

SOFITEL
LUXURY HOTELS
LUXURY HOTELS
SOFITEL

Sofitel Kuala Lumpur Damansara

SUSTAINABILITY

MANAGEMENT

PLAN

Table of Content

Subject	Page
Introduction	3
Purpose	4
Scope	4
A Sustainable Management Plan	5
A1 Implement a sustainable management plan	6
A2 Legal Compliance	7
A3 Employee training	8
A4 Customer satisfaction	14
A5 Accuracy of Promotional material	15
A6 Local Zoning, Design and Construction	17
A7 Interpretation	17
A8 Communication Strategy	17
A9 Health and Safety	18
B Social / Economic	20
B1 Community development	20
B2 Local employment	25
B3 Fair trade	26
B4 Local Entrepreneurs	26
B5 Respect local population	26
B6 Exploitation	27
B7 Equitable hiring	27
B8 Employee protection	28
B9 Basic service	28
C Cultural Heritage	28
D Environment	28

Introduction

Sofitel Kuala Lumpur Damansara is a 5-star luxury 312 keys with exquisite comfort and breathtaking views at Damansara City. Sleek contemporary design and classic French Riviera style effortlessly coalesce, engendering elegance while ensuring your stay is infused with joie de vivre. Enjoy lavish suites and our inspiring lobby festooned in Malay Hibiscus flowers and adorned with beautiful objects d'art.

Delicious dishes can be savored in four outlets showcasing Cantonese and Imperial cuisine, pan-Asian dishes with a twist, and a whole other universe of tasty temptation. Delight in the sublime union of French culinary art and traditional Malay ingredients. Take advantage of the Sofitel SPA, Sofitel FITNESS gym and wellness facilities, the poolside menu or our 24-hour room service.

Situated within 5 minutes of the MRT station and a short walk from downtown Damansara – with its national museums, botanical gardens, shopping centers and picturesque temples and mosques – you are never more than 30 minutes away from the soaring sights, succulent smells and seductive cultural hotspots of the Klang Valley.

To ensure a sustainable future. Sofitel Kuala Lumpur Damansara is proud to be a zero single-use plastic haven and our culinary team is in collaboration with eco-friendly food suppliers to provide a more green dining option for our guests.



Purpose

The purpose of the Sustainability Management Plan is to guide decision-making, management, and daily operations of the business in a sustainable manner to develop the business considering the environmental impact & risk, socio-cultural, quality, and health & safety issues.

Sofitel's aims is to achieve a sustainable, healthy, resilient and smart society. Our Hotel reflect the vision for society, providing a clean & healthy environment in which the wellbeing of our Hearties & Guests is a priority.

We are committing to targets and improvements from energy use, water management, waste reduction and catering, to active towards, sustainable procurement and biodiversity. With these commitments built into the Hotel's wider mission, all our heartiest will be aware of the changes and also be able to make changes as part of the community to create a sustainable future.

Underpinning these commitments is our aim to create a vision for sustainability. We will achieve this not only through governance and management, and demonstrating leadership by example.

Scope

- *To guide decision making, management, and the daily operations of the business in a sustainable manner;*
- *To develop the business in a sustainable manner considering the environmental, socio-cultural, quality, and health & safety issues;*
- *To demonstrate management commitment to comply with the environmental laws and regulations of Malaysia; DOSH, BOMBA, ST, JKKP & DBKL.*
- *To develop a monitoring and audit program to ensure compliance to the Sustainability Management Plan and relevant environmental legislation and the early detection of any significant environmental impacts from the activities of the business;*
- *To establish a framework for environmental management to ensure the implementation of the identified mitigation measures;*
- *To outline mitigation measures in order to minimize the impact of the business activities on the surrounding environment;*
- *To present mitigation strategies and actions for the control of pollution, waste minimization and resource conservation by effectively practicing Reduce, Reuse and Recycle wherever possible;*

A – Sustainable Management Plan

The growing significance of sustainability across global industries underscores the importance of propelling progress, and we are pleased to have made advancements in our sustainability approach and undertaken diverse new and ongoing initiatives.

In our pursuit of environmental preservation, we continue to collaborate with external energy experts, seeking innovative solutions to further optimise energy consumption and carbon emissions. We have also bolstered our responsible management of materials, water and waste, actions that are vital to protecting our planet's natural resources.

Recognising the pivotal role of a skilled and resilient workforce in ensuring operational sustainability, we have made commendable headway in our succession planning and training endeavours. Training and education of our Hearties will play a key role in future readying our workforce for the challenges.

Sofitel remains dedicated to enhancing our environmental sustainability performance, which represents a pivotal facet of our sustainability framework. We are consistently seeking industry-relevant solutions and practices that we may adopt to enhance our efforts.

Our proactive strides towards a greener tomorrow encompass diverse measures. Ranging from reducing energy usage and emissions, mitigating the potential impacts of climate change, improving our water consumption, and enhancing our waste management practices. We also seek to harness technology and environmentally friendly materials in our transitional journey to a low carbon future.

Together, let us continue to work towards a brighter and sustainable future for all.

A1 – Implement a Sustainable Management Plan

In our ongoing efforts to optimise energy consumption at Sofitel, we have appointed a third-party energy consultant to inspect our buildings, to provide guidance on energy saving actions we may undertake.

As part of this process, we have undertaken careful assessment of our energy consumption trends and in process of installing intelligent energy monitoring devices to closely gauge energy utilization, mostly on power intensive equipment such as the chillers, chilled water pumps, Air handling units, exhaust fans, domestic water pumps and kitchen equipment's at our hotel.

In addition to these energy-monitoring devices, we have also planning on implementing an energy savings monitoring system at selected areas identified as high consumed on electricity. The system enables us to benchmark a maximum limit on energy consumption in each area or outlets, with the management being notified when the limit is exceeded, facilitating quick investigation and the undertaking of remediating actions where applicable. Sofitel has similarly been fitted with a building control system that facilitates monitoring of energy consumption via the digital power meter.

Further to this, we have identified lighting as a key opportunity to optimise and minimise energy consumption. Where we have installed LED lights to accrue progressive monthly energy savings. We will continue to leverage on the expertise of the external energy consultant to identify new and innovative solutions to further optimise our overall energy consumption.



A2 – Legal Compliance

The Environmental Quality Act of 1974, which is the primary relevant legislation, is thoroughly examined in order to address its general administration, its regulation of pollutants, and the performance of environmental impact assessments. Since garbage, forests, and wildlife are important components of the ecosystem.

We at Sofitel Kuala Lumpur Damansara administratively implement the standard compliance on environmental policy and regulation referred to the governing rules as part of policy statements among the hearties by understanding the impact subsequent to the impact based on the daily operations.

We have planned to conduct training to educate and create awareness the rules of governing how human activity affects the environment is referred to as environmental law. In-order to achieve the goal towards negative impact to the environment, attention to the prosecution and enforcement of environmental legislation to be in-placed.

Key Features of Environmental Law in Malaysia:

- *The state of international law and the issues surrounding climate change today.*
- *The environmental protections outlined in the constitution.*
- *The Environmental Quality Act of 1974 works.*
- *Environmental impact assessments to be carried out.*
- *Waste-related national and international regulations.*
- *Steps taken to save the woods and wildlife.*
- *Application of human rights to environmental conservation to be discussed.*
- *Citation of several national and international laws, agreements and guidelines.*

A3 – Employee Training

Our aspiration is to become an employer of choice that prioritises staff growth and development. All team members are encouraged to take part in training, workshops and educational programmes aimed at honing their skills and keeping them updated with industry requisites and trends. This encompasses both technical and soft skill-oriented learning.

We identify and address employees' training needs during appraisal discussions. This paves the way for tailored training schemes grounded in individual requirements. During FY2023, we organised a town hall to share our future plans and growth strategies with employees, ensuring a united and cohesive effort is undertaken by all Sofitel's employees.

We have also continued to expand upon our succession plan, identifying the right personnel for key positions and conducting relevant trainings and assessments to further gauge and enhance the suitability of each candidate.



OCCUPATIONAL FIRE FIGHTING TRAINING ON 11th JULY 2023



BOMBA TRAINING WITH SECURITY TEAM FROM 13th – 15th JUNE 2023



OCCUPATIONAL FIRE FIGHTING TRAINING ON 10th July 2023



Sofitel Training Hours for All Departments - Jan - Dec 2023

Department	Jan (Hours)	Feb (Hours)	Mar (Hours)	Apr (Hours)	May (Hours)	Jun (Hours)	Jul (Hours)	Aug (Hours)	Sept (Hours)	Oct (Hours)	Nov (Hours)	Dec (Hours)	Total Actual Training Hours Achieved (Jan - Dec 2023)
Rooms Division													
Front Office (Front Desk + Bell/Concierge)	253	242	325	312	325	311	291	282	236	251	276	157	3261
Housekeeping	113	52	13	9	67	55	50	68	88	53	93	0	660
Subtotal	366	294	338	321	392	366	341	350	324	304	369	157	3921
F&B Division													
Kwee Zeen & IRD	17	21	19	79	91	28	29	22	43	23	52	16	439
Wan Chun Ting	79	96	90	74	64	85	60	56	76	87	59	47	873
Nizza	90	55	56	108	80	108	40	65	0	0	0	60	662
Le Bar	0	25	11	23	28	0	5	13	19	19	38	24	202
Banquet	8	8	8	8	8	8	8	8	8	8	20	15	115
Subtotal	194	205	183	292	271	229	142	164	146	137	169	161	2290
Culinary													
Kwee Zeen Kitchen	64	40	53	53	64	108	112	133	136	144	160	60	1126
Wan Chun Ting Kitchen	45	0	84	66	100	50	38	61	38	60	60	16	617
Nizza Kitchen	0	17	0	84	80	67	77	66	46	77	33	21	567
Banquet Kitchen	68	35	49	48	40	48	40	48	56	25	35	24	516
Pastry Kitchen	0	0	0	0	40	50	40	45	55	66	91	64	451
Stewarding	24	32	25	40	32	27	27	40	72	72	81	36	508
Subtotal	201	124	211	291	356	350	334	393	402	444	459	221	3784
Others													
Engineering	56	22	14	18	22	23	0	13	25	67	18	31	308

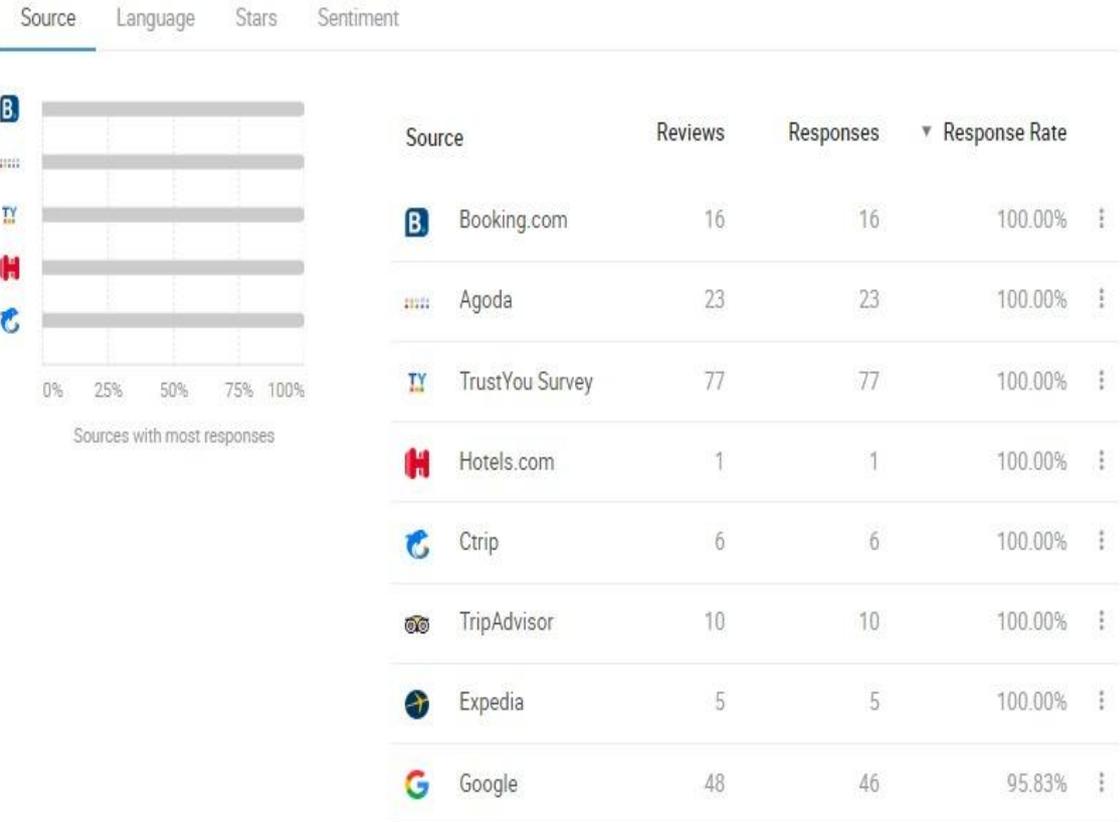
Safety & Security	0	0	8	0	23	14	17	60	105	99	99	49	473
Sofitel Spa	56	44	56	24	51	42	30	56	70	63	63	63	618
Reservation & Revenue	6	7	4	1	5	4	6	7	0	2	8	5	55
Sales & Marketing	6	12	5	15	15	38	9	12	18	0	14	0	144
Human Resources	0	6	28	16	3	12	5	2	9	8	20	12	120
Finance & Purchasing	1	46	32	0	3	0	5	16	13	14	12	45	186
Subtotal	125	137	146	74	122	133	71	166	240	253	233	205	1902
<i>L&D, ACCOR Academic, & External Training</i>													
Heartists Discovery	232	112	248	112	72	112	120	216	72	136	64	56	1552
WATCH	9	7	16	7	5	7	8	14	5	9	4	4	92
HACCP Training	17	38	8		26	30	28	48	41	11	16		263
Safety & Security Training	0	54	6		40	30	22	56	53	30	21		312
LQA Standards Training	11	41	34	29	2				12	2			131
Employer Return & Tax Audit	0	8											8
Food Handlers Training			92						75				167
BOMBA ERT Training						48					216		264
RESaVision LISTeN Training @ NKLCC						8							8
ALLSTAR Certification @ NKLCC						24							24
Professional Halal Executive Training						80							80
Occupational Fire Safety Training							116						116
First Aid & CPR Training										320			320
SOCISO Claim Talk by Perkeso							52						52
Seminar Keselamatan Kebakaran PERSKEB KL							8						8
Swimming Pool Management and Maintenance Upskill Training								16					16
Fire Warden Training					37								37
E-Mobility Asia & Sustainability Environment Asia 2023											24		37
Diversey Chemical Training											35		35
Subtotal	269	260	404	148	182	339	354	350	258	507	380	60	3508
Grand Total	1155	1020	1280	1124	1322	1416	1241	1422	1369	1644	1609	803	15404

A4 – Customer Satisfaction

We monitor customer satisfaction by receiving feedback in different ways and platforms. We strongly believe, accept, and work with any kind of positive or constructive feedback provided by our guests. Besides customer satisfaction, we also review and monitor internal quality performance and satisfaction. And guest experience analysis is tracked through the guest feedback thorough Trust U platform with booking.com, trip advisor and many other channels.

Response Rate

Percentage of reviews responded during the selected timeframe, distributed by dimensions. We only count the number of reviews that can be responded to.

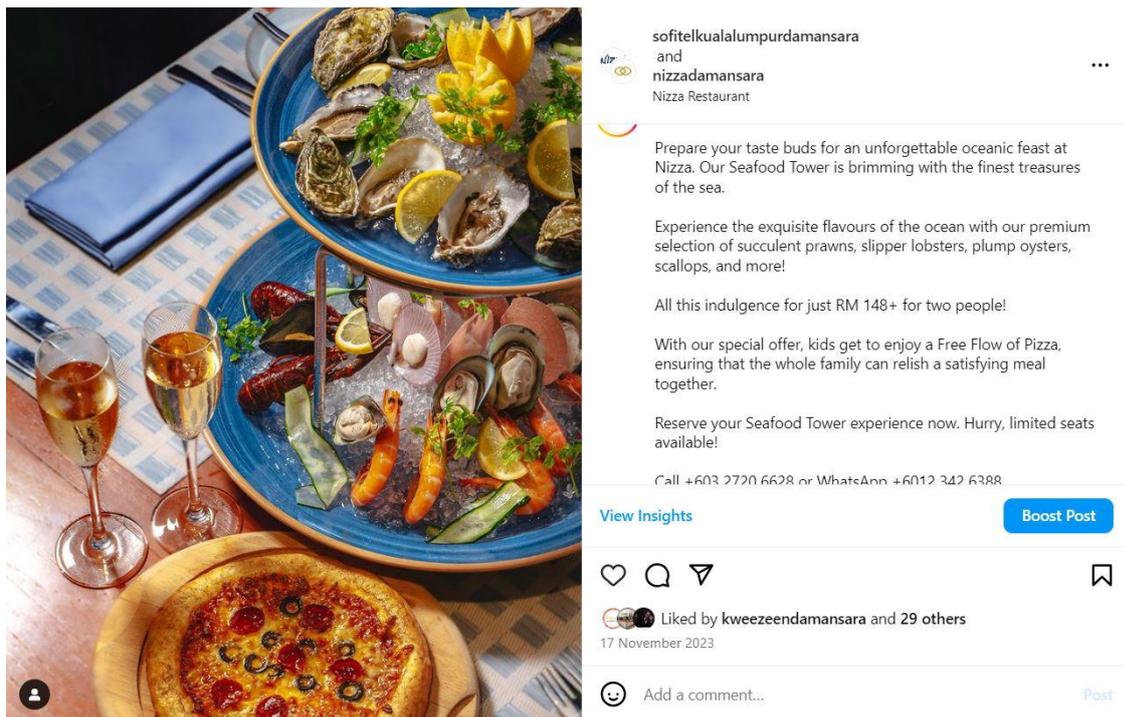


We have also established practices at our hotels to enhance our performance, with a leading quality assurance (LQA) auditor being engaged once a year to evaluate our services in accordance with the Sofitel standards. Having targeted to achieve an LQA benchmark of 85% and above, we have organised training and SOP reviews with all HOD's during FY2023 and conducted an internal audit to ensure our ability to meet the benchmarked score.

SOFITEL KUALA LUMPUR DAMANSARA	Hotel % Score	LQA	Sofitel	Accor Core	Emotional Description
LQA Benchmark Score	86.8%	97.4%	86.8%	95.5%	3.00
PRODUCT	87.7%				
THE ROOM	85.2%				
PUBLIC AREAS	90.2%				
DISPLAY ONLY					
GUEST SECURITY	100.0%				
ALLSAFE		97.37 %			
ALLSAFE SEA		97.4%			
SOFITEL			86.79%		
SOFITEL BRAND CORE MEA APAC			86.8%		
ACCOR				95.45%	
ACCOR CORE MEA APAC				95.5%	

A5 – Accuracy of Promotional Materials

All communication regarding promotional material at Sofitel Kuala Lumpur Damansara has been integrated and channel through the F&B, Sales, Customer Relation, Front Office and Marketing team in line with guiding principles, local regulations and cultural norms.





MERDEKA
BUFFET HIGHLIGHT
Wednesday - Sunday | 6.30 p.m. - 10 p.m. at Kwee Zeen

Available from 30 August 2023 until 17 September 2023

Enjoy a delightful 30% early bird discount when you book by 20th August

RM 168.00 + per adult | RM 84.50 + per child (7 - 11 years old)

For reservations, please email :
Email Hanafi.Suid@sofitel.com | Contact +603 2720 6699 | WhatsApp +6018 873 2028

Terms and conditions apply.
Prices are in Malaysian Ringgit and subject to prevailing government tax.

SCAN THE QR CODE FOR TABLE BOOKING

SOFITEL KUALA LUMPUR DAMANSARA
NO. 6, JALAN DAMANSARA - BUKIT DAMANSARA - 50490 KUALA LUMPUR
603 2720 6688
www.sofitel.kualalumpur-damansara.com



SOFITEL
KUALA LUMPUR DAMANSARA

Seafood Tower
Saturdays 12pm - 2.30pm

RM148+
For Two People

TERRE DI RAI Prosecco DOC Extra Dry
BTI 188+ 1 Glis 48+

Unlimited Pizza, Endless Fun:
For Little Tummies!™

Terms and Conditions apply

- Prices are in Malaysian Ringgit and subject to prevailing government tax.
- Complimentary pizza for kids aged 4-10 years old.
- Offer in total of 1 kid per adult.

SCAN THE QR CODE FOR TABLE BOOKING



LEBAR
Cocktail & Stories

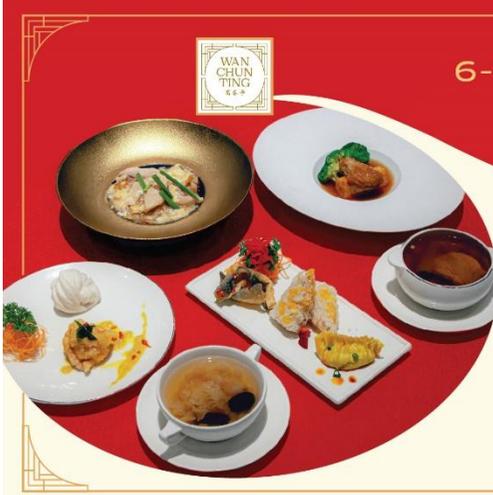
La Boule En Rose
Afternoon Tea
Available daily from 2 p.m. - 5 p.m.

RM158 PER SET
FOR TWO PERSONS

Violin Live Performance by
ROXANNE NG
Every Saturdays and Sundays | 3 p.m. - 5 p.m.

SCAN THE QR CODE FOR TABLE BOOKING

For reservations, please contact :
Hanafi.Suid@sofitel.com or ☎+60 18-873 2028
Price is subject to prevailing government tax



WAN CHUN TING
W.C.T.

6-COURSE BUSINESS SET LUNCH

Purchase for 5 and the 6th person will eat for Free!
Grab this deal now and enjoy a complimentary meal for the 6th person.

Tuesday to Saturday | Lunch : 12 noon to 2.30 p.m.

Set Lunch 1
RM138 per person

Set Lunch 2
RM148 per person

Scan QR Code For Reservation

For reservations, please email : Jasmine.Yap@sofitel.com or contact +603 2720 6648
Terms and conditions apply | Price is subject to government prevailing tax.

SOFITEL KUALA LUMPUR DAMANSARA
NO. 6, JALAN DAMANSARA - BUKIT DAMANSARA - 50490 KUALA LUMPUR | 603 2720 6688
www.sofitel.kualalumpur-damansara.com

A6 – Local Zoning, Design & Construction

Sofitel Kuala Lumpur Damansara has been constructed in 2017 under “ Uniform Building By-Law 1984 (UBBL 1984) Amendments which gazed according to the State Authority.

Building preventive maintenance work has been carried-out based on the approved planned scheduled and the corrective maintenance work been carried-out based on the pre-app (SARA) web-portal system to ensure all the reported case is checked and verified ensuring the task been completed according to timeline and standard requirements.

A7 – Interpretation

We posts the information such the location of our hotel, surrounding area whereby, conveniently near to the best shopping malls. A variety of places offering fun activities and to enjoy the local food. To explore the oldest landmarks by using social media platform

A8 - Communication Strategy

Awareness training is being conducted for new joiners as part of their induction program, hearties has been given specific training based on their departments related to their daily operations. During their operations meetings, briefing on environment and sustainability topics has been included to all the hearties, for an example energy and water efficiently and how to reduce the waste.

Our implementations, plans and strategy for a sustainable operation are clearly defined, as well as our involvement with the local community and other charity work. Our sustainable operations involve our guests, hearties, suppliers and stakeholders.

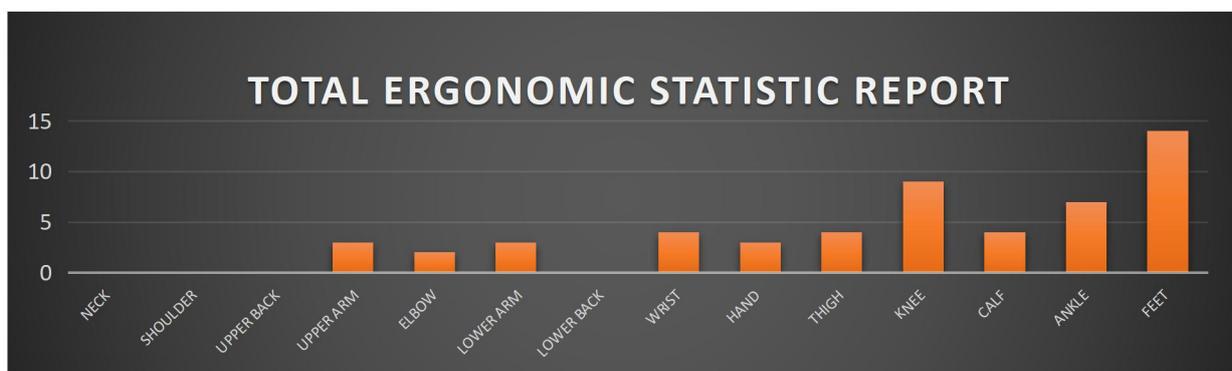
A9 – Health & Safety

Given the nature of our business operations, we are cognizant of our exposure to various health and safety risks. To safeguard our people, we diligently adhere to all relevant health and safety regulations and have instituted multiple measures to bolster the well-being of our guest, employees, vendors, and local communities.

To ensure a secure and healthy work atmosphere, we require all hearties and vendors to designate a safety officer onsite and organize safety briefing based on their work schedule during their presents at the hotel to ensure all workers remain aware of safety protocols. We consistently supply our employees with personal protective equipment, encompassing face masks, hand sanitizers and gloves. Our front-line staff, who face heightened risks due to their close interactions with numerous individuals, are additionally equipped with face shields for added protection in line with their job demands.

Based on the Department of Occupational Safety & Heath (DOSH) we have conducted an assessment on ergonomics on our hearties and below shown the results

NO	BODY PART	TOTAL PARTS
1	NECK	0
2	SHOULDER	0
3	UPPER BACK	0
4	UPPER ARM	3
5	ELBOW	2
6	LOWER ARM	3
7	LOWER BACK	0
8	WRIST	4
9	HAND	3
10	THIGH	4
11	KNEE	9
12	CALF	4
13	ANKLE	7
14	FEET	14
	TOTAL	53



As part of the Safety & Health programme we have conducted the risk assessment (HIRARC) within our hotel to identify the potential hazard as shown below for our outlets.

TASK RISK ASSESSMENT												
TASK DESCRIPTION		Identification of Hazard at work place						Doc. Reference No.:	REV-0.1			
TRA TEAM MEMBERS		F&B – Kwee Zeen, Wan Chun Ting, Nizza, Pool Bar, Le Bar,						DATE:	20/10/2023			
STEP NO.	DESCRIPTION OF TASK STEP	HAZARD	CONSEQUENCES PEOPLE, ENVIRONMENT, ASSETS, REPUTATION	CONTROLS PREVENT, DETECT, CONTROL, MITIGATE	BASELINE RISK			ADDITIONAL CONTROL MEASURES / ACTIONS	RESP. PARTY	RESIDUAL RISK		
					S	P	R			S	P	R
1	Access Staircase Kwee Zeen and Mezzanine Entrance-KZ	Guest may Falls down when miss steps	May cause physical injuries	Reflective sticker has been placed on the edge of the stairs, but in the wood side	2	E	M	Signage's to be placed to watch the steps	Engineering			
2	Staff does buss the tray – KZ	heavy weight on the tray and frequently	Will cause back pain or slid disk	Train the team to make sure decoy system in place and not to stack to many plates on tray	2	C	M	To conduct training on ergonomics	Talent & Culture			
3	Tiles floor slippery inside Nizza restaurant-Nizza	Slip and Fall	May cause physical injury	Need to advise the guest to dry self before entering the restaurant especially kids	2	B	M	Signage's to be placed to watch the steps	Engineering			
4	Floor slippery on the marble area-WCT	Floor with high risk when dropped some water on the floor	May Cause some injury	Need to always have Wet floor signage at the restaurant and PA on standby if needed	1	A	L	Signage's to be placed to watch the steps	Housekeeping			
5	Heavy chairs and tables for movement-Le Bar	Will cause back paint when carry alone during the busy area	Back bone injury	Need to have proper training how to carry heavy items	2	B	M	To conduct training on ergonomics	Talent & Culture			
6	Stairs from lobby to Le Bar area-Le bar	Guest may Falls down when miss steps	May cause physical injuries	Reflective sticker has been placed on the edge of the stairs but still visible for the guest	2	E	M	Signage's to be placed to watch the steps	Engineering			
7	Knife handling by the bartender	Sharpe knife dangerous when cutting the garnishing or fruits	May cause the physical injuries	Will re-train the training how to handle sharper equipment	1	A	L	To conduct related training	Safety & Health			
8	Illy coffee machine steamer	Hazard when twist the steamer and the nozzle facing to the face	May cause burn skin	Retrain the bartender how to use this steamer	2	A	L	To conduct related training	Safety & Health			

B – Social & Economics

B1 – Community Development

As a responsible corporate entity, we dedicate ourselves to generating a positive influence on local communities and society. Our Talent & Culture department spearheads our efforts in organising initiatives to aid those in need, while also motivating our employees to engage in voluntary endeavours that yield societal benefits.

We organise internship programme serving as a platform for community engagement, fostering customer interactions with college and university education for students, exemplifying our commitment to supporting their educational pursuits by providing internship programme within the hotel operations.

Sustainable development requires a fundamental economic and social change to improve human well-being while protecting the environment. Engages in community outreach programs, such as education and healthcare initiatives, fostering social cohesion and support. Supports local businesses through partnerships and procurement, boosting economic development within the community. Balances social responsibility with economic efficiency to ensure sustainable growth and prosperity for both the Hotel and the community.



Distributed 80 pre-pack lunch to Lovely Nursing Centre on 28 June 2023



Delivered Yee Sang & CNY lunch to En Yuan Old Folks Home in PJ on 2 Feb 2023

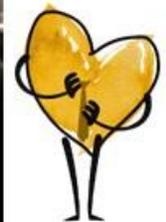


**INVITED
RUMAH
KEBAJIKAN
ANBU
ILLAM
TO
CELEBRATE
DEEPAVALI
ON
03 NOVEMBER**



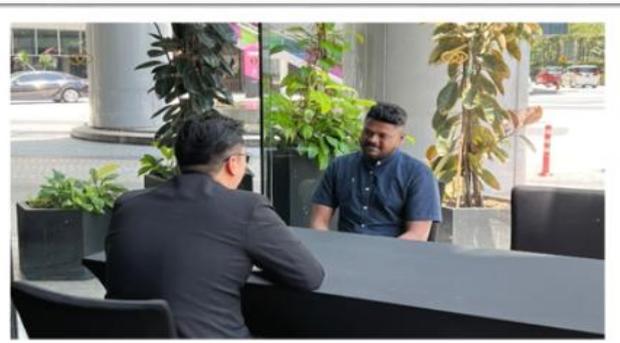
CSR WITH RUMAH AL FIRDUASI

BERBUKA PUASA AT KWEE ZEEN ON 3 APRIL 2023



SOFITEL CAREER FAIR ON 14TH MARCH 2024

Our Talent & Culture department spearheads efforts in organizing career-fair in collaboration with PERKESO to hire new talents, while also motivating our local talent to explore and learn the hospitality industry and yield Sofitel benefits.



B3 – Fair Trade

At Sofitel, we committed to engage with authorized official distributors and suppliers to maintain the standard on purchasing with high quality material and products. We prioritized eco-friendly with compliance certification endorsed by Local authority (KKM).

B4 – Local Entrepreneurs

Sofitel Kuala Lumpur does not engage with local entrepreneurs dealing with historical artefacts.

B5 – Respect Local Population

In-conjunction with promoting the awareness of breast cancer, our Talent & Culture team coordinate the campaign inviting the community surrounding Sofitel – DC Mall, DC Residency, Hong Leong Bank Staff, even the in-house guest to participate. Sharing care-values in the workplace, which appeal to a diverse customer base and pool of employees.

Breast Cancer Awareness



B6 – Exploitations

As part of Sofitel Kuala Lumpur Damansara continuous commitment, we approach and ensures a total equality of treatment between people without taking their differences into account, on the unique basis of their competences.

Compliance with Laws, Rules and Regulations

We have a long-standing commitment to conduct our business in compliance with applicable laws and regulations and in accordance with the highest ethical principles. This commitment helps ensure our reputation for honesty, quality and integrity.

B7 – Equitable Hiring

Diversity is important as we are empowered to make more informed and well-rounded decisions when we consider a broad range of views. Currently with 45% men and 55% women, we are pleased to maintain a reasonable gender diverse workforce.

Simultaneously, we are dedicated to being an equal opportunity employer. Our initiative involves actively recruiting individuals with disabilities (OKU) or those from underprivileged backgrounds in our organization. To achieve this, we are harnessing the expertise of our hiring managers, who will help identify suitable candidates for roles within the organization.

A standardized requirement for an individual to properly perform a specific job or activity. From a non-discrimination and diversity perspective, it is on the candidate, collaborator or individual competence that one should focus to decide on hiring, career or end-of-contract matters. This focus avoids a biased judgment due to stereotypes, which could lead to discrimination.

NB: different from know-how and soft skills. Soft skills are character traits and interpersonal skills that characterize a person's relationships with other people. Know-how is a term for practical knowledge on how to accomplish something.

B8 – Employee Protection

The unequal treatment of a person on the basis of criteria prohibited by law, such as origin, gender, disability etc, in an area covered by the law such as employment, professional development or access to training.

Approach that ensures a total equality of treatment between people without taking their differences into account, on the unique basis of their competences.

Actions that aim at making sure that all individuals are provided with the same “starting point”, especially concerning people or groups potentially less favored. This approach implies for example the acceptance that a disabled candidate can benefit from appropriate selection conditions.

B9 – Basic Service

The activities of the business have not impacted or jeopardized resources or services in the local area or neighbouring communities in any negative manner. The activities of the business generate a number of secure jobs and reflect a positive influence in the community.

C – Cultural Heritage

At Sofitel, we emphasize the celebration of multicultural festivities, bringing people together in joyous harmony. For instance, we commemorate occasions such as Hari Raya, Chinese New Year, Deepavali, and Christmas, uniting hearts in shared cultural experiences.

D – Environmental

ENVIRONMENTAL CONSCIOUSNESS

Our organizations and personnel committed to engage and demonstrate with full commitment to the environment by helping mitigate the effects of global climate change. Beneficial actions include reducing the negative environmental impact of doing business by

improving energy efficiency to help lower carbon emissions, reducing water usage and reducing waste.