business Excellence Awards 2024 for reducing our carbon footprint through operational smarts and tech investments**
- 9 **Malaysia's first certified Healthy Venue**
- 10 **Malaysia National Business Award for Excellence**
- 11 **IKA Culinary Olympics - Malaysia Team**
- 12 **EarthCheck Gold Accreditation**
- 13 **Exhibition Venue and Meeting Rooms at the ASEAN Tourism Award Ceremony**

As we step into 2025, we remain committed to innovation, excellence and collaboration. Together, let's make the upcoming year even greater.



Our ESG Milestones

In alignment with our sustainability objectives, we are focused on implementing energy-efficient initiatives and driving business innovation. These efforts are designed to enhance the customer experience, promote environmental conservation, and support business growth. Such initiatives play a crucial role in strengthening the overall resilience of our Centre, ensuring the consistent fulfillment of stakeholder expectations across the supply chain.

These milestones underscore our dedication to creating long-term value for our stakeholders, while contributing to a more sustainable and equitable future. As we continue to evolve, we remain focused on advancing our ESG initiatives to build a better tomorrow for all.

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

2023

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

2024 Awards & Accolades



Two awards at ASEAN Quality and Tourism Awards 2024



EarthCheck Gold Certification



AIPC Gold Standard Recertification



The Champion Award for Sustainability by American-Malaysian Chamber of Commerce



Outstanding ESG Award by British Malaysian Chamber of Commerce



Best Sustainability Initiative Award by MC Asia Stella Award



Graduate's Choice Employer Award 2024



Employer of Choice award by Malaysia Institute of Human Resource Management



National Business Excellence Award 2024



Healthy Venue Certification



Purpose Built Convention and Exhibition Excellence Award by MACEOS



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 ASM Global. At the Centre, we remain committed force, steadfast in driving change with a strong focus on community. This is showcased in the cover of our ESG Report 2024, themed '**Magnifying Our Impact**'.

A dream does not become reality through magic; it takes sweat, determination and hard work, highlighting our unwavering commitment to positive change. Through the efforts of our dedicated team, initiatives, and strategic industry partnerships, we nurture a sustainable and responsible environment. This theme reflects our amplified sustainability efforts, which have positively impacted the community and stakeholders, highlighting the collaborative input that drives our collective success.

A sustainable future is the fundamental strategy at the Kuala Lumpur Convention Centre, aimed at creating long-term value for our future generations and stakeholders. We are dedicated to supporting the long-term sustainability goals of the business events industry in Malaysia. Our strategy involves identifying activities and services that could significantly impact the environment, society and supply chain.

We are committed to implementing Best Management Practices to manage and mitigate these impacts. This approach aligns our efforts with the Sustainable Development Goals (SDGs) and Environmental, Social, and Governance (ESG) stewardship.



Sustainability Policy

In FY 2024, we formalised our *Sustainability Policy* (“**Policy**”) and Sustainability Framework, along with our Sustainability Goals, after revisiting the scope, governance structure and sustainability material matters. This process aimed to provide a clearer depiction of the sustainability impacts on our business operation and stakeholders value.

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 sustainability efforts are based on the three (3) key pillars: **Environmental, Social and Governance**, as below:

ENVIRONMENTAL	SOCIAL	GOVERNANCE
Safeguarding the planet through responsible environmental management and taking proactive measures on Climate Change.	Enriching our people to work and live in a healthy working environment as well as embracing communities' wellbeing.	Embrace a responsible Corporate Ethics and ensure all stakeholders enjoy a profitable and healthy growth in a long run.

Our Focused Areas



Carbon Footprint & Biodiversity

Reduce greenhouse gas emissions and energy consumption by reducing energy usage in all forms to safeguard our environment.



Sustainable Food & Sourcing

Offering exceptional culinary experience while showcasing the very best local ingredients and certified produce through our supply chain.



Waste & Circularity

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



Water Stewardship

Minimising water consumption through conservation, innovative solution and boosting efficiency.



Resources Efficiency

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



Culture & Advocacy

Embracing and engaging our guests, employees and communities to spearhead a culture of sustainability.



Our Carbon Neutrality Commitment



The Net Zero Carbon Events (“**NZCE**”) is a global initiative designed and aimed at helping the events industry achieve net-zero carbon emissions by 2050.

Hosted by The Joint Meetings Industry Council (JMIC), this global collaboration seeks to unite the events sector in the growing movement toward net-zero emissions by mid-century.

The Kuala Lumpur Convention Centre pledged its commitment to the NZCE in 2021. By signing the Net Zero Carbon Events Pledge, we acknowledge the urgent need to address climate change and are dedicated to achieving net-zero greenhouse gas emissions by 2050.

To fulfill these commitments, we have:

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

These commitments signify our steadfast dedication to sustainability and highlight our active role in advancing environmental stewardship within the events industry.



Net Zero Carbon Events Pathway

In December 2023, we formalized our Net Zero Carbon Events Pathway as a signatory, reinforcing our commitment to addressing and combating climate change. This Pathway outlines our strategies and commitments to eliminate carbon emissions across our operations and supply chain, covering Scope 1, Scope 2, and Scope 3, in alignment with the Greenhouse Gas Protocol.

In FY 2024, we conducted a comprehensive assessment, and the Sustainability Steering Committee established FY 2023 as the new baseline year. This includes an extension of perimeter within the Permata Sapura Podium (Hall 6, Hall 7 and Hall 8) into our GHG reporting, management and reduction strategies.





Alignment to UN Sustainable Development Goals (UNSDG)

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

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

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





Sustainability Material Matters

In ensuring sustainable value creation, we continuously identify and assess the sustainability issues that are most material to our business and stakeholders. We conduct a comprehensive materiality assessment to align our priorities with emerging sustainability trends, global risks, and industry standards every two years.

This process includes collecting feedback from both internal and external stakeholders through a materiality survey to understand the ESG impacts of our business and assess our sustainability positioning. To keep our material issues relevant, we review them annually to address stakeholder concerns, mitigate risks, and seize new opportunities.

As a result, we develop our strategies based on these key sustainability matters, which drive our business growth and meet the needs of our stakeholders. These critical issues shape the direction of our Sustainability Steering Committee (SSC) as we work towards long-term, sustainable growth.

List of Material Issues

In FY 2024, we conducted a new materiality assessment and validation, aligning our material issues with relevant regulatory requirements and frameworks addressing environmental, social, and governance (ESG) concerns. This process was aimed at better reflecting our sustainable management approach. The assessment identified thirteen (13) material issues across the environmental, social, and governance pillars that are significant within the business events industry.

ENVIRONMENTAL	SOCIAL	GOVERNANCE
<ul style="list-style-type: none"> 1. Emissions Management 2. Energy management 3. Water 4. Waste Management 5. Resources Efficiency 	<ul style="list-style-type: none"> 6. Health & Safety 7. Labour Practices and Standards 8. Diversity 9. Community and Society 	<ul style="list-style-type: none"> 10. Anti-corruption 11. Supply Chain Management 12. Data Privacy and Security 13. Partnership



Key Highlights of Material Issues



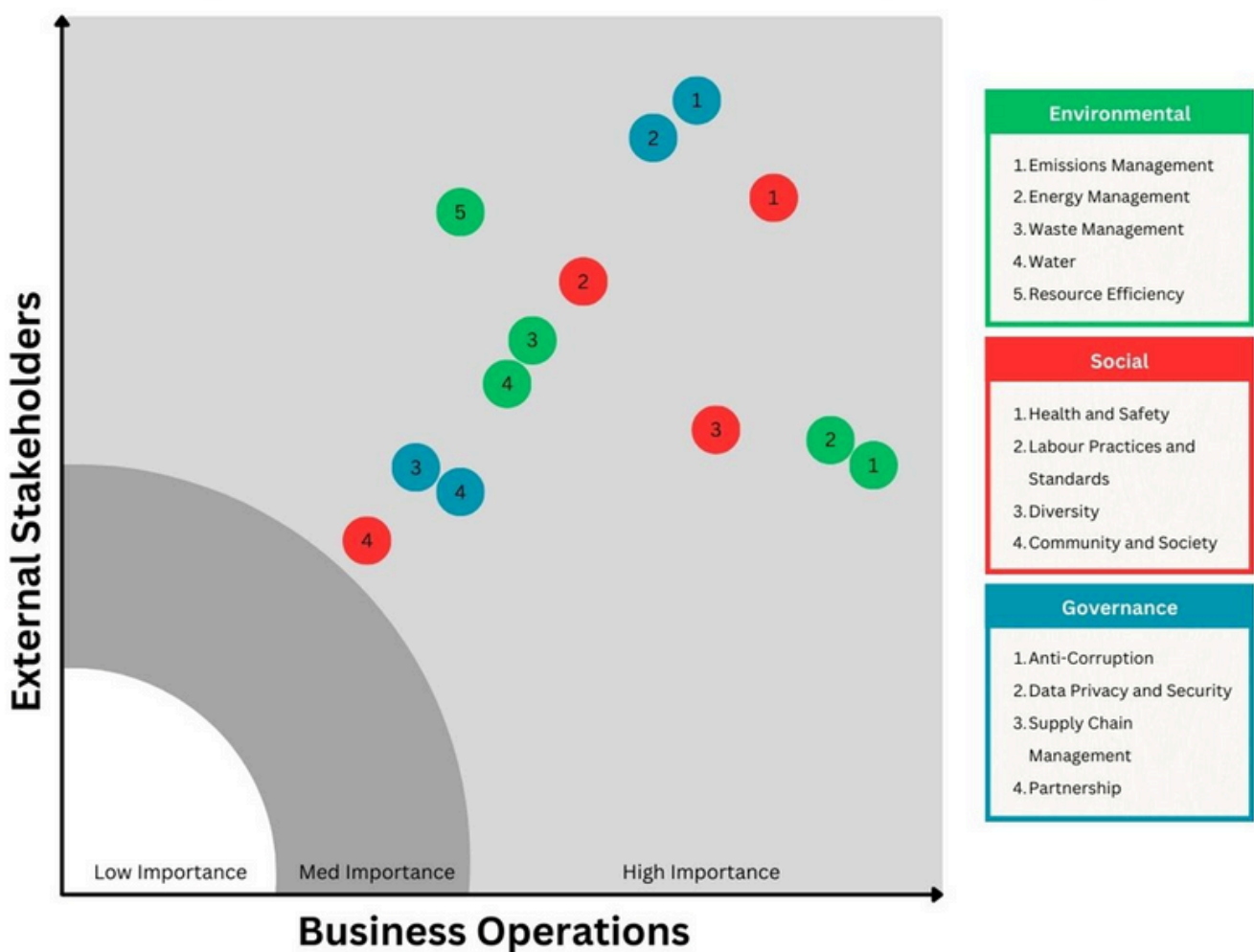


Materiality Matrix

Kuala Lumpur Convention Centre's ESG Materiality Matrix is determined by the significance of ESG aspects that are relevant to our business operations and their impact on our stakeholders. It emphasizes sustainability trends, risks, and opportunities that influence our business strategy and direction.

We aim to conduct a comprehensive materiality assessment once every two (2) years, while also reviewing the relevance of previously prioritized ESG impacts from our daily activities on an annual basis. Following this year's full-scale materiality assessment, we concluded that all thirteen (13) sustainability material matters are fully aligned with Centre's strategic priorities and stakeholder expectations.

Our ESG Materiality Matrix is as follows:



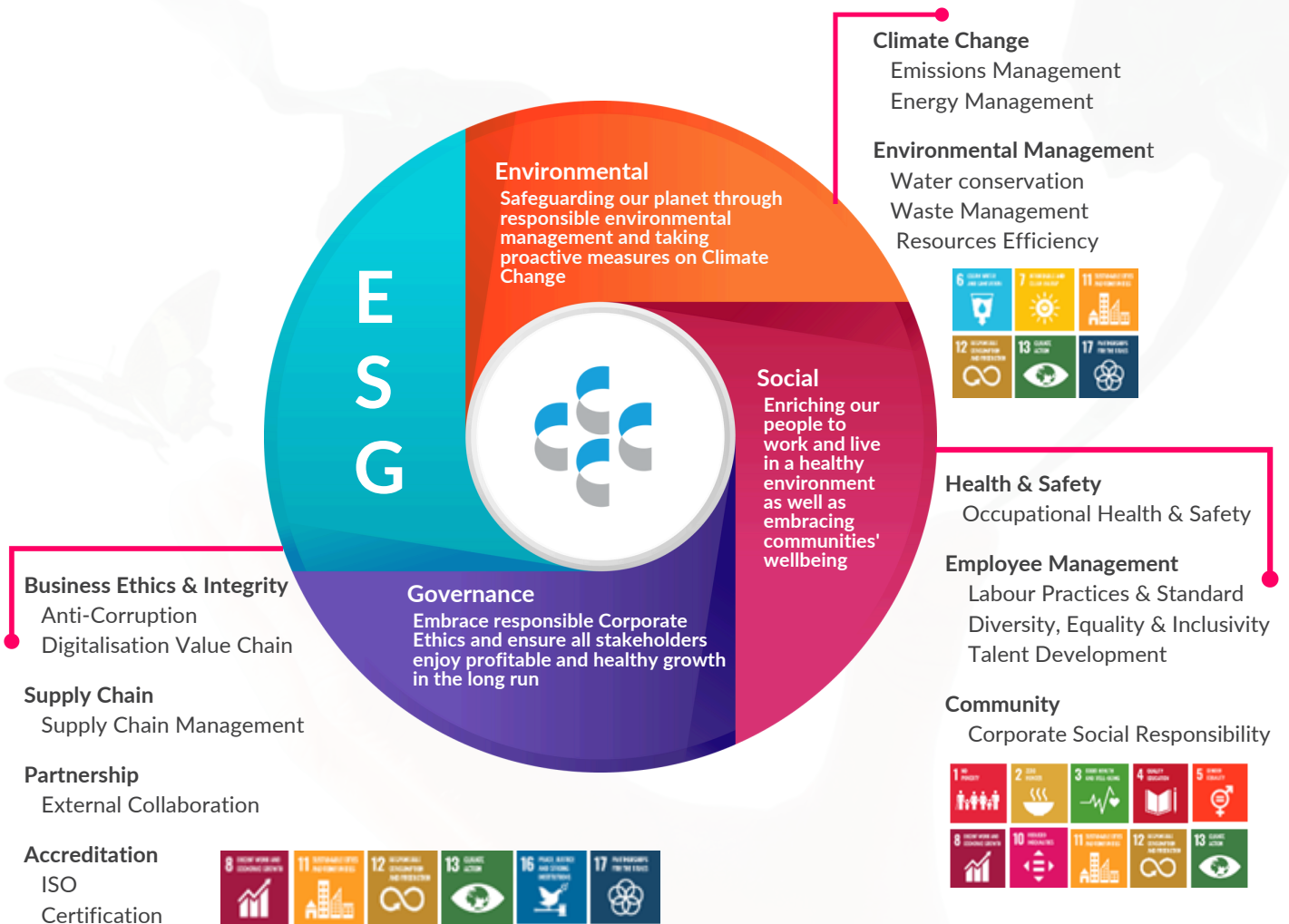


Sustainability Framework

We committed to making Sustainability an anchor of our management focus and business improvement initiatives, recognizing its impact extends beyond the business itself. We strive to remain environmentally sustainable in our operations to preserve the planet's resources, while also developing innovative solutions that are resilient and value-driven. Our Sustainability Framework integrates ESG factors into our operations, aligning business strategy and decision-making to deliver sustainable practices, while balancing our economic goals with the well-being of our people and communities.

This year, we have refined our Sustainability Framework to better align our business strategy with sustainable practices, ensuring that our economic aspirations are balanced with our responsibility to people and communities. These advancements will enhance our Company's resilience and ensure stakeholder expectations are met across the supply chain.

As part of this process, we have regrouped our existing thirteen (13) material sustainability matters into nine (9) focus areas: (i) Climate Change, (ii) Environmental Management, (iii) Health and Safety, (iv) Employee Management, (v) Community, (vi) Business Ethics & Integrity, (vii) Supply Chain, (viii) Partnership, and (ix) Accreditation.





Sustainability Governance

The Board of Directors (“**Board**”) of Convex Malaysia Sdn Bhd which consists of KLCC Holdings Sdn Bhd and ASM Global holds oversight responsibility for creating sustainable value for stakeholders through its policies, objectives, and strategies. With the support of the Sustainability Steering Committee (“**SSC**”) and Sustainability Working Committee (“**SWC**”), the Board oversees the organization’s sustainability activities and strategies, as illustrated in the diagram below. The initiatives under the SSC are led by the Centre’s General Manager, who report to the Board regularly and work closely with the SWC to ensure the effective implementation of sustainability-related initiatives and activities.



The Centre’s **Sustainability Steering Committee (SSC)** is responsible for overseeing sustainability and climate change matters. The SSC comprises of all Directors from the Senior Management team, who convene at least twice a year to discuss and review Centre’s sustainability progress and address key sustainability strategies and issues.

To ensure sustainability governance, with sustainability practices integrated into all business operations, they review, supervise, and provide recommendations regarding the approval of the Centre’s sustainability strategy, key concerns, ESG targets, performance, progress, and scorecard.

The **Sustainability Working Committee (SWC)**, consisting of 24 members across all business divisions, is responsible for ensuring that the sustainability strategy and direction set by the SSC are communicated and implemented throughout the organisation. The SWC also serves as a platform for collecting feedback and addressing sustainability-related issues. This is achieved by overseeing the successful implementation of ESG initiatives, coordinating data collection, and analyzing and interpreting ESG data across the Company for disclosure purposes.

Since 2019, we have incorporated sustainability components into the Key Performance Indicators (KPIs) aligned with the Centre’s sustainability goals. These KPIs include ESG targets focused on enhancing energy efficiency, utilizing renewable energy sources for electricity generation, increasing waste diversion from landfills, improving occupational health and safety practices, expanding employee learning and development hours, and boosting ESG rating scores. In FY 2025, we successfully integrated sustainability-related KPIs into our organisational objectives and goals.






Stakeholder Engagement

The Centre engage 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 summarizes our key stakeholder groups, their areas of interest, and our approaches to engaging with them.

Stakeholders	Area of interest	Engagement approach
Employees 	<ul style="list-style-type: none">• Employee Development and Job Satisfaction• Welfare and Remuneration• Health, Safety and Wellness Practices	<ul style="list-style-type: none">• Capacity-Building Programmes• Townhalls• Annual Performance Appraisal• Newsletter, Email Blast, Social Media and Employee Induction• Grievance
Government, Regulatory Bodies & Industry Peers 	<ul style="list-style-type: none">• Compliance• Environmental Impact• Site & Product Certification• Product Quality & Safety	<ul style="list-style-type: none">• Site Inspection / Audit by Local Authorities• Meetings and Dialogue Sessions• Industry Forum & Memberships
Suppliers and Vendors 	<ul style="list-style-type: none">• Sustainable Procurement Practices• Transparency• Product Safety and Reliability• Strategic Partnership	<ul style="list-style-type: none">• Vendor Survey / Supplier Audit• Vendor Quality & Performance Audit• Meetings and Discussion



Stakeholder Engagement

Stakeholders	Areas of interest	Engagement approach
Customers 	<ul style="list-style-type: none">• Product Competitiveness• Product Quality & Safety• Customer Service• Product Certification• Quality stability	<ul style="list-style-type: none">• Site Visits & Meetings• Customer Survey
Shareholders & Investors 	<ul style="list-style-type: none">• Business Strategy• Financial Performance• Shareholders Value	<ul style="list-style-type: none">• Annual General Meetings• Annual & Monthly Report• Websites
Bankers and Financial Institutions 	<ul style="list-style-type: none">• Governance & Integrity• Business Strategy• Financial Performance	<ul style="list-style-type: none">• Annual Report• Websites• Meetings and Briefings
Communities and Public 	<ul style="list-style-type: none">• Socio-Economic Issues• Environmental Impact• CSR• Publicity and Corporate branding	<ul style="list-style-type: none">• Community Programmes• Sponsorship and Donations• Meetings and Dialogues
NGOs 	<ul style="list-style-type: none">• Sustainability Related Matters• Challenges Faced by the Business Event Industry	<ul style="list-style-type: none">• Meetings, Engagements and Dialogues• Regular Correspondence• Collaborations and Project Partnerships• Email Surveys

Environmental

Sustainability at the Heart
of the City.



Environmental Sustainability

Why is this significant?

The Centre are committed to reducing energy usage and the use of natural resources such as water, and other finite resources ensuring their preservation. We adhere to environmental standards and regulations in our responsible environmental management. This commitment goes beyond being an ethical business practice; it also drives us to continuously improve and innovate our operations.

We have undertaken initiatives that contribute to several United Nations Sustainable Development Goals (UNSDGs), including UNSDG No. 6 on Clean Water and Sanitation, UNSDG NO. 7 on Affordable Energy, UNSDG No. 11 on Sustainable Cities and Communities, UNSDG No. 12 on Responsible Consumption and Production, and UNSDG No. 17 on Partnership for the Goals. In terms of climate change and greenhouse gas (GHG) emissions, we are committed to supporting UNSDG No. 7 on Affordable and Clean Energy and UNSDG No. 13 on Climate Change.

We are also accredited with ISO14001:2015 on Environmental Management System which aims to reduce environmental impacts from our activities, products and services through continual assessments and adopting continuous improvement. Regular education and awareness are given to key stakeholders about the impacts of climate change and the importance of resource efficiency.

How we care for our environment is critical to safeguard resources for the future. As part of this, we actively collaborate with our stakeholders on sustainability solutions. This section outlines the impact of our operations on climate change, water, waste, and resource efficiency.

What is 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 minimize waste production.

Our key approaches in FY 2024 focus on the following areas:

Climate Change
Emissions Management
Energy Management

Environmental Management
Water Conservation
Waste Management
Resources Efficiency



Climate Change



Why is this significant?

Climate change will have a wide-ranging effect on the environment and socio-economic related sectors, impacting water resources, agriculture and food security, human health, terrestrial ecosystems as well as biodiversity and coastal zones. Delaying action on climate change may erode our competitive edge.

To address this, we actively measure and minimise the environmental footprints of all our operations at the Centre. We are committed to implementing energy-efficient and energy-saving strategies to reduce energy consumption across our value chain, while ensuring cost-effectiveness in energy use. Reducing energy consumption brings significant environmental benefits, including a lower carbon footprint, higher return on investment, reduced operating costs, and an enhanced public brand image.

In managing our energy and emission impacts, we have embraced key technological innovations, adopting energy-saving and cost-effective techniques that help reduce carbon emissions and energy consumption in our operations.

What is our approach?

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

Since 2019, we have been tracking Scope 1 and Scope 2 GHG emissions. In FY 2024, we conducted a comprehensive assessment of Scope 3 management, and the SSC established the baseline setting for Scope 3, covering the following areas:

- i. Employee Commute;
- ii. Business Travel;
- iii. Waste Generation in Operations; and
- iv. Transportation and Distribution.

The SSC approved FY 2023 as the new baseline year, following the expansion of our GHG reporting boundaries to include an extension of perimeter within the Permata Sapura Podium (Hall 6, Hall 7 and Hall 8) in our GHG management and reduction strategies. FY 2025 will mark our first year of tracking and implementing full scopes of GHG including Scope 3 emissions, and we will disclose our baseline in the next annual report.



How do we create value?

Energy Efficiency

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

The Centre, designed and built in the early 2000s, was equipped with the latest sustainability features of the time to reduce energy consumption. Key design features include:

- Wall-to-ceiling glass walls with heat protection to maximize natural daylight while minimizing heat penetration.
- Optimized internal air circulation, thanks to the façade material, which helps maintain temperature stability and minimizes external heat transfer.
- Escalators regulated by a variable inverter system, automatically stopping when not in use to save energy.
- Air conditioning controlled by our Building Control System to efficiently regulate cold air release and maintain the pre-set temperature.
- Energy-efficient LED lighting, which has been implemented throughout the Centre to enhance overall energy efficiency.

Cleaner Energy Integration

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

We are pleased to announce that we have surpassed this target ahead of schedule. By FY 2023, we have successfully transitioned to being powered by renewable energy under the Green Electricity Tariff Programme provided by Tenaga Nasional Berhad Malaysia.



Our Performance (Emissions Management)

Measurement and Tracking of GHG Emissions

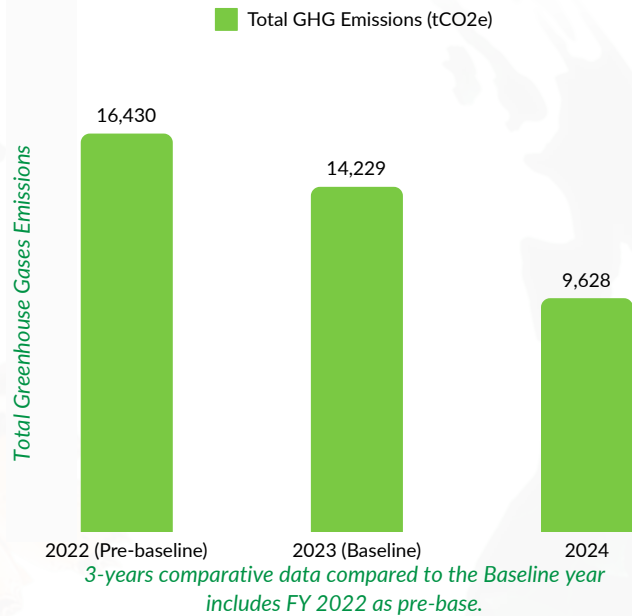
The GHG Emissions Chart only shows for Scope 1 and Scope 2 GHG emissions.

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

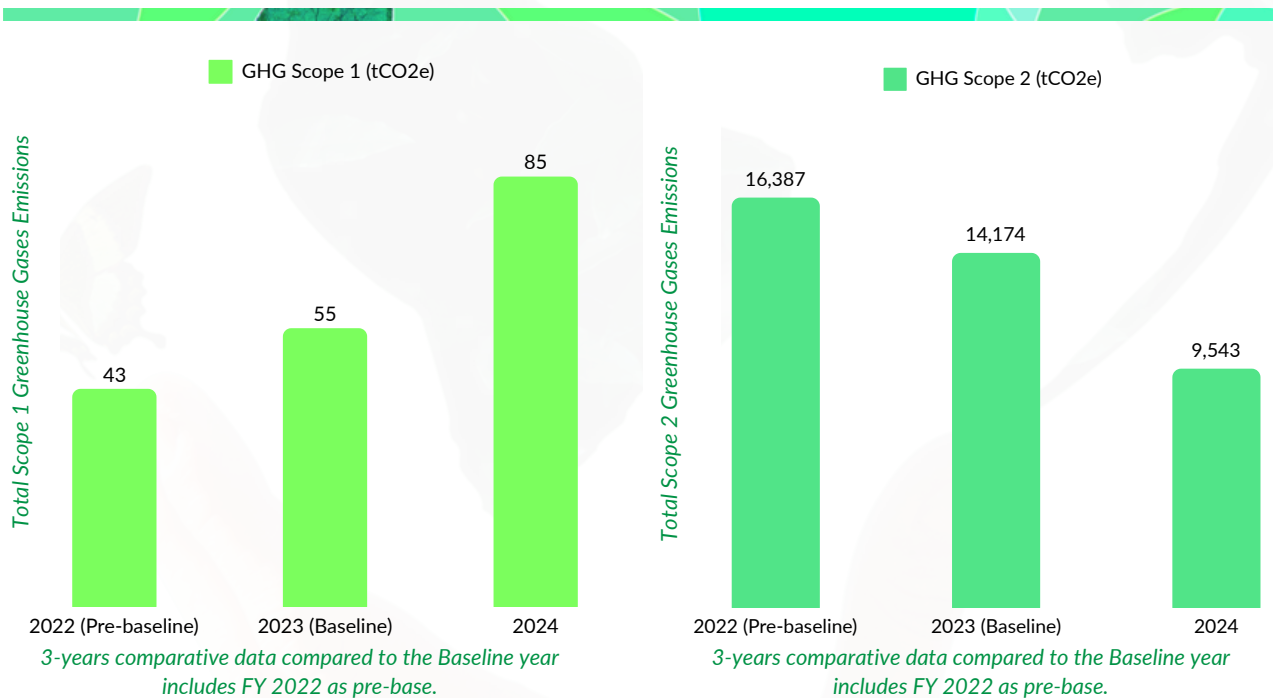
Scope 2 = Electricity and Chilled Water

We 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 2023 and FY 2024 shows a significant reduction in GHG emissions as compared to the Pre-baseline year following to the acquisition of Green Energy Tariff (GET) in Scope 2 reduction strategies, as well as electification most of our equipments and energy-efficient facilities and energy-efficient building mechanical systems.



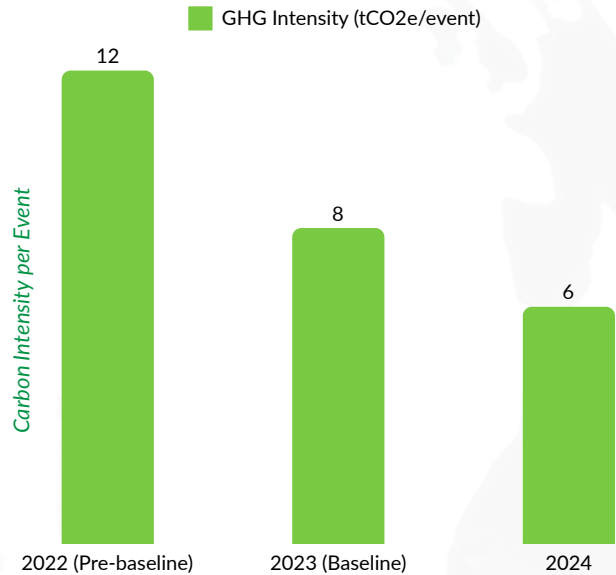
FY 2024 shows a marginal increased in Scope 1 GHG emissions following to the major renovation projects in our Centre. Scope 2 GHG emissions shows a significant reduction following to the acquisition of Green Energy Tariff (GET) by Tenaga Nasional Berhad Malaysia for supply of Renewable Energy in our Centre starts from August 2023.

Our Performance (Emissions Management)

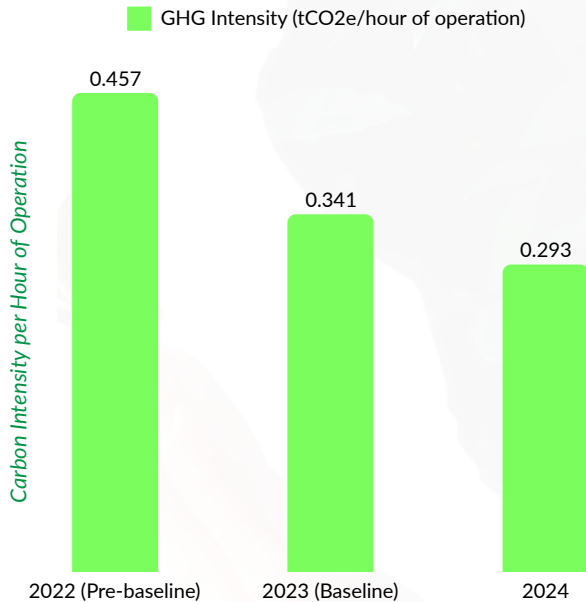
Measurement and Tracking of Carbon Intensity

We measure our carbon emission performance through Carbon Intensity, which is the amount of greenhouse gases emitted divided by 3 sets of variables, i) the number of events, ii) the number of hours of operation, and iii) the number of people/visitors.

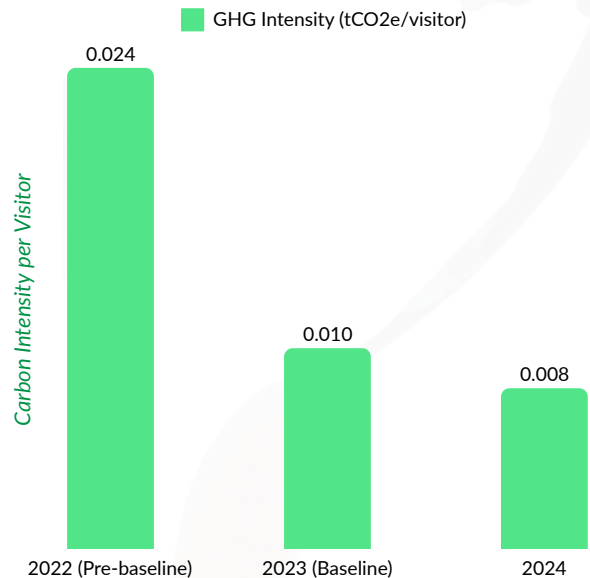
“tCO₂e” is the unit measurement in tonne of greenhouse gases emitted



3-years comparative data compared to the Baseline year includes FY 2022 as pre-base.



3-years comparative data compared to the Baseline year includes FY 2022 as pre-base.

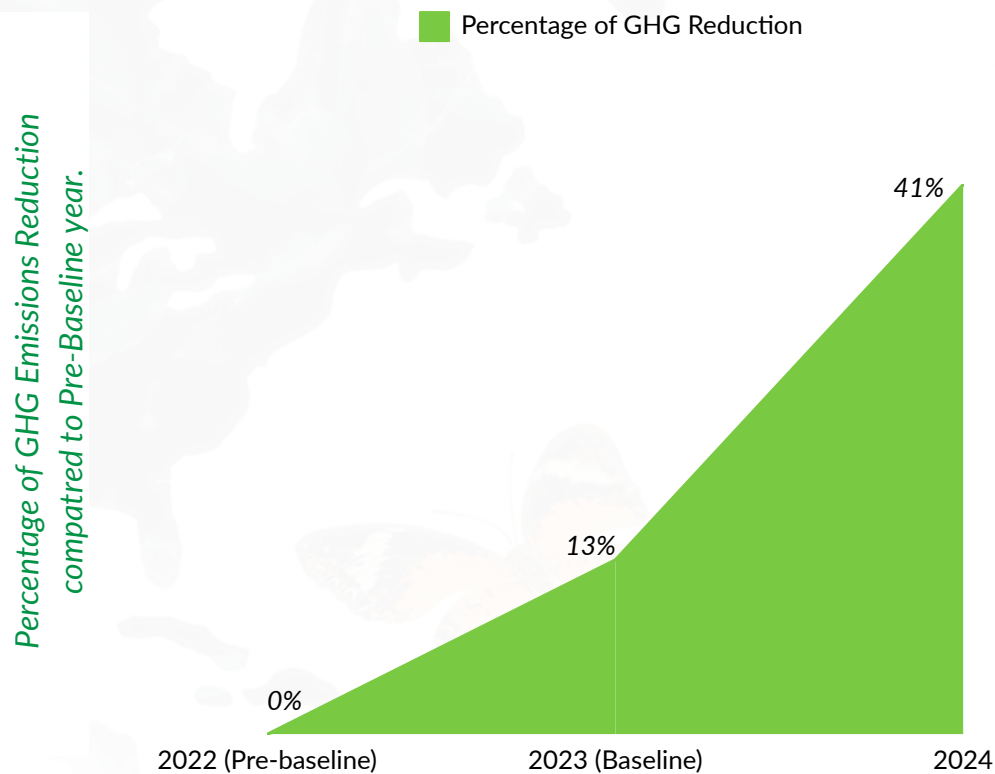


3-years comparative data compared to the Baseline year includes FY 2022 as pre-base.

FY2024 shows a significant reduction in Carbon Intensity per Event, Carbon Intensity per Hour of Operation and Carbon Intensity per Visitor following to the continuous engagement and collaboration made with our Clients and Organisers to implementing sustainable event coordination as well as event performances monitoring through ESG Post-Event Report.



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



3-years comparative data compared to the Baseline year includes FY 2022 as pre-base.

FY2024 shows a significant and extremely positive reduction in GHG Emissions (Scope 1 and Scope 2) as compared to the baseline year and pre-baseline year following to the sustainable strategies in mitigation our emissions such as electrification of equipment, acquisition of Green Energy Tariff (GET), energy-efficient building mechanical systems, as well as continuous engagement, awareness and education made to all stakeholders includes our valued employees.

Pre-Baseline FY 2022 compared to the first year of GHG tracking 2019



Number of Trees Conserved - 110,428

Baseline FY 2023



Number of Trees Conserved - 211,580

FY 2024*

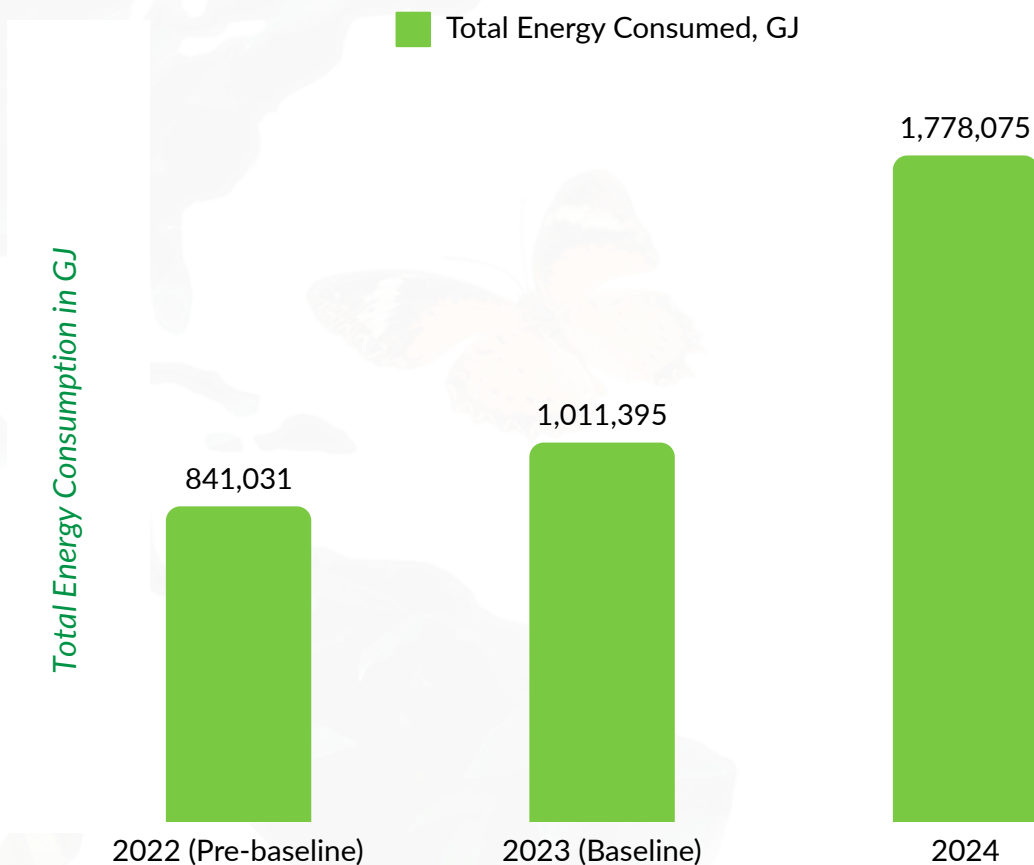


Number of Trees Conserved - 422,934



Our Performance (Energy Management)

Measurement and Tracking of Energy Consumption



3-years comparative data compared to the Baseline year includes FY 2022 as pre-base.

Our energy consumption includes fuels (petrol and diesel), liquefied petroleum gas (LPG), electricity, and chilled water. In FY 2023, there was a slight increase in energy consumption as the Centre resumed normal operations and experienced high business activity. Additionally, in FY 2024, we expanded our reporting boundaries to include an extension of perimeter within the Permata Sapura Podium (Hall 6, Hall 7 and Hall 8) in our Energy Inventory and Management as well as higher business activity and operations (Centre's renovation projects).

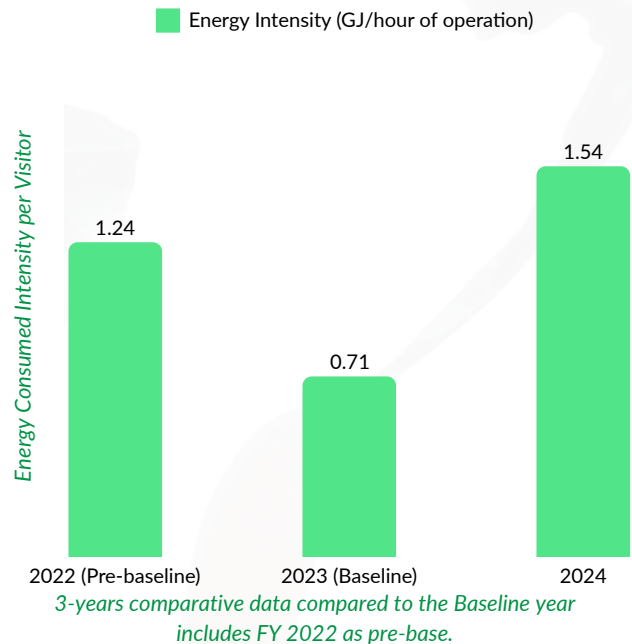
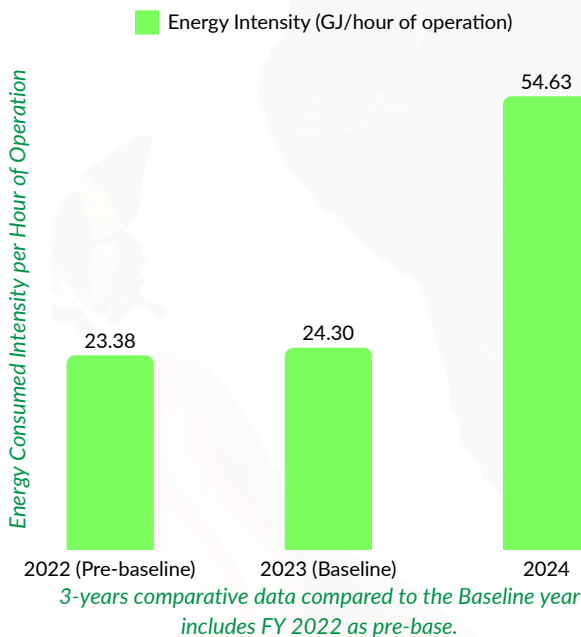
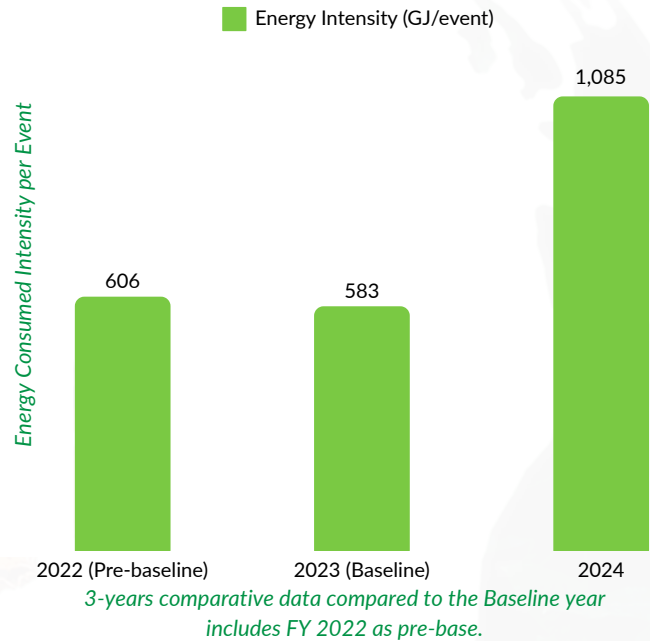


Our Performance (Energy Management)

Measurement and Tracking of Energy Intensity

We measure our energy performance with the measurement of energy intensity, which is the amount of energy consumed divided by 3 sets of variables, i) the number of events, ii) the number of hours of operation, and iii) the number of people/visitors

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



FY 2024 shows an increased in Energy Intensity per Event and Energy Intensity per Visitor due to the additional reporting boundaries incorporated in our Energy management while Energy Intensity per Hour of Operation show a significant increased following to the management of change during the move in and move out of event processes as well as Centre’s renovation projects.



Environmental Management



Why is this significant?

We remain committed to effectively managing the environmental impacts of our operations and activities. Our approach focuses on mitigating and minimizing harmful environmental effects by investing in clean technology, transitioning to renewable energy, and optimizing energy, water, and waste management. This also includes adopting best practices in pollution management and promoting a circular economy.

What is our approach?

As part of our sustainable waste management and circular approach, all waste generated by our Centre is collected and disposed of in compliance with current regulations by licensed waste disposal contractors registered with the Department of Environment (DOE).

We manage scheduled waste in accordance with the First Schedule of the Environment Quality (Scheduled Wastes) Regulation 2005, ensuring responsible handling in terms of generation, storage, transportation, and treatment. All scheduled waste is collected by DOE-approved licensed contractors.

In addition, we apply the 3Rs (Reduce, Reuse, Recycle) principles in managing non-hazardous waste collected on our premises. We also conduct regular education and awareness programs for key stakeholders on the impacts of climate change and the importance of resource efficiency.

Several committees have been formed within the organisation to oversee different areas of environmental performance such as the Environmental Management Committee, Sustainability Working Committee, Business Management System Committee, and Safety & Health Committee.

Safety, Health and Environment Management Representative, Quality Management Representative, Food Safety Management Representative, and Facility Management Representative are also appointed to implement the strategy developed by the senior management to manage the environmental risks associated with the operations of the Kuala Lumpur Convention Centre within the defined timescale.

Our commitment to environmental care is essential to safeguarding opportunities for future generations. In this effort, we also actively collaborate with our stakeholders to develop and implement sustainability solutions.



How do we create value?

Circular Approach

We fully acknowledge that our diverse business activities can have a negative impact on the environment and the well-being of local communities in our operational areas. As such, we prioritize pollution control in all our operations, recognizing that failure to do so exposes us to reputational, legal, and financial risks, and could even jeopardize our operating licenses.

We define environmental management as a comprehensive approach to environmental stewardship. Our waste management and pollution control efforts include monitoring air, effluents, emissions, and noise levels to ensure they remain within permissible limits.

Our commitment extends to reducing excessive waste generation and diverting waste from landfills. This is guided by our six-tier waste management hierarchy, which outlines actions for both diverting and responsibly disposing of waste. Our environmental pollution controls involve adhering to local regulatory requirements, conducting frequent monitoring and inspections, and implementing preventive and mitigation measures.

Additionally, we are dedicated to preserving finite natural resources, such as water, to ensure their availability for future generations.





Our Performance (Water Conservation)



Rainwater Harvesting

Freshwater is a valuable resource, and we have implemented various sustainable water consumption practices at our Centre to ensure its careful use and preservation. Wastewater is managed in full compliance with the Environmental Quality Act 1974 (EQA 1974), and we prioritize water conservation throughout our operations.

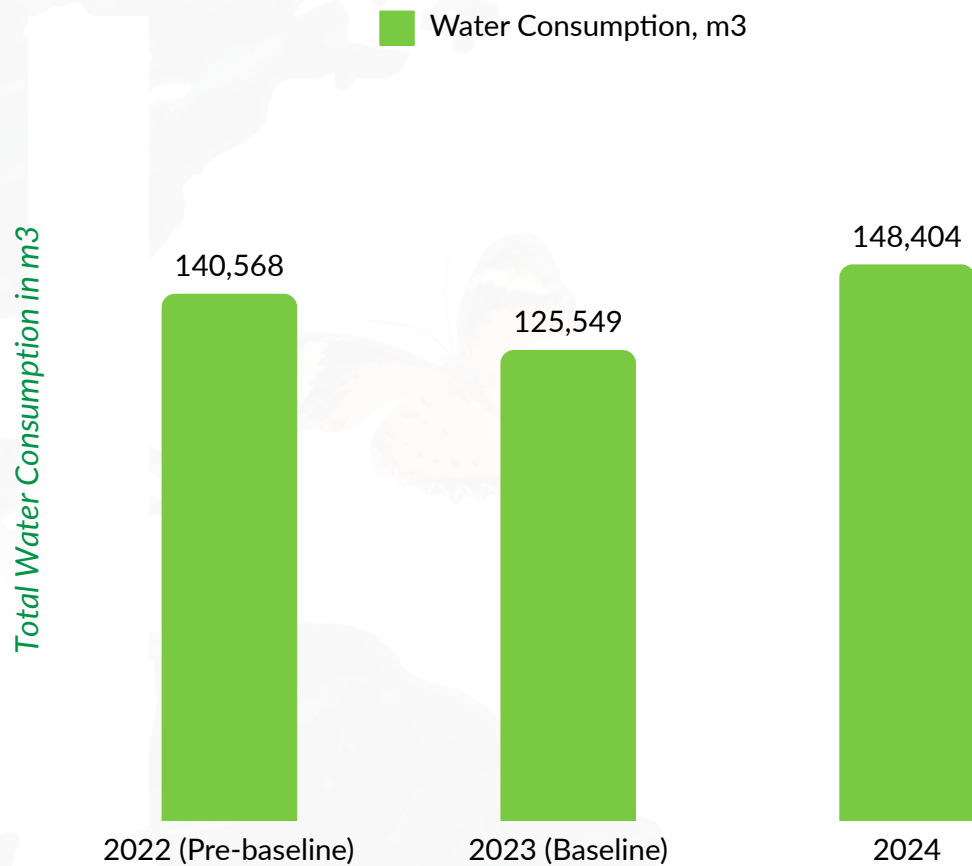
In FY 2021, we took a significant step by installing a zero-carbon rainwater harvesting system, capable of collecting 4,000 liters of rainwater, which is then used for cleaning purposes.

Additionally, to further promote water conservation, all washrooms in our Centre are equipped with water-saving auto-flush mechanisms, faucet aerators, and dual-flush toilets, all of which help reduce water consumption.



Our Performance (Water Conservation)

Water Consumption in cubic meter



3-years comparative data compared to the Baseline year includes FY 2022 as pre-base.

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

In FY 2024, we have observed a marginal increased in water consumption from our third-party local provider, which can be attributed from cleaning works of renovation projects. However, we continue to our proactive efforts in implementing sustainable practices. These include the installation of a rainwater harvesting system that now supplies water for cleaning the loading bays, as well as the adoption of water-efficient fixtures across all washrooms within our Centre, both of which have significantly contributed to the reduction in overall water usage.



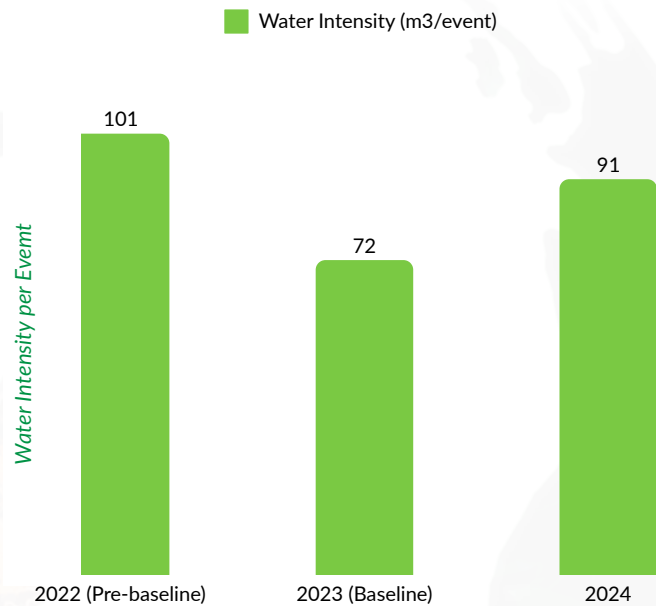
Our Performance (Water Conservation)

Water Intensity

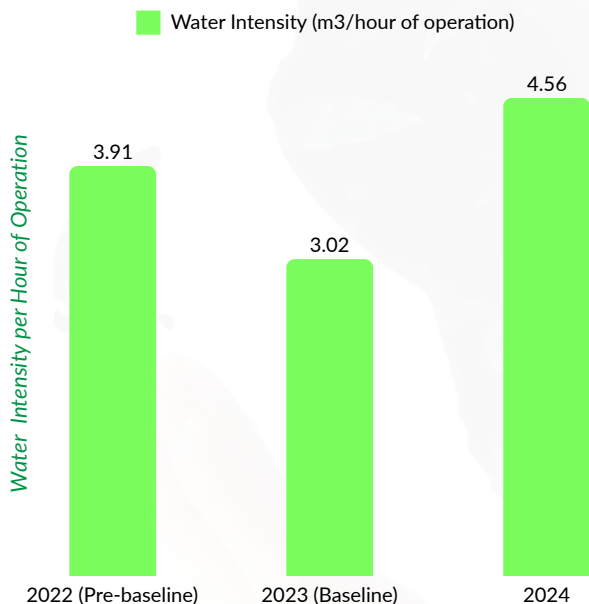
We measure our water conservation performance with the measurement of water intensity, which is the amount of water consumed divided by 3 sets of variables,

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

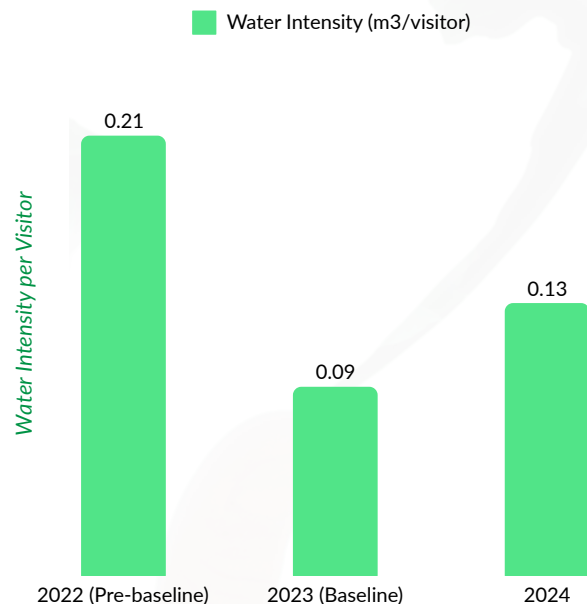
“cubic meter, m³” is the unit measurement in a volume of water consumed.



3-years comparative data compared to the Baseline year includes FY 2022 as pre-base.



3-years comparative data compared to the Baseline year includes FY 2022 as pre-base.



3-years comparative data compared to the Baseline year includes FY 2022 as pre-base.

FY 2024 show a marginally increased in Water Intensity consumption for event, visitor, and hour of operation following to the water consumed for cleaning works of renovation projects. However, water intensity shows a significant reduction compared to the pre-baseline year following to the implementation of rainwater harvesting for loading cleaning works and water-efficient fixtures in all washrooms at our Centre.

Our Performance (Waste Management)



Recycling Initiatives

In alignment with our commitment to responsible waste management, all waste generated at our Centre is handled in strict adherence to local laws and regulations.

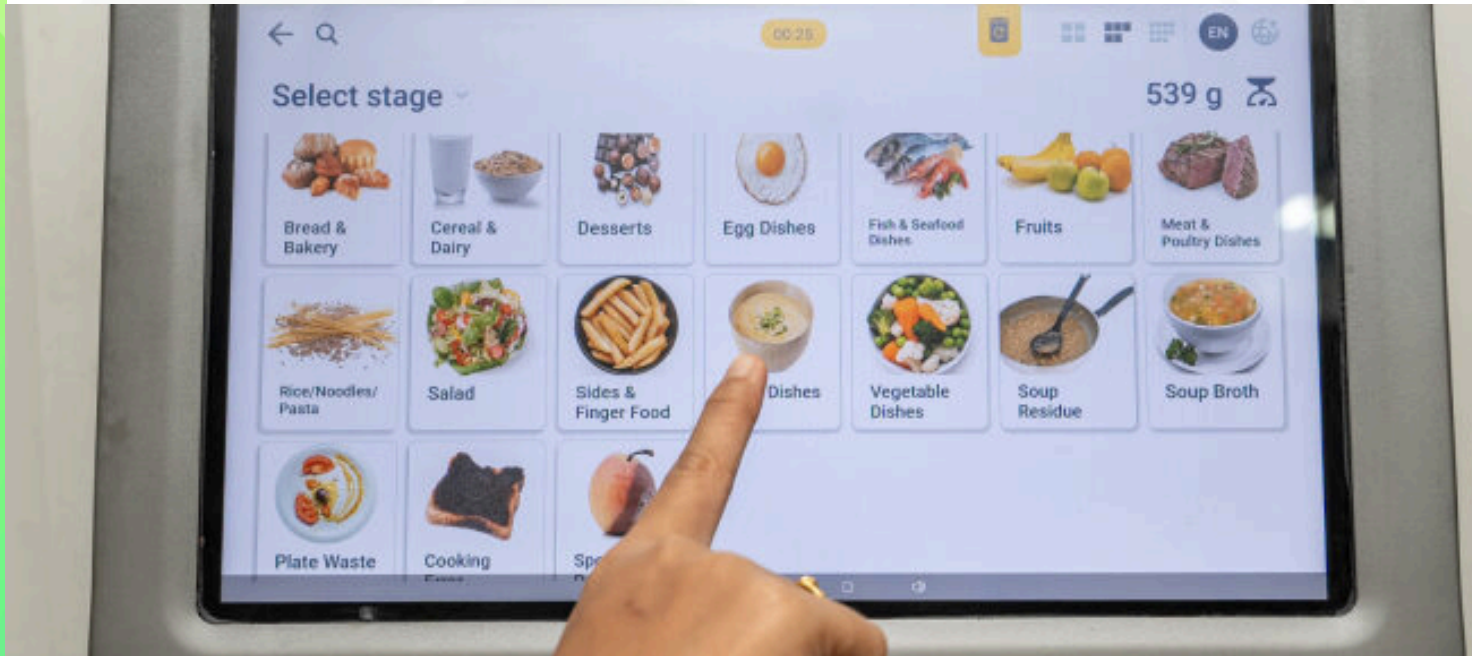
We ensure this by employing licensed waste disposal contractors accredited by the Department of Environment.

Additionally, we have implemented facilities for recycling old trainers and rubber slippers, which are repurposed into playmats for children's playgrounds, further contributing to our sustainability goals.

To strengthen our environmental impact, our team collaborates closely with the public and industry partners, particularly event organisers in our supply chain, to encourage sustainable practices.

Our target is to achieve a 70% waste diversion from landfills.

Our Performance (Waste Management)



Smart Technology Food Waste Management System

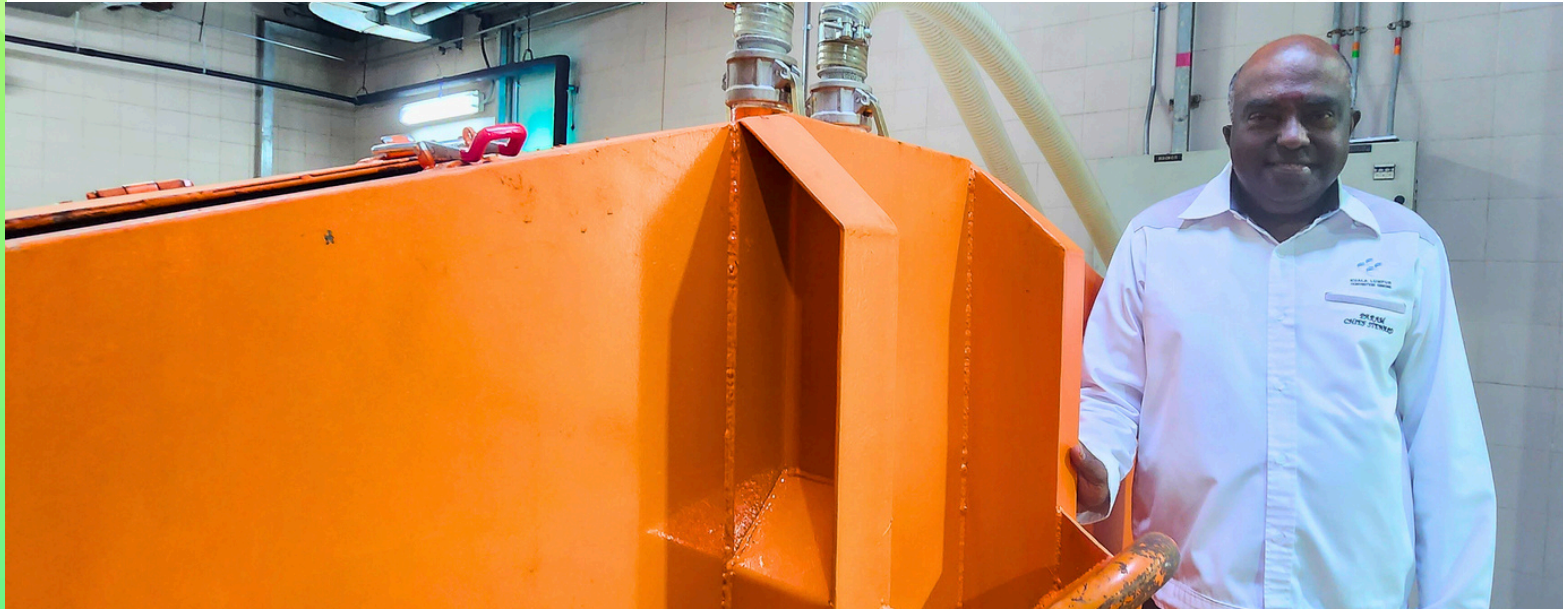
Food waste has emerged as a significant focus in our sustainability efforts. To tackle this issue, we have implemented a technology-driven food waste management system that utilises data analytics to optimise waste reduction.

We utilise AI-powered technology equipped with cameras and weighing scales to track food waste. This system provides insights on the types of food discarded, enabling better menu planning and waste reduction strategies in the kitchens.

Our goal is to minimise food waste and divert it from landfills. The system tracks and measures food waste, directing it to our centralized Food Compost Bin, where it is converted into organic compost. This compost is then donated to urban farming communities in need, supporting local agriculture and promoting sustainability.



Our Performance (Waste Management)



Food Waste Composting

Food Waste



*Compost to
produce organic
fertiliser*

**100% Diversion of
food waste from
landfills**

Giving Food Waste a New Life

In FY 2022, we took a significant step towards advancing resource circularity by investing in a food composting machine, which transforms food waste into organic compost. This compost is then donated to local farming communities for use. Additionally, we have partnered with a recycling company to convert food waste into fish feed, further reducing the amount of food waste sent to landfills.

In FY 2024, we made further strides by implementing new food waste management strategies. These initiatives ensure that 100% of our food waste is collected in dedicated compost bins and sent for composting, leading to the complete diversion of food waste from landfills.

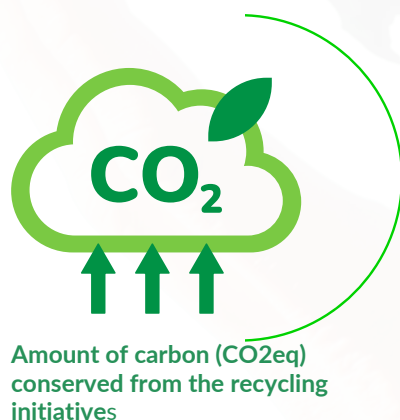
Our Performance (Waste Management)



Public Recycling Facilities

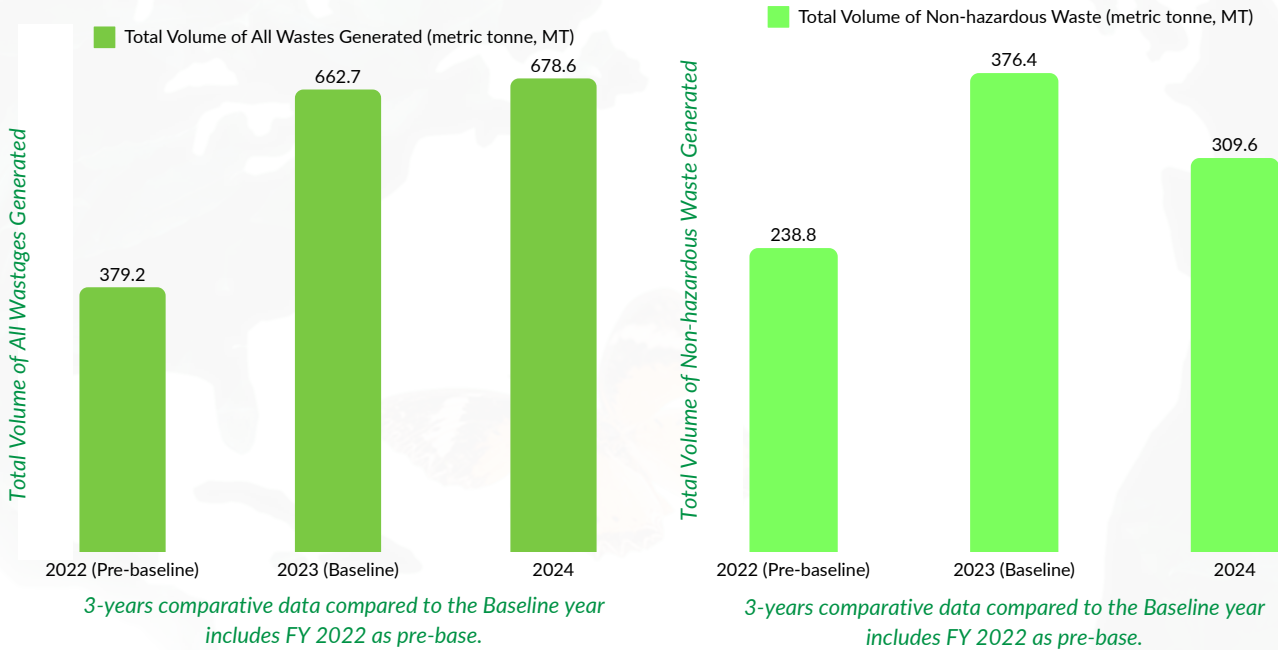
As a leading venue in the business events industry, we are the first venue in Malaysia to install reverse vending machines for recycling. These machines encourage visitors to recycle by providing a convenient method for the responsible disposal of plastic bottles and aluminum cans. In exchange, users earn points that can be redeemed at participating retail outlets.

Since the implementation of this recycling initiative and the installation of the system, we have successfully collected approximately **186** metric tonnes of recyclable materials.

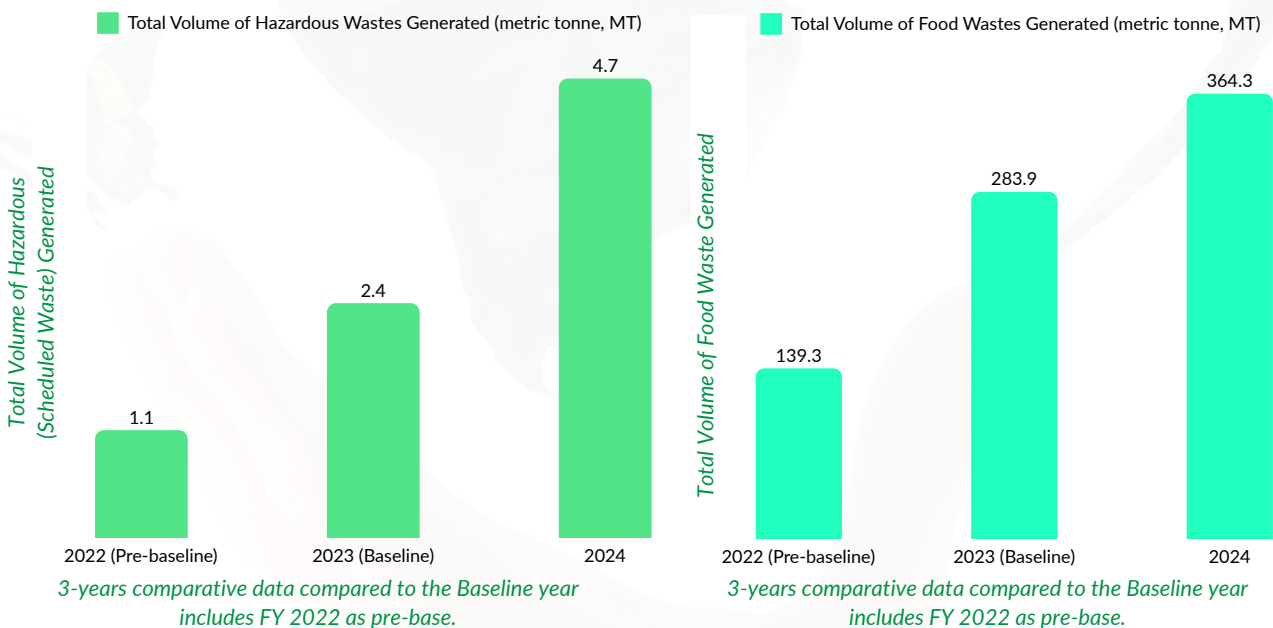


Our Performance (Waste Management)

Waste Generation



FY 2024 showed 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.

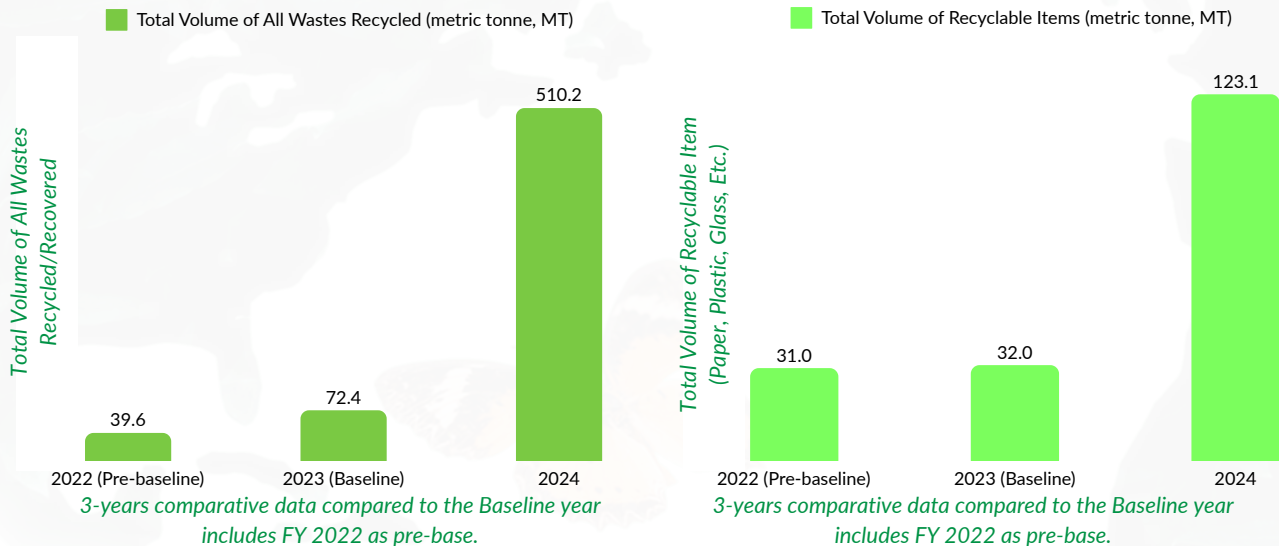


FY 2024 showed an increased in food waste generation due to the increased of number of events in the reporting year. However, 100% of the food waste generated is composted to produce organic fertiliser and diverted from going to the landfill.

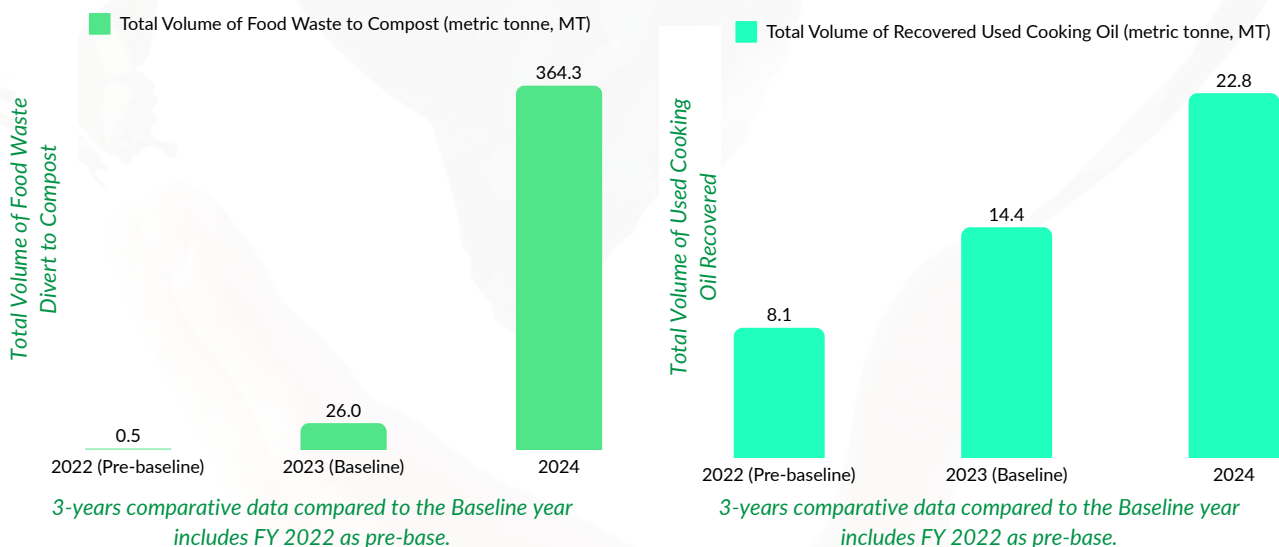


Our Performance (Waste Management)

Waste Recycling & Recovery



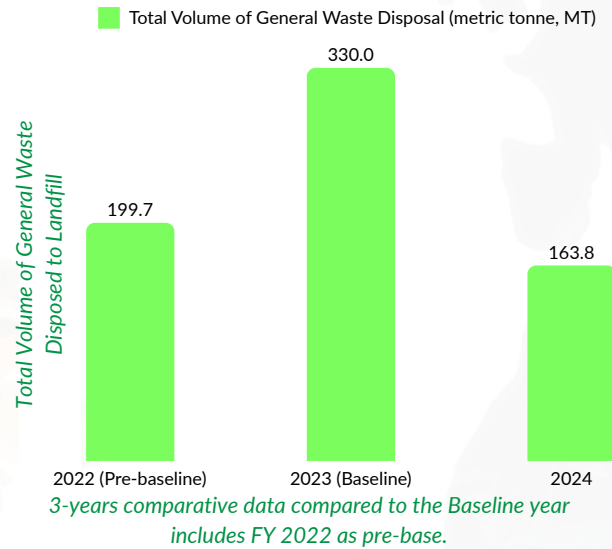
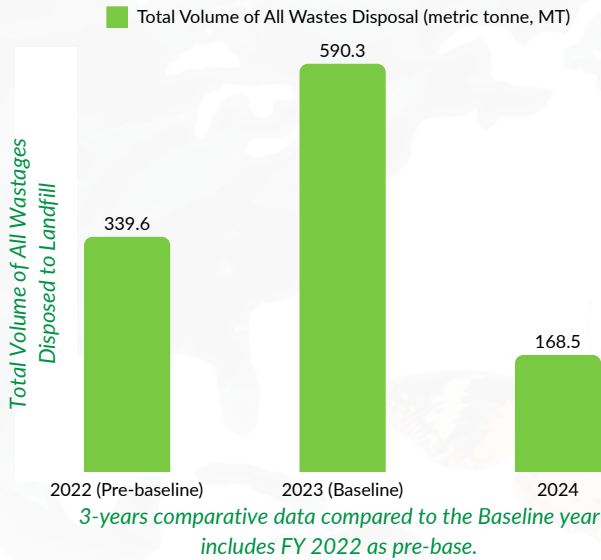
FY 2024 recorded a significant increase in waste recycling and recovery. We worked with our waste contractor to improve our recycling processes and collaborated with organisers to improve event recyclable items collections. We have also started to collect and recycle clothes and shoes to improve our recycling rate. We recycled 100% of our used cooking oil, as well as recovered recyclable materials that were mixed in general waste by visitors.



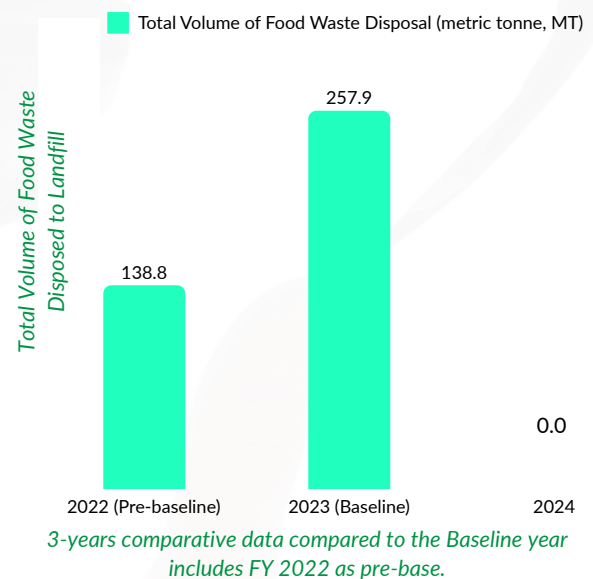
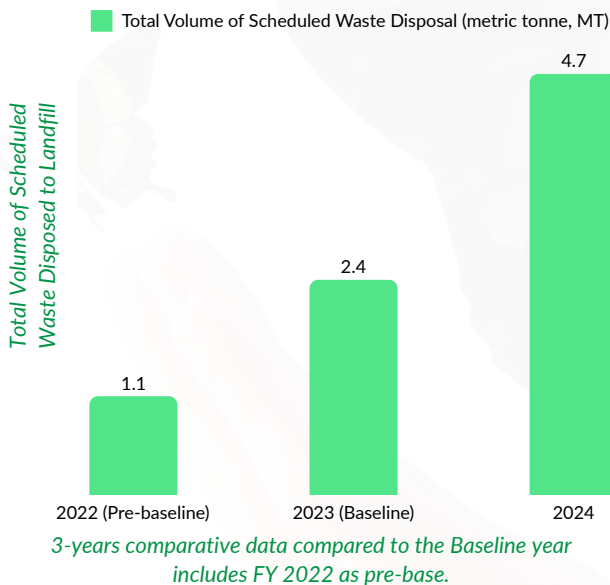
In FY 2024, we overhauled our food waste composting processes by adopting and collaborating with a food waste collector, composting 100% of our food waste, and recycling it into organic fertiliser. This has helped us to achieve circular approaches by diverting food waste from landfill and improving our Scope 3 greenhouse gas emissions.

Our Performance (Waste Management)

Waste Disposal



Adoption of a new food waste management handling resulted in FY 2024 recorded a significant reduction of waste disposed at the landfill. The recovery of recyclable material mixed with general waste also contributed to a positive reduction.



FY 2024 showed an exceptional achievement in food waste disposal with 100% of food waste generated successfully recycled into organic fertiliser through composting and achieved 100% diversion from landfills.

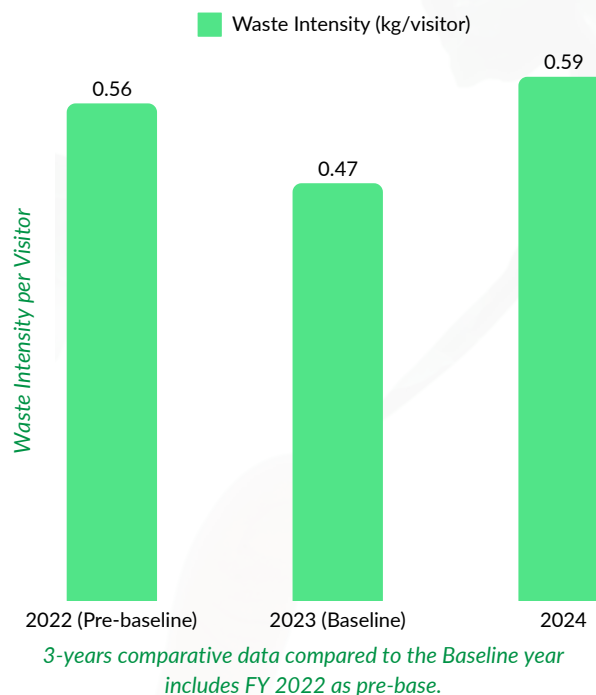
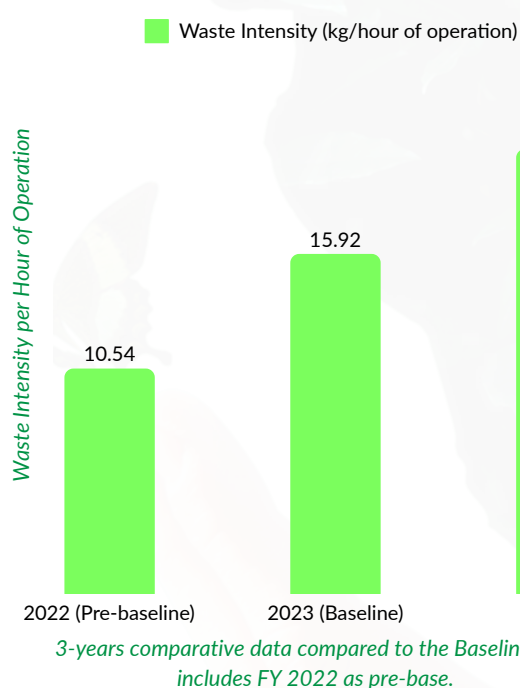
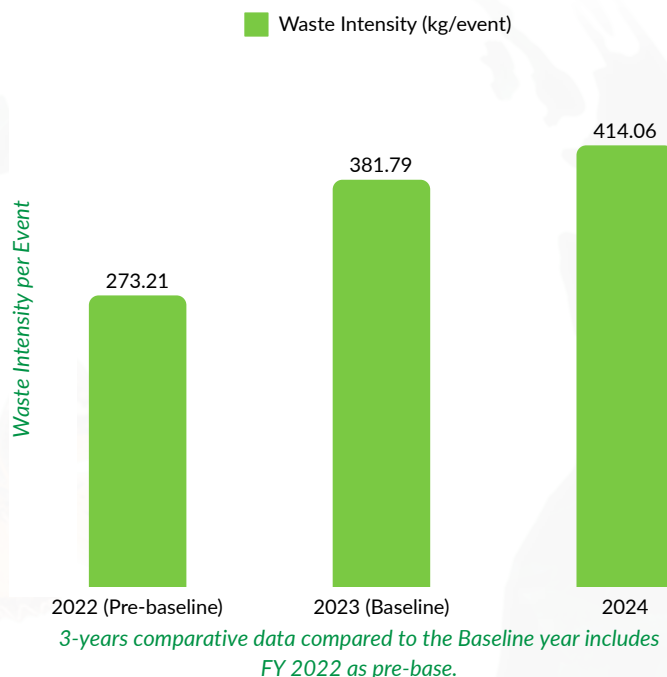
Our Performance (Waste Management)

Waste Intensity

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

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

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



FY 2024 shows a marginally increased for Waste Intensity following to the disposal of construction items from renovation projects, as well as the increase in number of events and business activity in our Centre. However, FY 2024 remarks a collective effort from our internal department through our specific-waste-type measurement by Housekeeping Department.



Our Performance (Resources Efficiency)



Rooftop Hydroponic System

In collaboration with The Green Attap, a Small and Medium Enterprise founded by two single mothers specializing in urban farming solutions, we have established and maintained an innovative rooftop hydroponic farm to grow vegetables for events, reinforcing the "farm-to-plate" concept. Driven by a passion for healthy and sustainable living, this partnership supports smaller events based on attendee capacity, offering dishes like fresh salads and bok choy. The farm spans an area of 40 x 40 feet and serves as an educational tool for urban gardening.

This collaboration underscores our commitment to sustainability as a core value in our business. We continuously explore new ways to enhance our efforts in promoting healthy eating, enabling us to offer fresh, pesticide-free salads and greens to our delegates while also making a positive contribution to our local community.



Our Performance (Resources Efficiency)



Environmentally Friendly Materials

We are committed to making a positive impact on both the environment and our community as part of our efforts to reduce waste and combat plastic pollution. Recognising the significant harm caused by single-use plastics in our front-of-house operations, we have eliminated these plastics and replaced them with paper-based and compostable alternatives. This includes items such as straws, utensils, cups, and food containers.

We have also revamped our events and exhibition materials to be more eco-friendly. Instead of traditional supplies, we now offer paper-based materials, smaller writing pads, and pencils available on request at the counters. Water dispensers with paper cups have replaced plastic bottled water, and we have replaced wrapped sweets with unwrapped tidbits.

Our culinary team has taken several steps to eliminate single-use plastics, such as replacing wrap film with trolley jackets, increasing the use of reusable food containers, and working closely with our procurement team to identify and implement further sustainable alternatives.



Our Performance (Resources Efficiency)

17-19 JULY 2024
KUALA LUMPUR CONVENTION CENTER

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The Centre brought Traders Hotel Kuala Lumpur and Impiana KLCC Hotel on board to execute the memorandum of commitment to transition to cage-free eggs at the Malaysia International Food and Beverage Tradeshow

Humane Society International - Cage-free Eggs

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

In response to this significant finding, the Centre has taken proactive steps to promote ethical and sustainable practices.

We are proud to announce the signing of a Memorandum of Commitment alongside Traders Hotel Kuala Lumpur and Impiana KLCC Hotel with the Humane Society International. This agreement commits the Centre to transitioning to the use of cage-free eggs by 2028 and 2030 (Traders Hotel Kuala Lumpur).

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

SOCIAL

Empowering People,
Elevating Communities



Social Sustainability

Why is this significant?

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. 2 on Zero Hunger, 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. 11 on Sustainable Cities and Communities, UNSDG No. 12 on Responsible Consumption and Production, UNSDG No. 13 on Climate Change, and UNSDG No. 17 on Partnership for the Goals.

What is our approach?

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

Furthermore, we seek to empower the communities in which we operate. This is achieved through giving-back initiatives and active participation in community development, fostering a stronger sense of unity and trust through regular engagement. By doing so, we not only contribute to the well-being of those around us but also promote a more sustainable and inclusive future.

Health & Safety



Why is this significant?

A strong health and safety culture in the workplace is the bedrock of our Centre's thriving operations, underpinning both our financial success and moral obligations. Consequently, Occupational Safety and Health (OSH) is essential in protecting our Centre from financial, operational, and legal risks. It also plays a vital role in safeguarding our employees and assets, maintaining trust with stakeholders, and securing our future. By prioritising health and safety, we create a work environment that promotes well-being, enhances productivity, and ensures long-term sustainability for all involved.

What is our approach?

We hold the ISO 45001:2018 accreditation in Occupational Health and Safety and strictly adhere to all relevant laws and regulations. Our OSH policies and procedures are essential not only in ensuring the safety of our employees but also in protecting our clients, suppliers, and everyone who enters the Centre. To maintain high standards of safety, we regularly conduct OSH awareness training, Workplace Inspection, and keeping our employees informed on the latest safety practices. This is in line with the Malaysian Standard (MS1277:2011 – Occupational Safety and Health Management Systems), ensuring a safe and secure environment for all.



How do we create value?

Annual SHE Programmes

Skill Training

- Workplace Inspection
- Review Floor Plans
- Stand Design Review
- Environmental Data
- ISO M'ment Review
- S&H Committee Meeting
- Fire Certificate Renewal
- Lawnet Renewal
- Service Fire Extinguishers
- Replenish First Aid Boxes
- Fire Drill

Assessment

- CHRA
- Initial ERA
- Advanced ERA
- IAQ
- Boundary Noise Assessment
- Noise Risk Assessment

External Audit

- NCSB
- LRQA
- EarthCheck

Training & Activities

- ERT Refresher (pandemic included)
- Chemical Spillage
- New Hire Briefing
- New Team Member Orientation
- Safety Briefing to Contractors
- Awareness Program
- Hazard Reporting Campaign
- U-See U-Act
- PRA Workshop
- Risk Assessment Workshop
- Environmental
- Safety Reminders

Reviews

- External & Internal Issue
- Risk & Opportunity
- SH Risk Assessment
- Environment Aspect & Significant Impact
- SHE OTP
- Departmental Documents
- SHE Business Risk
- NCR
- Legal Register
- SHE Policies
- Emergency Response Manual
- ERT Booklet

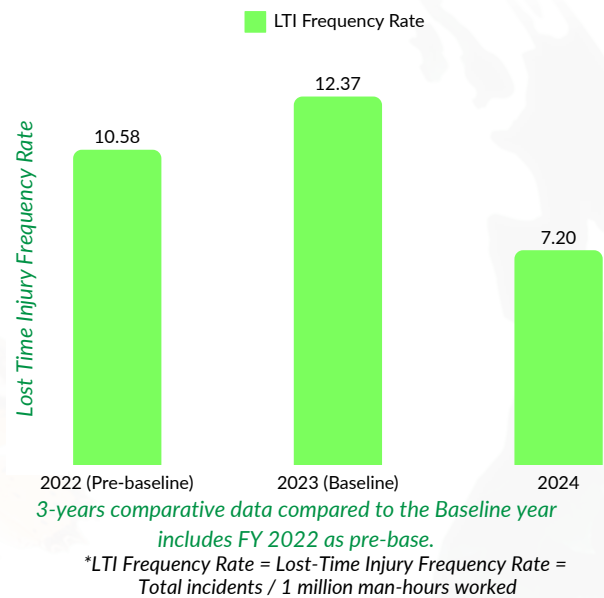
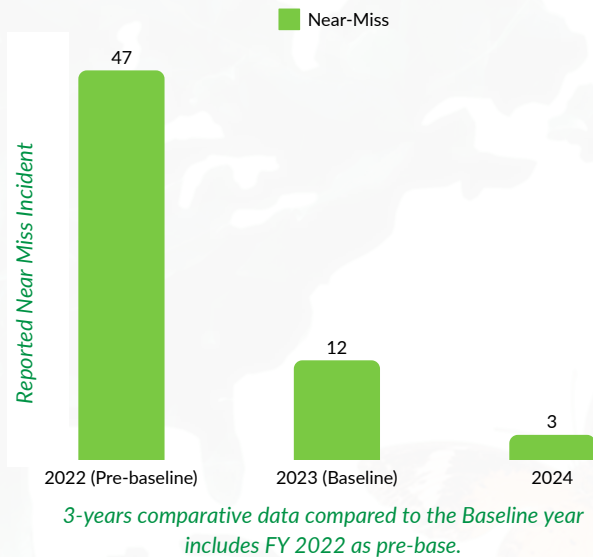
Reports

- DOE - eSWIS
- Finance Report to ASM Global
- Business Management System
- Senior Management Update
- Group LTI Report
- Internal total manhours
- NADOPOD - JKPP 6
- NADOPOD - JKPP 8

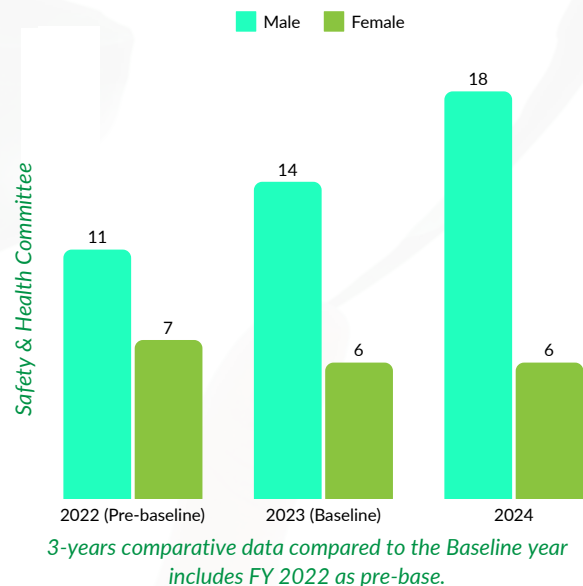
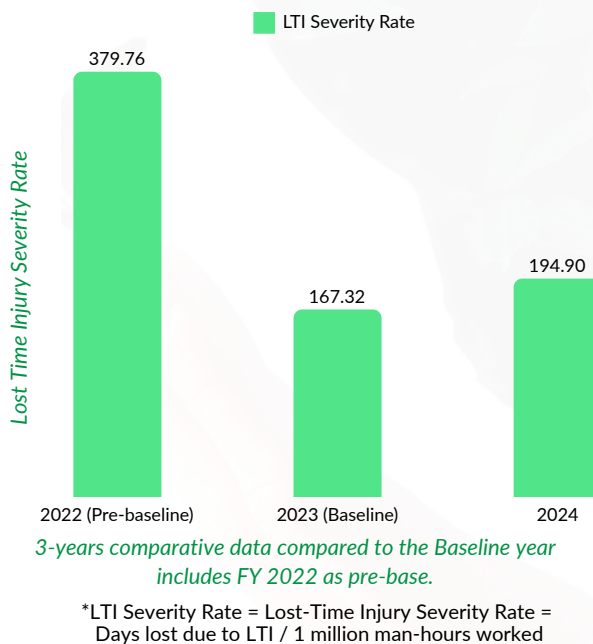


Our Performance (Health & Safety)

Occupational Health & Safety



FY 2024 recorded a positive reduction in reported near-miss incident and LTIFR. Safety is our utmost priority, and we have implemented strong Health & Safety measures, initiatives, programmes, workplace inspections to ensure the safety and well-being of everyone who enter our building.



FY 2024 showed a marginally increase in LTISR compared to the baseline year and an increase in the participation of employees in the safety & health committee.



Employee Management



Why is this significant?

We work to foster a workforce that is engaged, skilled, and productive, with safety remaining our top priority. By ensuring a safe working environment, we guarantee operational productivity, business continuity, and the well-being of our employees and clients.

We are committed to upholding and promoting human rights and fair labour practices in all our operations. Our business is conducted in a way that supports and respects human rights, diversity, and equal opportunity. Every employee is entitled to fair and equal treatment, including fair pay, safe working conditions, equal access to promotions, career advancement, and skill development.

We are dedicated to treating all employees fairly and have a zero-tolerance policy towards discrimination, harassment, and bigotry. This commitment creates a positive work culture, builds trust among employees, suppliers, and stakeholders, and supports our goal of a highly skilled and productive workforce.

We prohibit the use of forced or bonded labour, human trafficking, and any form of child labour in all our business operations and value chains. We expect the same level of commitment from our employees, contractors, vendors, and partners. Above all, we remain focused on providing exceptional customer service, which is integral to ensuring quality, operational efficiency, and the safety and well-being of our employees and clients.



Employee Management

What is our approach?

Labour Practices and Standards

Outlined in our Code of Conduct is our commitment to Equal Opportunity and Workplace Diversity. We adhere to the principles of equal employment and anti-discrimination, ensuring that all our employment practices reflect diversity in gender, ethnicity, and other characteristics protected by law. We are committed to providing equal opportunities for all candidates to join our organisation based solely on their merit and qualifications. Our recruitment and selection processes are designed to eliminate bias and promote inclusivity. We believe in equal pay for equal work, regardless of gender, age, race, or ethnicity. By creating a diverse and inclusive workplace, we comply with legal standards and enrich our organisation with varied perspectives, contributing to a more dynamic and effective workforce.

Fair and Ethical Practices

In our business activities and throughout our value chains, we strictly prohibit forced or bonded labour, human trafficking, and any form of child labour. We require our employees, contractors, vendors, and partners to share this commitment against such practices. In our recruitment and selection process, hiring decisions are made solely based on the merit and qualifications of the individual, as well as their ability to succeed in their assigned job role. We ensure equal pay for equal work, irrespective of gender, age, race, or ethnicity. Our business operations are conducted in a manner that supports and respects human rights, diversity, and equal opportunity, fostering a workplace where fairness and inclusivity are fundamental values.

Talent Development

Our talent development focuses on enhancing competencies, as well as planning, selecting, and implementing strategies to nurture our workforce. We cultivate an inclusive and diverse culture that supports the growth and development of all employees. To ensure our employees possess the necessary skills and job competencies to excel in their roles, we implement relevant training and development initiatives. These programs enhance individual performance and contribute to the overall operational productivity of the Centre. We invest in growing talents for the events and hospitality industry in Malaysia. Through our internal Centre's Training Department, we offer dedicated programs and associated benefits that attract and develop the future workforce, ensuring a strong pipeline of skilled professionals for the industry.



How do we create value?



Employee Knowledge Enhancement

ASM Global, a leading international event 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 collaboration has provided the Centre with access to ASM Global's extensive expertise across various areas, including learning and development.

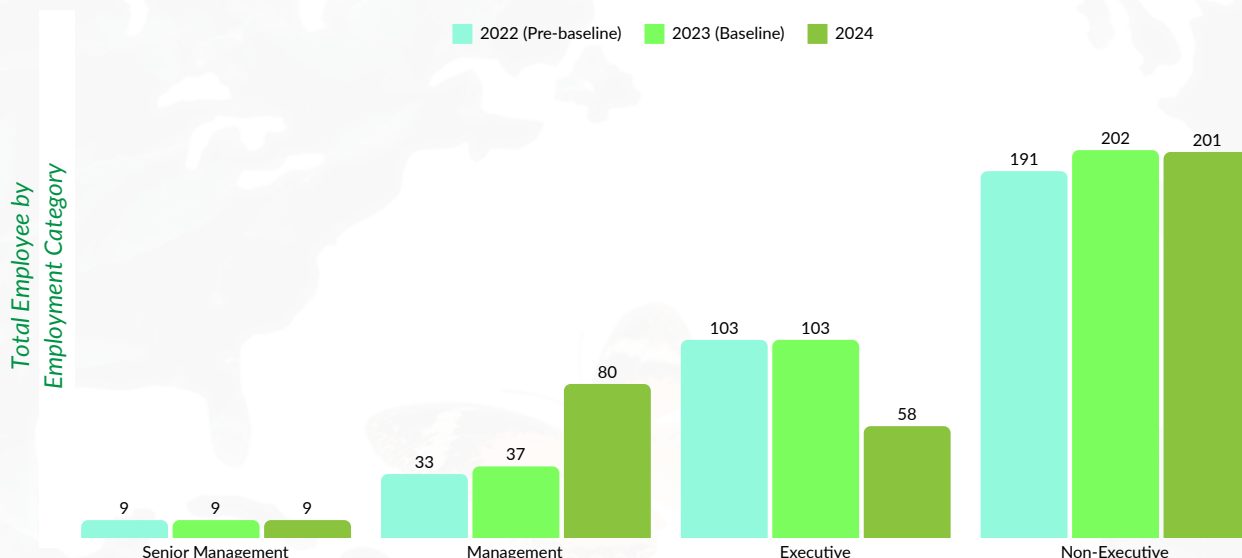
We invest in the ASM Global's online learning platform that provides knowledge on a wide range of topics, providing educational opportunities to our team members. This program is designed to elevate and upskill our team members by providing access to self-paced learning courses that support their career development. The courses enhance their knowledge in areas crucial for creating an exceptional guest experience, all driven by world-class customer service.

The training program covers a wide range of topics, including but not limited to sustainability, guest services, diversity, equity and inclusion, food safety, inclusive culture, operations, safety and security, and leadership. By participating in the ASM Global's online learning platform, our team members can further develop their skills and knowledge to contribute to the Centre's success and continued excellence in the business events industry.

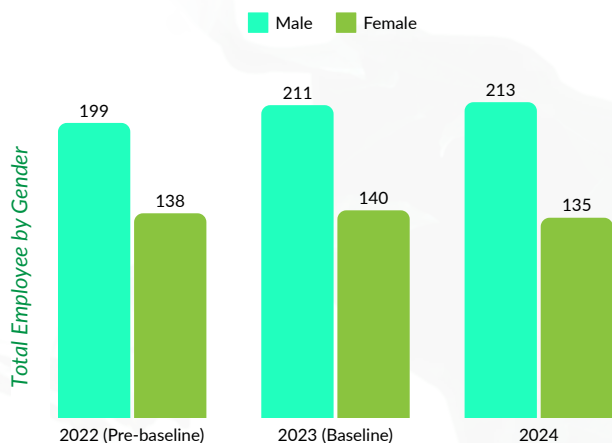


Our Performance (Employee Management)

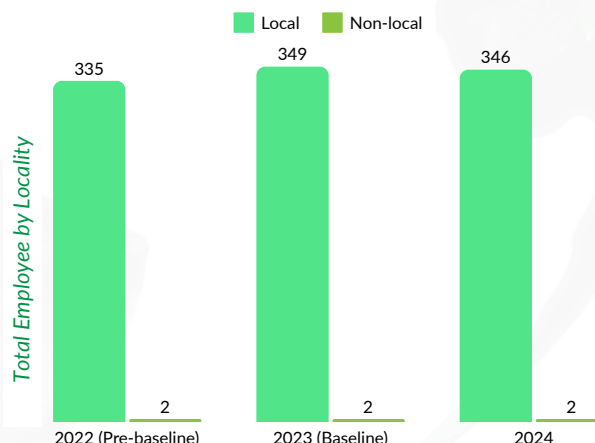
Diversity, Equity and Inclusion



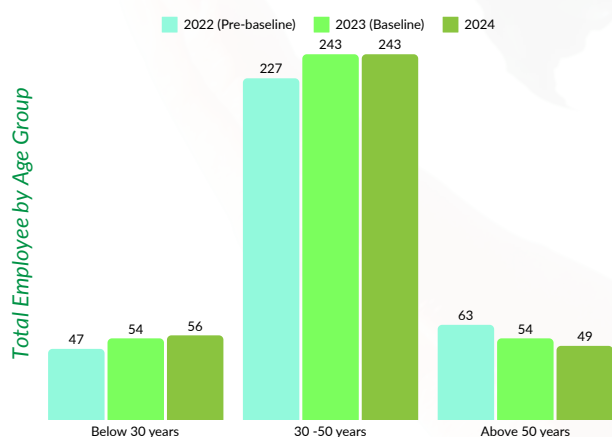
3-years comparative data compared to the Baseline year includes FY 2022 as pre-base.



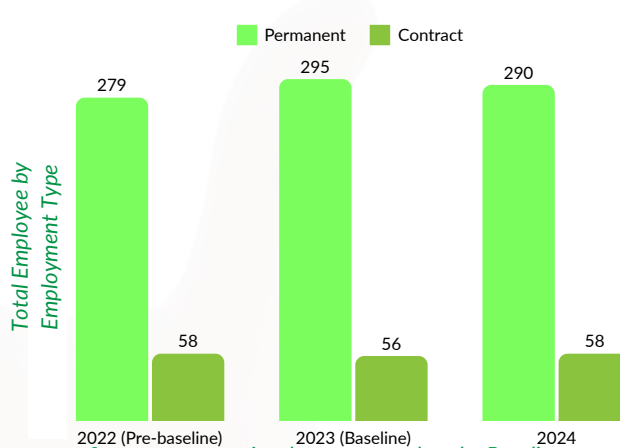
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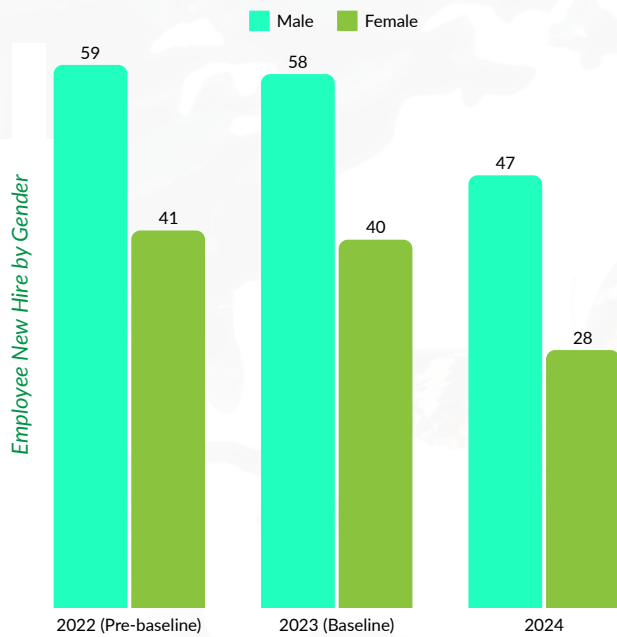


3-years comparative data compared to the Baseline year includes FY 2022 as pre-base.

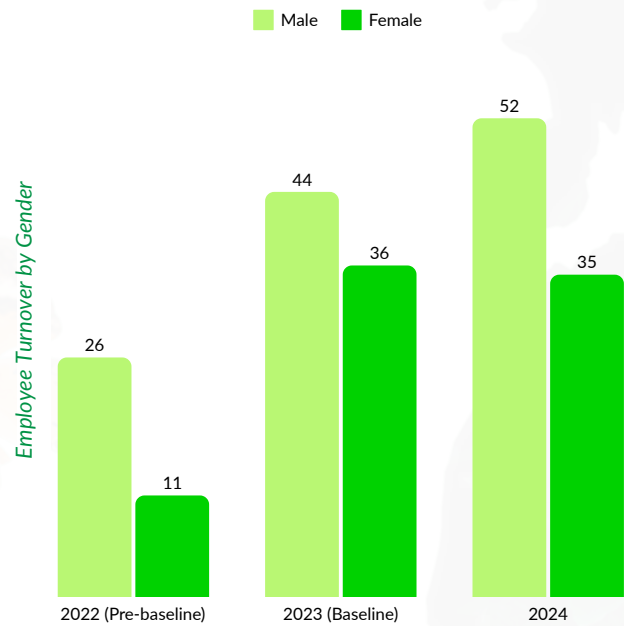


Our Performance (Employee Management)

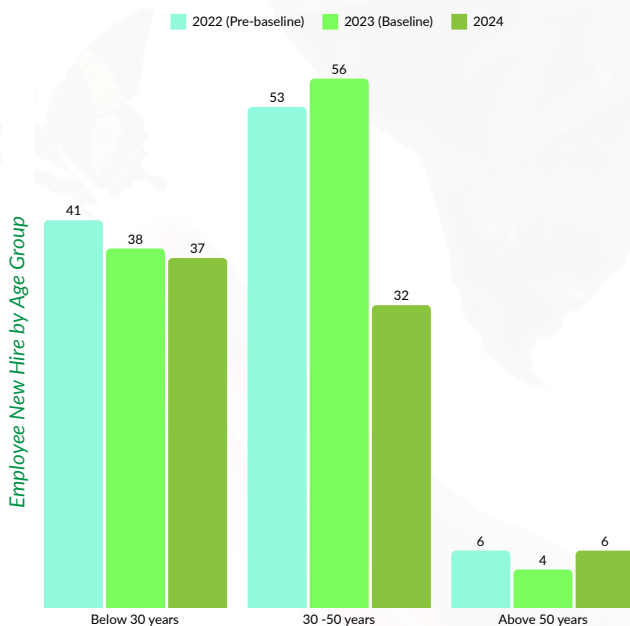
Diversity, Equity and Inclusion



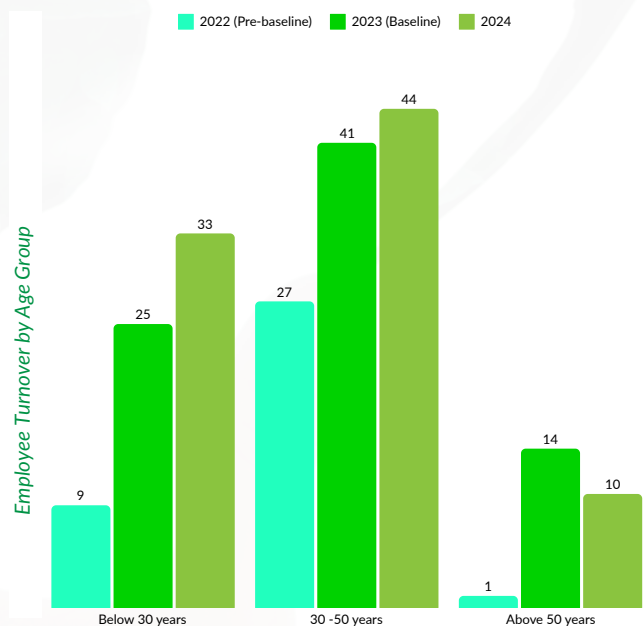
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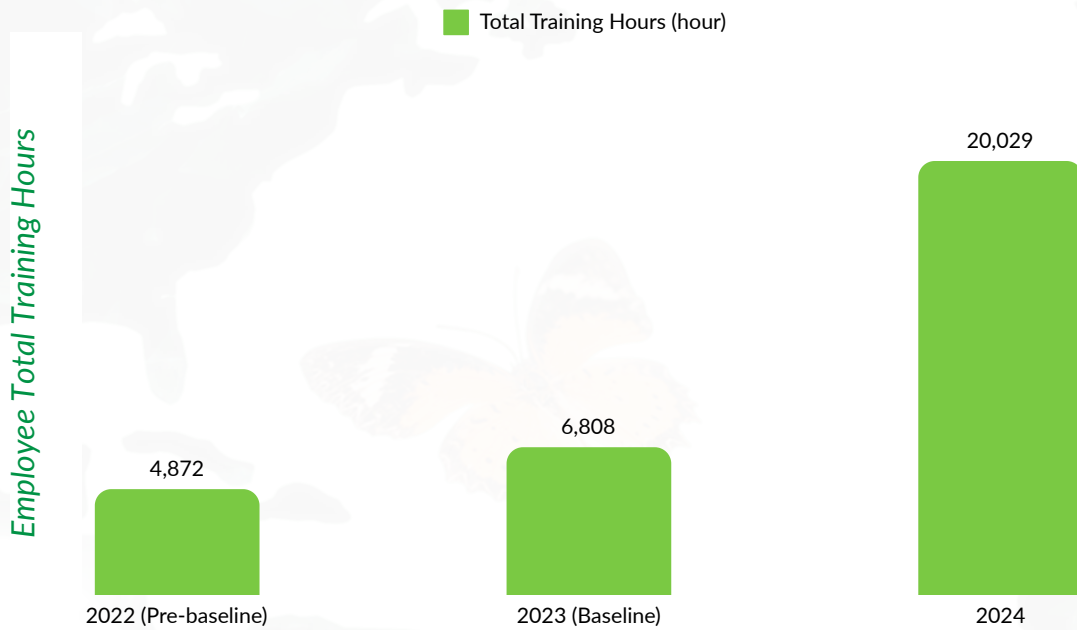


3-years comparative data compared to the Baseline year includes FY 2022 as pre-base.



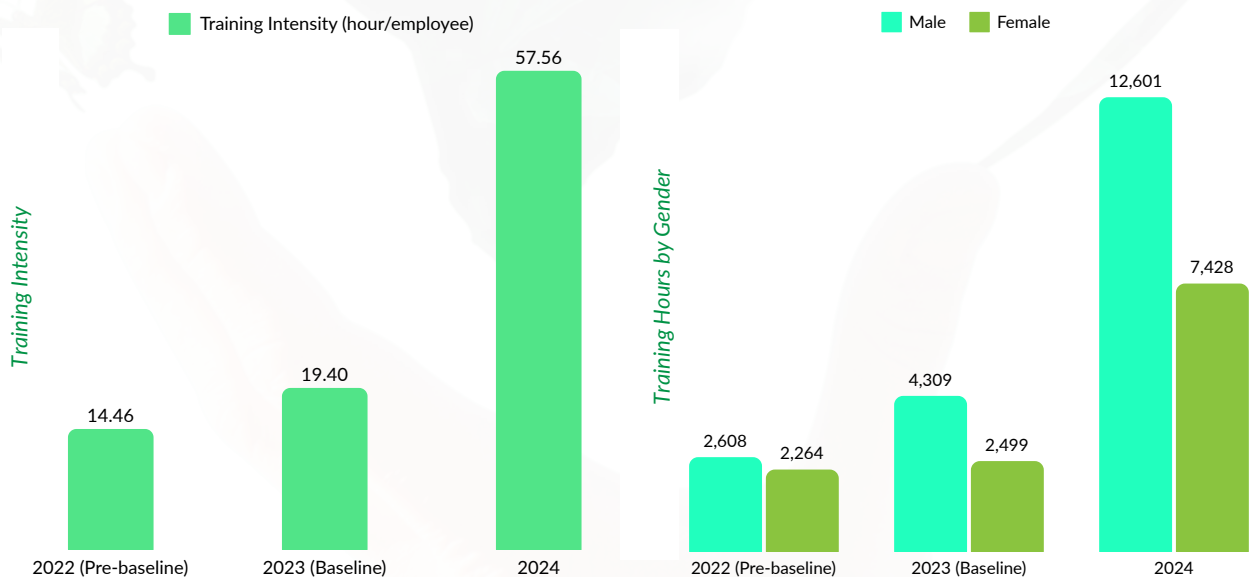
Our Performance (Employee Management)

Talent Development



3-years comparative data compared to the Baseline year includes FY 2022 as pre-base.

FY 2024 shows a significant increase in total training hours provided to employees boosted by our compulsory ESG & Climate Change Awareness Training to permanent employees and contract workers. We have also broadened talent development opportunities for external training to enhance required skills and professional development growth.



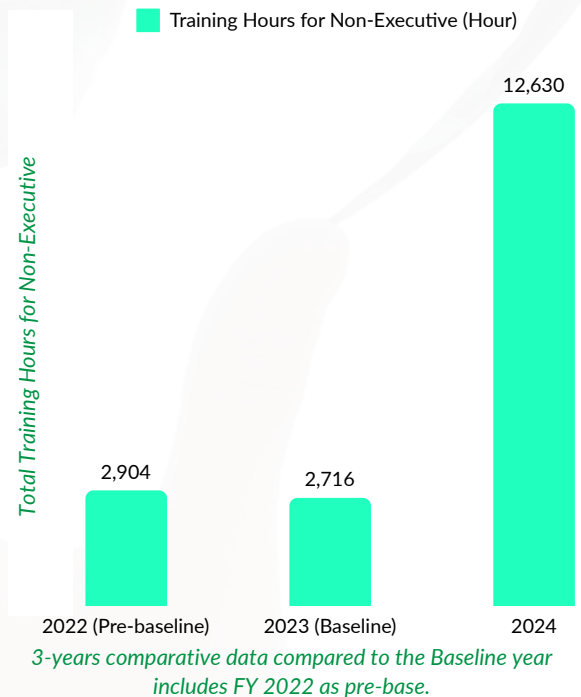
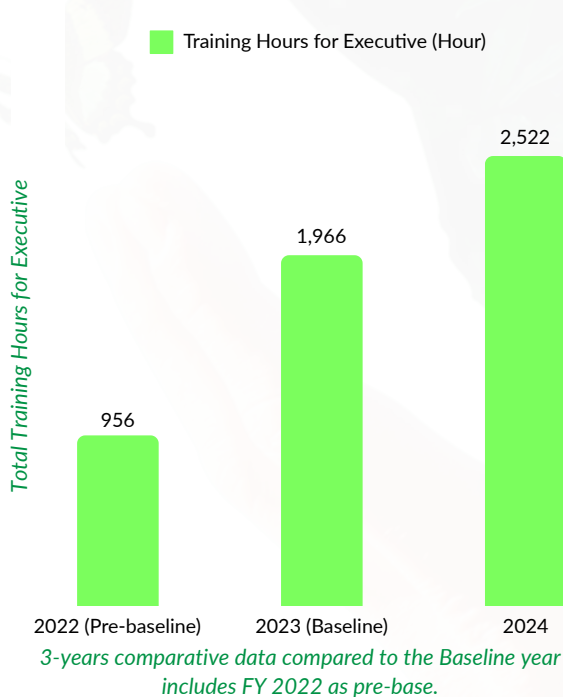
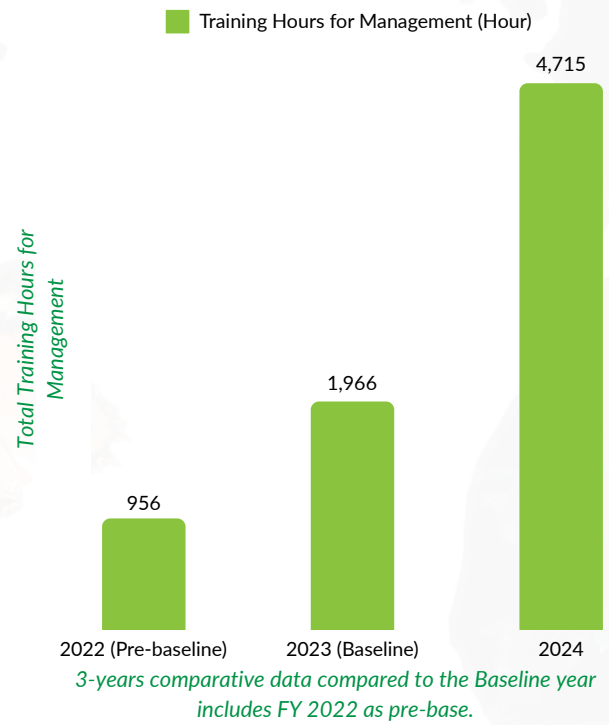
3-years comparative data compared to the Baseline year includes FY 2022 as pre-base.

3-years comparative data compared to the Baseline year includes FY 2022 as pre-base.



Our Performance (Employee Management)

Talent Development





Community



Why is this significant?

The foundation of any meaningful community engagement starts with building trust. We acknowledge the importance of the communities in which we operate and see it as an opportunity to contribute to their well-being and empowerment.

We have a strong sense of responsibility to support and protect the communities around us. As a responsible corporate organisation, we fulfill this role through various outreach programmes and contributions.

Our community engagement efforts are focused on key areas such as education, community service, the environment, health, and sports. By investing in these sectors, we create positive impacts.

What is our approach?

Our contributions emphasise social development and corporate responsibility, with a focus on giving back to the community. By engaging in community development, we create a sense of unity and contribute to the long-term well-being of local societies. Through effective partnerships and collaboration, our Corporate Social Responsibility (“CSR”) programmes create value and deliver impact, benefiting our stakeholders and ensuring lasting positive change in the communities we serve.

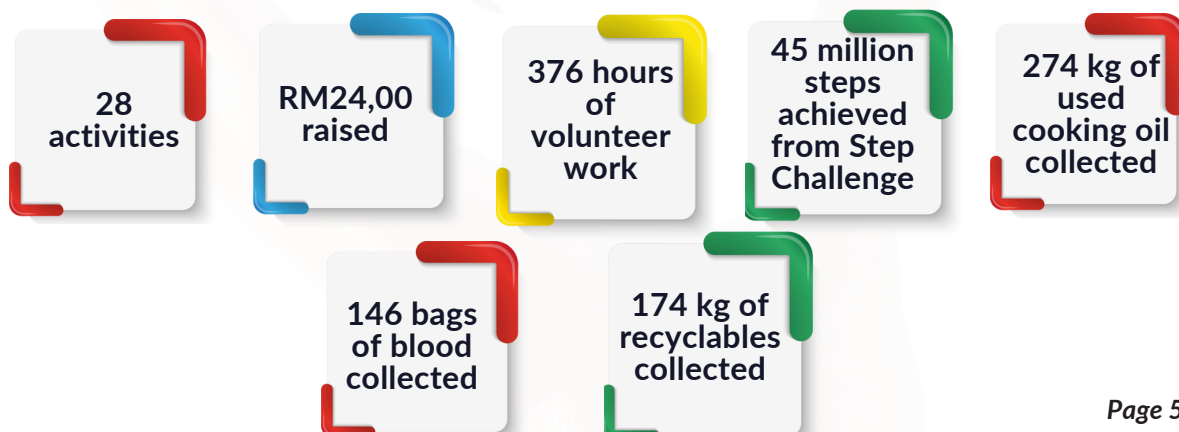
Our Performance (Corporate Social Responsibility)



KLCC Sustainable September 2025

The Centre together with KLCC Holdings Group, Mandarin Oriental, Traders Hotel Kuala Lumpur, Impiana KLCC Hotel, Suria KLCC, Double Tree Putrajaya and The Everly Putrajaya came together to plan second launch of Sustainable September. Sustainable September aims to raise awareness of the KLCCBEA's efforts to enhance the Kuala Lumpur City Centre Precinct's position as a sustainable destination.

"Healthy Planet, Healthy You" was selected as this year's theme as it demonstrates the vital relationship between our surroundings and our health and well-being. How we conduct ourselves in our environment will return to impact us in the long run. An unhealthy lifestyle coupled with a poor attitude towards how we use plastics directly impacts our health and wellbeing.



Our Performance (Corporate Social Responsibility)



Yayasan Budi Penyayang Malaysia – Batik Explosion

We have established a partnership with Yayasan Budi Penyayang, a charitable foundation dedicated to assisting Malaysians in need, with a focus on community support and cultural initiatives, particularly in the development of local batik art. This partnership reflects our commitment to blending heritage and charity, aiming to unite individuals of all races and communities in celebrating Malaysia's rich cultural heritage while supporting charitable causes and advancing the national batik agenda.

Our annual collaboration features a variety of activities designed to preserve Malaysia's cultural heritage, support charitable causes, and bring together our diverse communities. A key element of this partnership is promoting local batik to international visitors at our Centre, helping them develop a deeper appreciation for the art form and its significance. This contributes positively to the local batik industry, enhancing its visibility and supporting its production chain.



Our Performance (Corporate Social Responsibility)



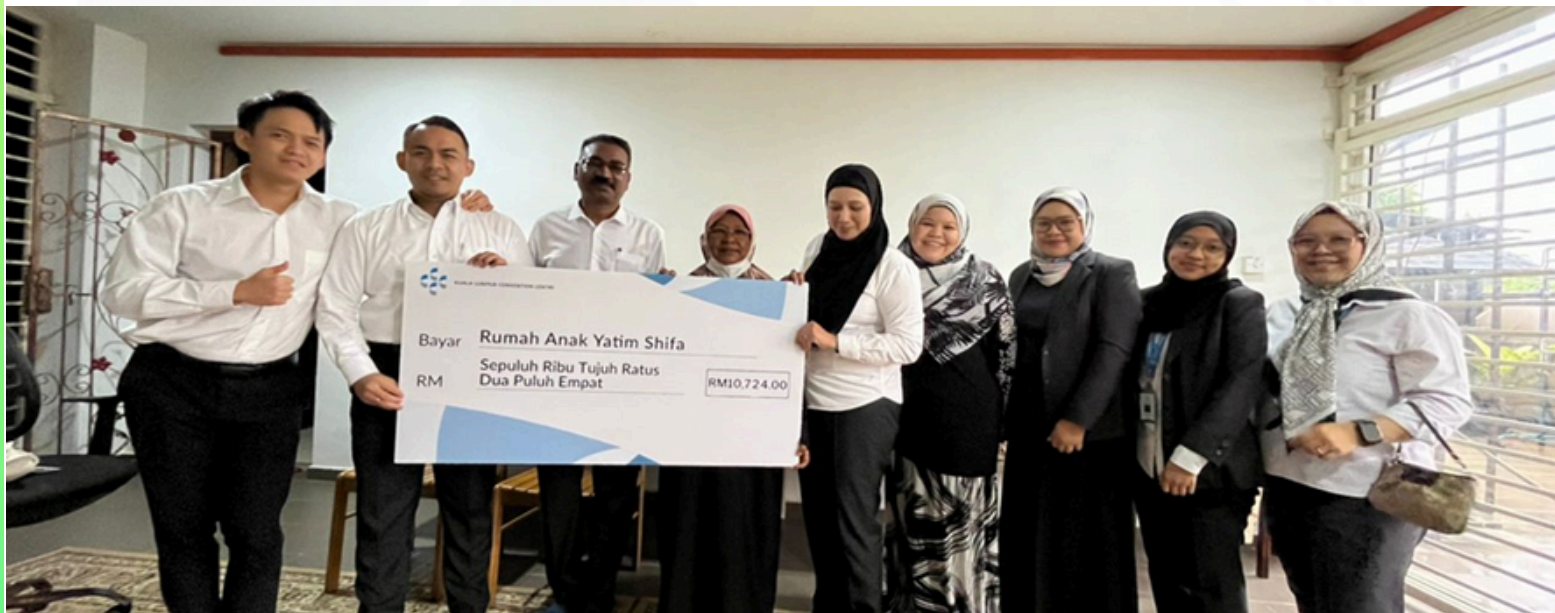
Food Aid Foundation

We have partnered with the Food Aid Foundation, a food bank NGO, since 2020 to rescue surplus food generated from events for distribution to the community in need served by the foundation.

This initiative provides essential nutrition to local communities as well as supporting our commitment to reducing food waste and diverting it from landfills. From the end of FY 2019 to FY 2024, the Centre has donated over 25,000 meals. We have actively responded to requests from the Food Aid Foundation, especially during national crises such as floods and the COVID-19 pandemic.

As a result, we have donated approximately 13,321 kg of food, preventing it from ending up in landfills. This effort equates to an estimated saving of 28,304 kg of CO₂e in greenhouse gas emissions, reinforcing our dedication to sustainability and social responsibility.

Our Performance (Corporate Social Responsibility)



Humanitarian Aid

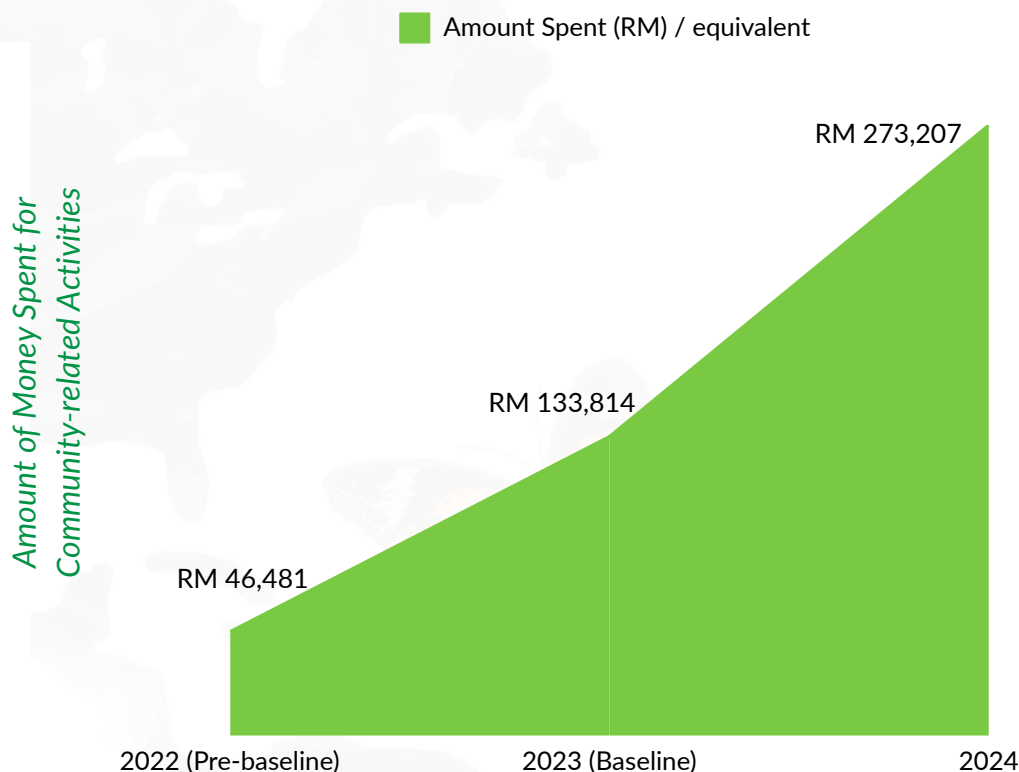
As the 'People's Centre,' we are dedicated to supporting the local community through impactful humanitarian efforts. Over the years, we have devoted our time, resources, and funds to help those in need and create meaningful change.

Our initiatives include donating dialysis machines and financial contributions to the National Kidney Foundation, supporting the education of underprivileged children, and providing continuous assistance to Stepping Stone Orphanage. Following the destruction of their home in a landslide, we raised funds to help them rebuild their life during their time of urgent need.

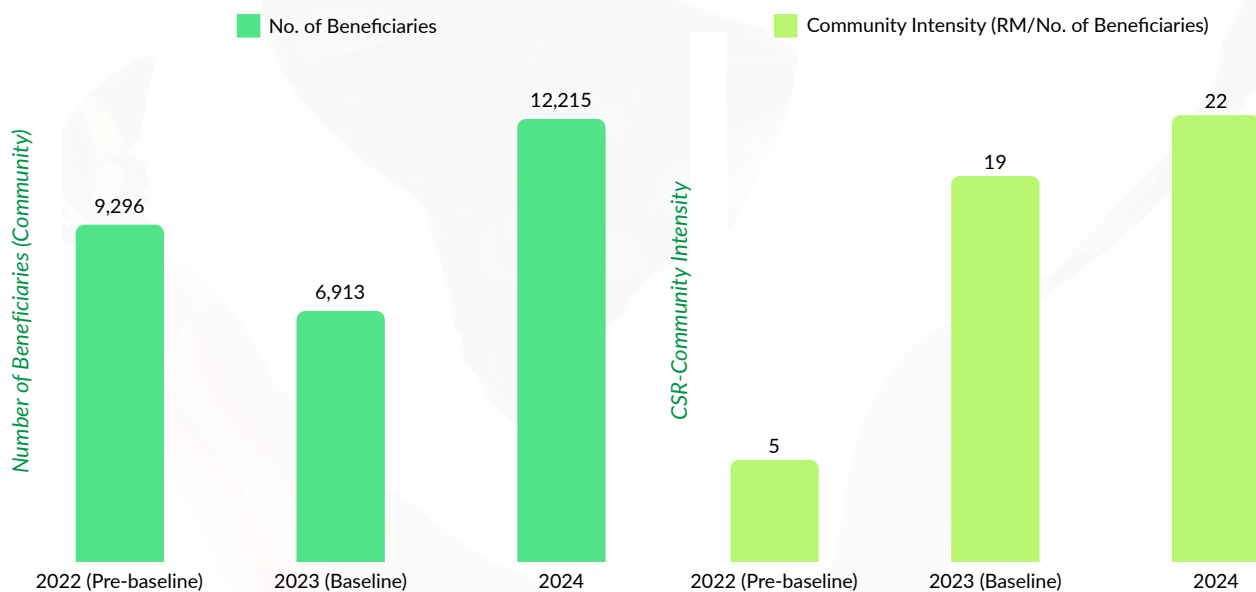
As part of KLCC Sustainable September 2024, we collaborated with our KLCCBEA partners to organise the "Bake for Charity" initiative. The funds raised were donated to Urbanice Malaysia to support their Ruang Komuniti programme. This initiative transforms common areas in low-income housing estates into thoughtfully designed spaces where residents of all ages can gather and improve their quality of life, especially given the limited space in their apartments.

These efforts reflect our steadfast commitment to making a positive difference in the lives of those around us. By fostering a sense of care, responsibility, and community, we aim to contribute to long-term development, enhance well-being, and promote a spirit of togetherness.

Our Performance (Corporate Social Responsibility)



3-years comparative data compared to the Baseline year includes FY 2022 as pre-base.



3-years comparative data compared to the Baseline year includes FY 2022 as pre-base.

3-years comparative data compared to the Baseline year includes FY 2022 as pre-base.

Our community investment efforts have shown a significant positive impact in FY 2024. We have recorded a significant increase in total amount spent and number of beneficiaries which led to higher community intensity compared to the baseline year and pre-baseline year.

Governance

Operating with integrity
and transparency



Governance Sustainability

Why is this significant?

Our commitment to upholding ethics and integrity is central to our relationship with stakeholders. Ethical behavior 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.

What is 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 2024, our key focus areas include:





Business Ethics and Integrity

Why is this significant?

We are committed to upholding business ethics and maintaining high standards of corporate governance. Our ongoing efforts to identify and adopt best practices support the Centre in nurturing a culture of good governance. This commitment is vital for ensuring sustainable growth across our diverse businesses and strengthening shareholder value. Ethical behavior is key to creating lasting positive impacts, fostering strong business relationships, and enhancing employee productivity.

A strong governance framework is crucial to safeguarding the interests of both the business and its stakeholders. The Centre remains committed to sustaining a well-defined and effective governance system, promoting a high standard of business ethics and compliance. This commitment ensures that we uphold the values of ethics and integrity in all our interactions with stakeholders.

What is our approach?

At the Kuala Lumpur Convention Centre, we continually seek out best practices that support the company in fostering a culture of strong corporate governance. This commitment is crucial for driving sustainable growth across our diverse businesses and enhancing shareholder value.

To ensure alignment with these best practices, we have established the Code of Business Conduct. This Code reinforces our Centre's dedication to upholding high standards of ethical conduct and behaviour across all levels of our operations. Along with other related policies, procedures, and guidelines, the Code of Business Conduct outlines the fundamental principles that govern how we conduct business and sets the expectations for our practices and interactions with stakeholders.



How do we create value?

Anti-bribery Policy

We are committed to conducting all our business dealings and relationships with fairness and integrity.

Guided by our Anti-Bribery Policy, we have earned ISO 37001 accreditation. This certification ensures that our activities and business transactions are conducted transparently, in compliance with the relevant laws and regulations in the countries where we operate. We firmly uphold a policy of zero tolerance for corruption and bribery and do not engage in or condone any such actions.

Whistleblowing Policy

The Whistleblowing Policy provides individuals with a confidential avenue to raise concerns, ensuring that a thorough and independent investigation is carried out, followed by appropriate actions.

To support this, we have established a whistleblowing channel that allows stakeholders to report concerns without fear of retaliation. This channel offers protection against reprisals and victimization for those who blow the whistle in good faith. Stakeholders can raise issues or report suspicions regarding unethical conduct, corporate misdemeanors, or corrupt practices and bribery. At the Centre, whistleblowing is viewed positively as a vital tool for ensuring that our high standards are upheld and maintained.

Legal Register

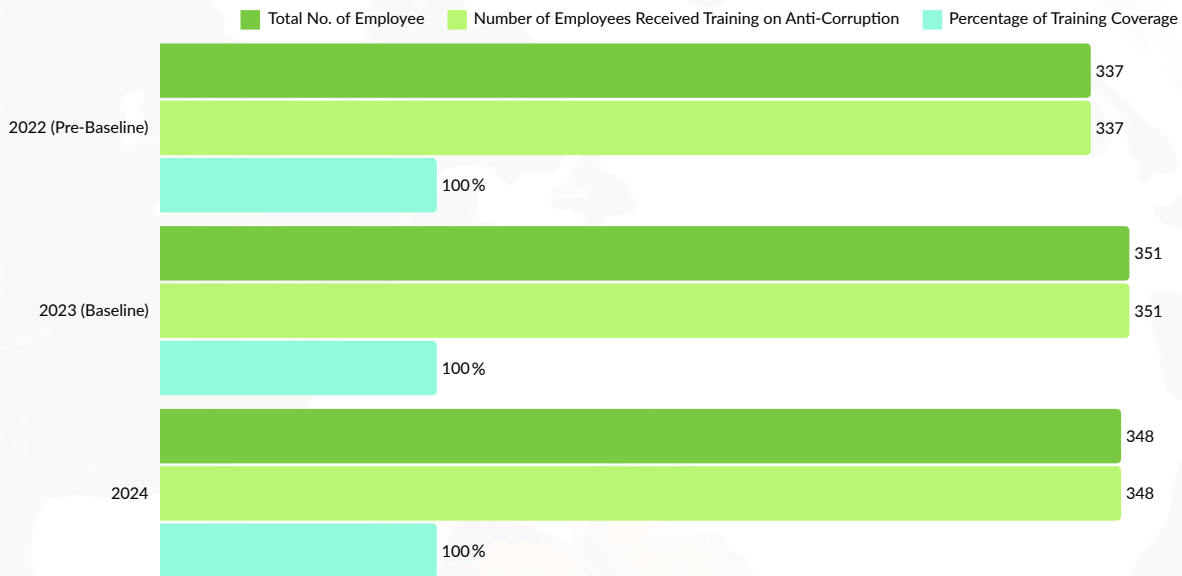
The Business Management System department of the Centre is responsible to maintain a up-to-date legal registry of all applicable legal, regulatory, guidelines and code of conducts and compliance requirements that the Centre must adhere to, particularly those related to its environmental aspects. Each department is responsible to maintain and stay updated on changes to laws, regulations, guidelines and code of conduct, enabling them to adjust their operations accordingly.

Customer Satisfaction Policy

Customer satisfaction remains a key driver for improving our services and products. We assess customer satisfaction through multiple channels across our business divisions, which offer valuable insights into customer feedback. We are committed to continuously utilizing these feedback channels to enhance our customer service and deliver innovative products and solutions that address customer needs.

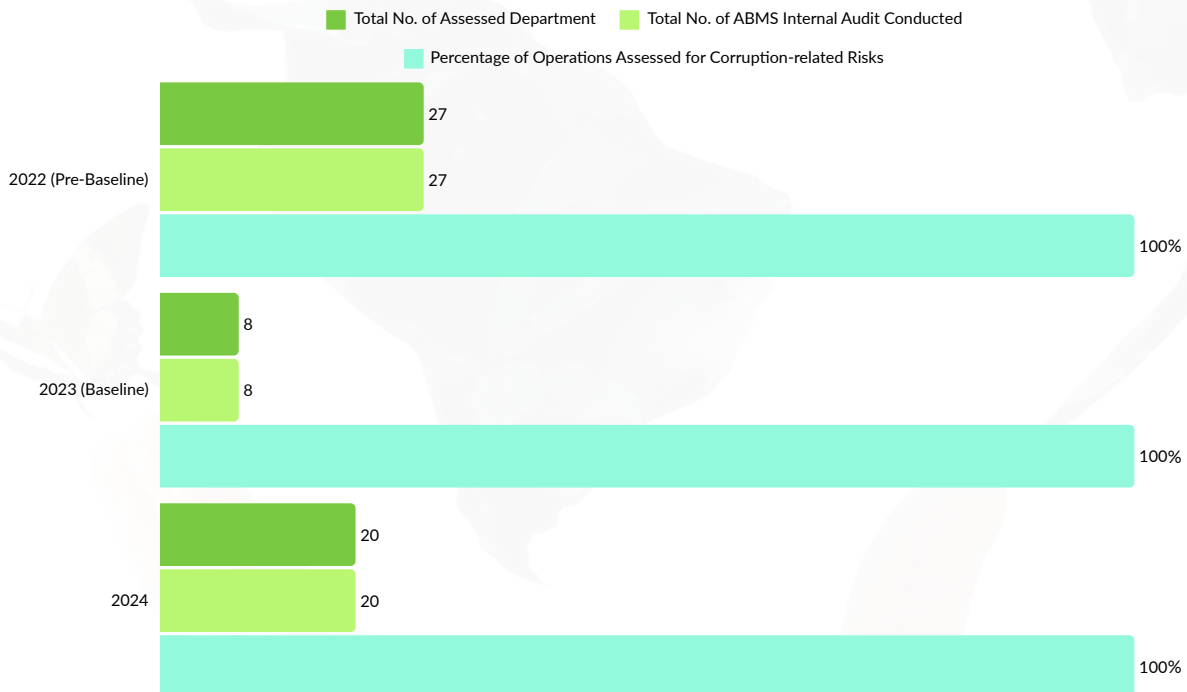
Our Performance (Anti-Corruption)

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



3-years comparative data compared to the Baseline year includes FY 2022 as pre-base.

Percentage of operations assessed for corruption-related risks



3-years comparative data compared to the Baseline year includes FY 2022 as pre-base.

We pleased to announce that we have achieved zero confirmed incidents of corruption and action taken, as well as zero number of substantiated complaints concerning breaches of customer privacy and losses of customer data.



Digitalisation Value Chain



Why is this significant?

Digitalisation in the supply chain involves the integration and use of digital technologies to improve and streamline the various processes involved in the production, distribution, and delivery of goods and services. This shift towards digital solutions has a significant impact on supply chain management, offering numerous benefits to businesses across industries.

We are progressively replacing manual processes within our supply chain with digital solutions to create a smoother flow of business activities. Digitalising our value chain also enhances collaboration and communication among supply chain stakeholders, leading to more efficient and effective operations.

What is our approach?

At the Kuala Lumpur Convention Centre, we have integrated digitalisation into our supply chain to enhance data management, streamline process integration, boost efficiency, and improve decision-making. We also leverage technology-based platforms and collaboration tools to enable real-time sharing of information, facilitating more effective coordination among suppliers, manufacturers, distributors, and retailers. This interconnected approach results in faster response times and more informed decision-making.



How do we create value?

e-Procurement

KLCC's e-procurement system streamlines the electronic processing of all procurement-related approvals and documents, including purchase requisitions (PR), purchase orders (PO), and goods receipts. The system also features e-catalogues for Centre's users, simplifying the electronic purchasing of items. It supports pre-negotiated pricing, reducing the time needed for users to find commonly purchased items. This functionality allows different business divisions to collectively benefit from volume purchasing advantages.

e-Invoicing

KLCC has transformed the manual process of handling supplier paper invoices into an automated, paperless accounts payable (AP) solution. In 2024, we introduced a further enhancement by integrating Robotic Process Automation (RPA) into the automated AP process. This development has resulted in a fully automated AP solution that seamlessly integrates with Centre's enterprise resource planning (ERP) systems, streamlining supplier invoicing and payment processing.

e-Applications

Our organization has implemented e-Applications to transition from the traditional filing system to online platforms. This shift not only optimizes space utilization but also enhances productivity by enabling seamless file retrieval systems. Additionally, it helps reduce paper usage, contributing to a more sustainable and efficient work environment.

Smart Parking System

The implementation of the Smart Parking System managed by KLCC Parking offers a cashless and ticketless parking experience within our Centre premises. Customers can conveniently pay for their parking using various digital payment options, including Touch 'n Go cards or cash/card payments at License Plate Recognition (LPR) autopay stations.

Cybersecurity Awareness Initiative

We educate employees on identifying threats like phishing and malware, promotes secure practices such as password management, and encourages reporting suspicious activities. It includes training, simulated cyberattacks, and ongoing resources to foster a proactive cybersecurity culture and protect the organization's digital assets.



Supply Chain



Why is this significant?

Sustainability in the supply chain is increasingly recognised as a crucial factor for long-term business success and environmental responsibility. By embracing sustainable practices, companies can reduce their ecological footprint, conserve natural resources, and minimize waste. This not only helps preserve the environment but also enhances the resilience and efficiency of the supply chain. Stakeholders are urging organizations to integrate sustainability into their supply chains to reduce the overall ecological impact of industries and support efforts to mitigate global temperature rise.

As a responsible organisation, we promote sustainability within our supply chains by strengthening relationships with our suppliers, contractors, and vendors, thereby contributing to a more sustainable global economy. We play an essential role in supporting local businesses, helping them maintain resilience and drive economic growth. Our commitment to local businesses goes beyond awarding contracts and procuring materials; we are dedicated to fostering sustainable practices among our suppliers and vendors as part of our ongoing journey towards building a sustainable future.

What is our approach?

We recognise the challenges faced by SMEs in adopting sustainability practices and disclosing their ESG performance. To address this, we collaborate with our suppliers and vendors through various programs and partnerships that not only educate them on sustainability but also contribute to decarbonising our supply chain.

We uphold strong business ethics in our supplier engagements by ensuring equal access to opportunities for all. A comprehensive tendering and bidding process is conducted prior to any purchases to ensure that our selected suppliers are credible and dependable. This process is governed by transparent and well-defined procurement policies and practices. Suppliers can refer to our Supplier Guidelines to assess and align their Environmental, Social, and Governance (ESG) practices with industry best standards.



How do we create value?

Guidelines for Supplier

We have formalised a set of Supplier Guidelines to promote best practices in sustainable procurement. All suppliers completing the supplier registration form are required to declare their current ESG practices, and we conduct an annual vendor performance assessment using Vendor Evaluation Forms. The data collected is recorded and maintained across all business divisions.

Suppliers are encouraged to align with our commitment to sustainable supply chain practices. Additionally, suppliers are required to complete the Supplier Risk Assessment form. Main contractors must meet minimum ESG requirements as part of the annual Accredited Supplier Program.

Supplier Code of Conduct

We are committed to conducting our business in an ethical, legal, and socially responsible manner. We expect our suppliers to share this commitment, which is why we have established this Supplier Code of Conduct. Suppliers wishing to do business with the Centre must meet the following minimum requirements:

1. Compliance with Laws, Regulations and Published Standards
2. Ethical Business Practices
3. Solicitations by Supplier
4. Monitoring and Compliance

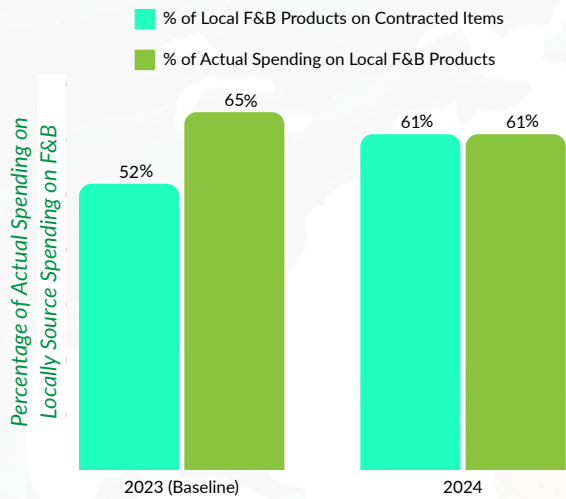
Key Highlights



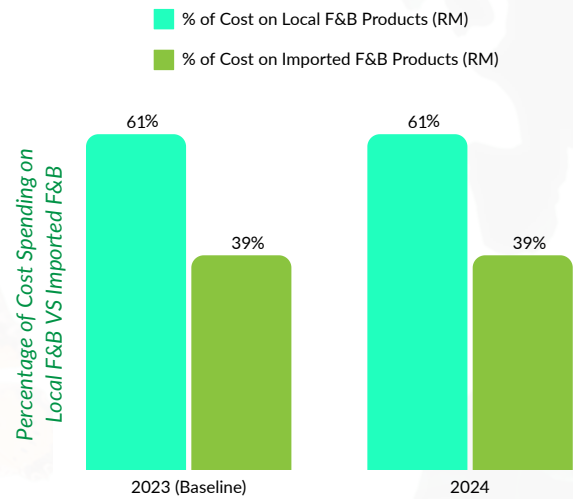


Our Performance (Supply Chain Management)

Locally Source (Food & Beverage)



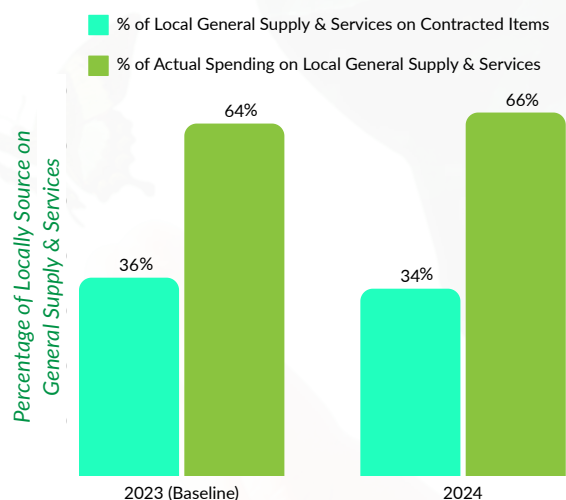
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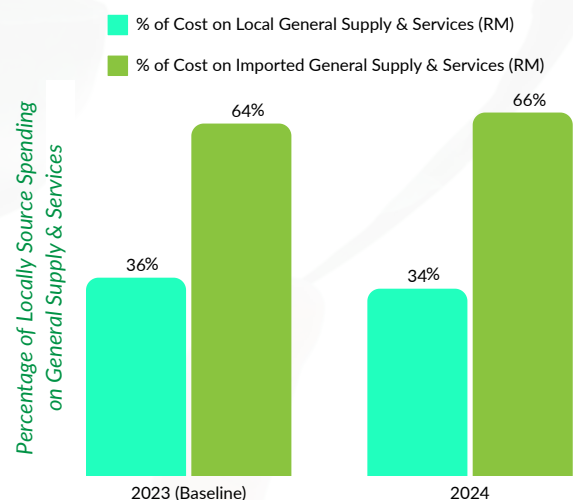
3-years comparative data compared to the Baseline year includes FY 2022 as pre-base.

In our efforts to boost local markets and SMEs, FY 2024 shows an increase in our contracted items for F&B locally sourced produce. The percentage of actual spending and costs on total F&B products remains at 61% align with our commitment to reducing Scope 3 GHG emissions.

Locally Source (General Supply & Services)



3-years comparative data compared to the Baseline year includes FY 2022 as pre-base.

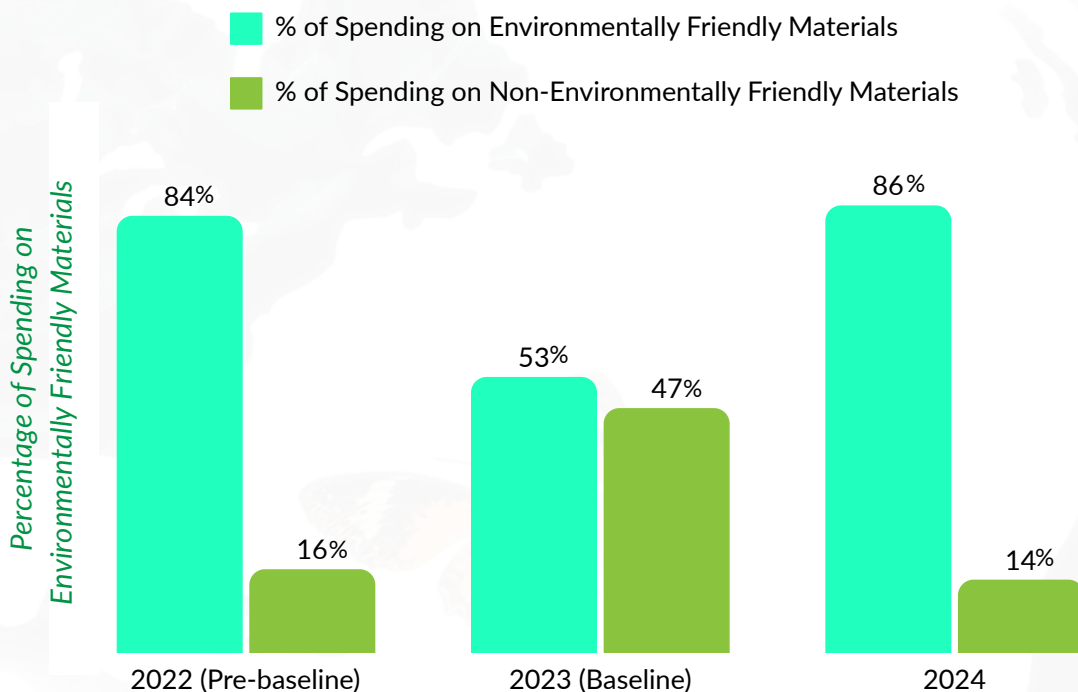


3-years comparative data compared to the Baseline year includes FY 2022 as pre-base.

Our percentage on locally general supply & services remains marginally similar in FY 2024 compared to the baseline year. However, the percentage on actual spending and costs on imported general supply & services was marginally higher due to the renovation projects in our building which requires requisition of spareparts from overseas.

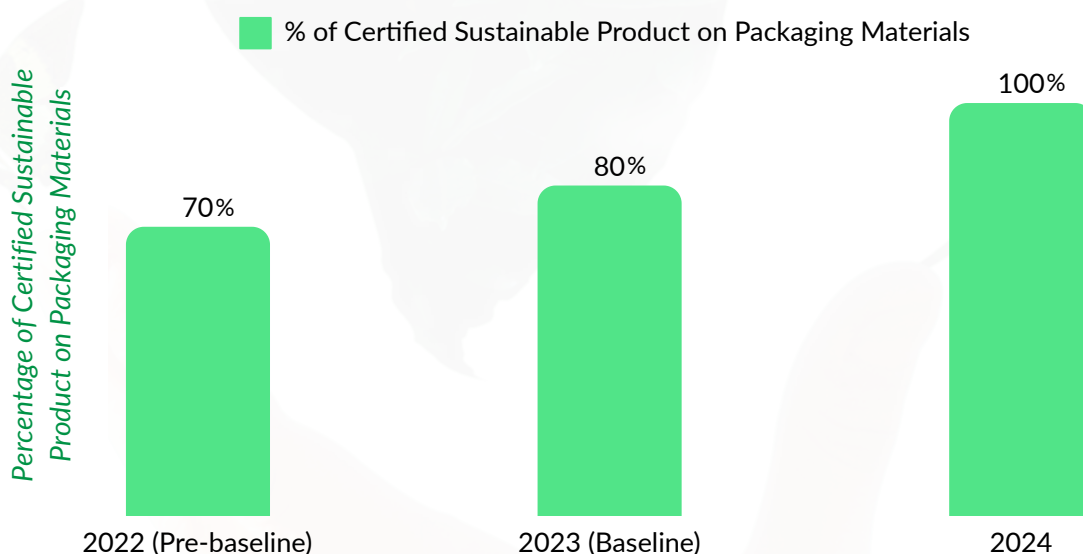


Our Performance (Supply Chain Management)



3-years comparative data compared to the Baseline year includes FY 2022 as pre-base.

FY 2024 shows a significant improvement in our sourcing of environmentally friendly general materials compared to the baseline year and pre-baseline year. We aim to source 100% of environmentally friendly general items by year 2027.



3-years comparative data compared to the Baseline year includes FY 2022 as pre-base.

We are proud to announce that our packaging materials has reached 100% of certified sustainable products in FY 2024 due to the requisition of biodegradable and compostable materials to eliminate single-use harmful substances.



Partnership



Why is this significant?

In alignment with this commitment, we have adopted a collaborative approach, working closely with various stakeholders to achieve global sustainability goals. Our focus for the business event industry was to foster meaningful partnerships across international borders, transcending politics and narrow interests, with the collective well-being of humanity in mind. Through strategic partnerships and collaborations, we aim to contribute to sustainable development by sharing knowledge, resources, and promoting the creation and transfer of skills and technologies.

We also work closely with non-governmental organizations (NGOs) to support underprivileged and marginalized communities. This aligns with our contribution to the SDGs, which strive to ensure prosperity for both people and the planet by 2030, leaving no one behind.

What is our approach?

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

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

How do we create value?

Our sustainability strategy and initiatives are a result of our commitment to communicating transparently with all our stakeholders. Consistent and continuous stakeholder engagement remains instrumental in shaping our sustainability strategies and decision-making processes.



Our Performance (External Collaboration)



Partnerships with Academia for a Net Zero Carbon Future

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

i) Materiality Assessment

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

ii) Carbon Emissions Reporting

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

iii) Strategising for Net Zero Carbon

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

Our Performance (External Collaboration)



Partnership with WWF

In 2024, the Centre partnered with WWF-Malaysia, Impact Hub, Mandarin Oriental, Taylors University, UCSI, The Westin Kuala Lumpur, Sunway Resort Hotel and Suria KLCC in a workshop aimed at enhancing culinary education. The **Best Practice Guidebook Workshop on Food Waste Management and Responsible Seafood Sourcing** brought together experts from universities and the hospitality industry to create educational materials for culinary students.

This initiative stemmed from the 2023 Kuala Lumpur Convention Centre Business Events Alliance (KLCCBEA), which includes the Centre, Mandarin Oriental, Traders Hotel Kuala Lumpur, Impiana KLCC Hotel, and Suria KLCC, in collaboration with WWF-Malaysia. During the earlier knowledge-sharing session, chefs and staff from partner hotels and the Centre shared valuable insights and expertise on managing food waste.

The Centre identified a significant knowledge gap among new culinary graduates, particularly in areas such as food waste management and responsible sourcing. Recognising the need to address this, the Centre proposed compiling these best practices into an educational guidebook to equip students with the practical knowledge and skills required for sustainable culinary practices.

The workshop emphasised the importance of instilling sustainability principles in the next generation of chefs. By fostering these values, the Centre and its partners aspire to inspire culinary professionals to integrate responsible practices into their craft, ultimately creating a positive impact on the environment and the industry as a whole.

Our Performance (External Collaboration)



As a leading centre, we strive to inspire and influence the events industry by fostering sustainable practices among event organisers and partners. Through strategic collaborations and partnerships, we provide a robust suite of sustainability solutions, enabling organisations to align their initiatives with the UNSDGs. Our efforts also extend to developing impactful communication strategies that promote eco-conscious and low-waste events, setting benchmarks for future environmentally responsible gatherings.

Our Journey of Advocacy and Collaboration

Since 2020, we have actively engaged with event organisers, driving impactful changes and championing sustainability across the industry.

Pioneering Carpet-Free Exhibitions (2022):

One of our earliest milestones was advocating for the reduced use of carpets in exhibition halls, a common but wasteful practice. This effort came to fruition during the FHA – Food & Beverage Tradeshow in 2022, where a major organiser adopted this initiative. The success of this event set a precedent, and carpet-free exhibitions have since become a norm among organisers.

Our Performance (External Collaboration)



Driving Sustainable Food Practices (2023):

In 2023, we collaborated with a leading event organiser to champion food waste management at the Malaysia International Food and Beverage Tradeshow.

We provided:

- Expertise in crafting sustainable communication strategies.
- Support in aligning their initiatives to UNSDG targets.
- Access to our food waste management technology.

This collaboration resulted in a sustainable event model that serves as a blueprint for managing food waste responsibly.

Commitment to Cage-Free Eggs (2024):

Building on our 2023 partnership, we facilitated an impactful milestone in 2024 by uniting Traders Hotel Kuala Lumpur and Impiana KLCC Hotel to sign a memorandum of commitment to transition to cage-free eggs. This initiative underscored the importance of animal welfare and sustainable consumption within the hospitality industry.

Transforming the Industry

Our continuous efforts to integrate sustainability into event practices have sparked a wave of transformation across the industry. By demonstrating practical and scalable solutions, we paved the way for a more sustainable and eco-conscious business events industry.

Our Performance (External Collaboration)



Shaping Tomorrow through Legacy Impact Workshop

The Centre is committed to inspiring event organisers to create meaningful social impacts through their conferences. On 24 April, the Centre hosted a one-day workshop focused on how the business events industry can contribute to positive societal change.

The workshop, facilitated by Geneviève Leclerc, CEO and Co-Founder of #Meet4Impact, brought together national associations, professional congress organisers, exhibition organisers, hospitality professionals, and others in the business events supply chain.

The session explored how conferences can go beyond traditional knowledge sharing and make a lasting difference. Delegates and associations increasingly aim to align their events with the needs of the destination, addressing local community issues and priorities. By doing so, conferences can leave legacies that influence policies, transform mindsets, and improve the lives of local communities.

Through a mix of presentations, case studies, and hands-on activities, participants learned how to incorporate impactful elements into their events. The session also focused on creating practical frameworks that organisers can use to deliver long-term benefits for their host communities.

The workshop reflects the Centre's commitment to supporting event organisers in driving positive change and ensuring that business events contribute meaningfully to society. It is part of the Centre's broader effort to create a more impactful and inclusive business events industry.



Accreditation



Why is this significant?

As one of Asia's leading sustainable event venues, the Centre continues to extend our commitment to sustainability beyond just events. We are 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 in sustainable tourism across four key areas:

1. Effective Sustainability Management,
2. Minimizing Environmental Impact,
3. Maximising Social and Economic Benefits for the Local Community,
4. Enhancing Cultural Heritage.

In addition, we have successfully been re-certified with the AIPC Gold Certification, a mark of excellence in the global business events industry. The Centre became Asia's first venue to receive the AIPC Gold certification in 2010, and this achievement reaffirms our ongoing commitment to delivering exceptional experiences for event organisers and delegates.

We have also been awarded the prestigious EarthCheck Gold Certification in FY 2024. These accolades stand as a testament to our continuous dedication to environmental stewardship and sustainable practices within the industry.

What is our approach?

As organizations increasingly prioritize sustainable choices, Kuala Lumpur Convention Centre continues to combine exceptional service with leading sustainability initiatives at our Centre. Our dedicated team works closely with clients to reduce their environmental impact and amplify their sustainability commitments across various areas, including sustainable food, beverage, procurement, and waste management, while maintaining our certification and accreditation legacy.

FY 2024 marks a significant milestone as we progress towards obtaining ISO 41001:2018 certification for Facility Management. We have successfully completed Stage 1 of the audit and expect to receive the certification in FY 2025. Furthermore, we have successfully obtained Green Building Index for our Centre with a BEI 4-star rating of 219 kWh/m².yr.

Additionally, in FY 2025, we aim to further elevate our sustainability standards by pursuing ISO 20121 certification for Sustainable Event Management. This will strengthen our commitment to continuous improvement in sustainability practices, ensuring a more resilient future for our industry.

Our Performance (ISO & Certification)



Malaysia Standards
ISO 9001 Quality



UKAS
ISO 9001 Quality
ISO 14001 Environmental
ISO 22000 Food Safety



ISO 37001 & ISO 45001 CERTIFIED
Cert No : A-008/22
Cert No : O-136/19

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



Healthy Venue Accreditation



EarthCheck



AIPC



Trust-MyCatering



MS 1500 : 2019
2 004-02 / 2008
Halal Certification

Our Performance (AIPC)

(International Association of Convention Centres)



The Kuala Lumpur Convention Centre is proud to announce it has successfully re-certified its AIPC Gold Certification, a mark of excellence in the global business events industry. The Centre became Asia's first venue to be recognised with the AIPC Gold certification in 2010. This achievement reaffirms the world-class venue's unwavering commitment to delivering exceptional experiences for event organisers and delegates.

The AIPC Quality Standards Program is a rigorous assessment process that evaluates convention centres across ten key areas, including customer service, facilities and operations, employee relations, safety, and environmental responsibility. The Centre achieved an impressive average aggregate rounded score of 3.95, exceeding expectations and demonstrating its dedication to world-class standards.

The AIPC Gold Certification signifies the Centre's position among the industry's elite. Achieving this distinction strengthens the premier venue's competitive edge in attracting major international conventions and exhibitions.

This prestigious recognition is a testament to the tireless efforts of our entire team who are dedicated to exceeding expectations and delivering exceptional service to our clients. Even as our building is about to celebrate its 20th year, it's the unwavering dedication and commitment of our team that ensures the Centre continues to deliver an exemplary event experience. We are committed to continuous improvement and look forward to building upon this legacy of excellence.



Our Performance (EarthCheck)



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

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

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

Our Performance (Green Building Index)



The Kuala Lumpur Convention Centre is proud to announce that it has successfully obtained the Green Building Index (GBI) certification, reflecting its commitment to sustainability and environmental stewardship. The certification will soon be issued, marking a significant milestone in the Centre's journey towards adopting eco-friendly practices and setting new benchmarks in the business events industry.

By achieving this recognition, the Centre reinforces its dedication to implementing energy-efficient, water-saving, and environmentally responsible measures, ensuring its operations align with global sustainability standards. This accomplishment underscores the Centre's ongoing efforts to contribute to a greener, more sustainable future for Malaysia and beyond.

Magnifying Our Impact

As we reflect on this year, we celebrate meaningful strides in sustainability driven by leadership, teamwork, and collaboration. From reducing greenhouse gas emissions through the Green Electricity Tariff (GET) to achieving 100% food waste management through composting, we have translated plans into impactful action.

Our governance framework and partnerships with organisations like WWF-Malaysia, Urbanice Malaysia, KLCC Holdings, Mandarin Oriental, Traders Hotel Kuala Lumpur, Impiana KLCC Hotel, Suria KLCC and our clients amplify these efforts, fostering long-term change.

Approaching our 20th anniversary, we remain committed to environmental stewardship, social responsibility, and strengthening our supply chain.

With clear goals, including ISO 20121 certification and a 25% reduction in emissions, we are magnifying our impact to shape a greener, more sustainable future.

Thank you for supporting this journey.