

SOFITEL
LUXURY HOTELS

SOEITEL
LUXURY HOTELS

Sofitel Kuala Lumpur Damansara

GREEN GLOBE

SUSTAINABILITY ANNUAL REPORT

2023

Summary of Report

Sofitel Kuala Lumpur Damansara committed to environmental, social, and economic performance. These reports are generated on an annual basis meeting its goals, addressing environmental and social issues, and changes have been made to ensure a sustainable future. Our goals and targets for the future has been set in order to track the progress in the daily operations of our hotel. The annual sustainability report, ensure transparency, accountability, to improve our operations and business.

We strive more efficiency in our daily operations to meet our sustainability goals, our reports clearly outlines the progress made and the goals yet to be achieved.

Sustainable Initiatives

We have made advancements in our sustainability approach and undertaken diverse new and ongoing initiatives.

Energy Management

In-order to optimize energy consumption and carbon emissions, we have taken initiative as follows:

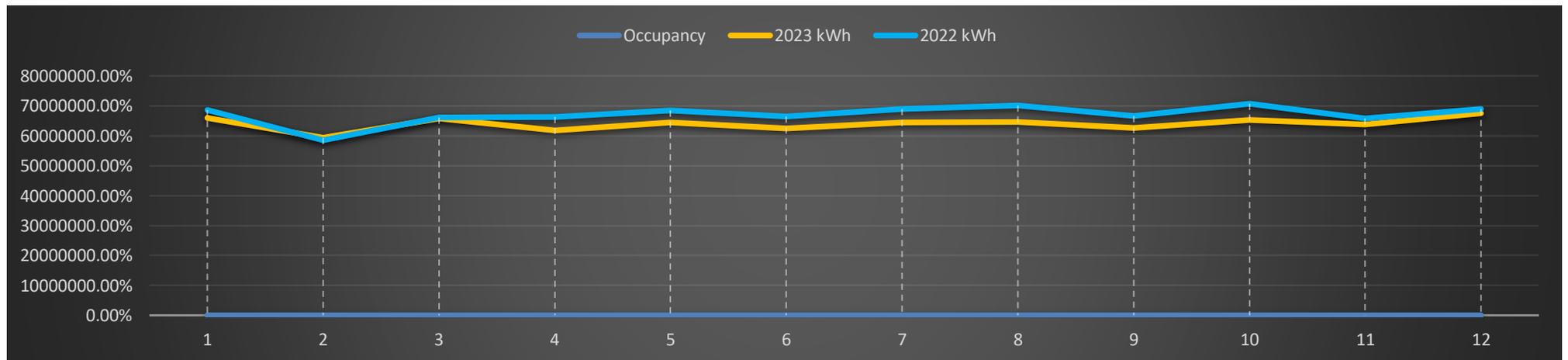
Plant room optimization

- Chilled water pump – Re-calibration of pumps and inverters based on the chilled water supply demand.
- Air Handling Unit – Servicing & calibration of the motors and inverters.
- Fan Coil Unit – Optimization by adding humidity sensors in-order to minimize the operation hours based required temperature demand.
- Kitchen exhaust fan - Optimization on load by adding induction motors in-order to minimize the load on the motors operation with the support of the inverters to control the speed of the motors.
- Other initiatives – Replacement of LED, motion sensor lights and scheduling using dimmer pack are in-progress.

The below table and the graph indicates the energy consumption comparison for year 2022 & 2023, based on the target to achieve 5% energy reduction, based on the on-going initiative we have reached 4.71% for year 2023. We have planned on other initiatives to be carried-out towards achieving our goal on energy consumption savings. We have plans towards achieving our target for year 2024.

Chiller optimization on achieving the COP (chiller efficiency) below 0.610Kw/ton - Achieving the target of energy saving of 5% on yearly.

Description	January	February	March	April	May	June	July	August	September	October	November	December		Annual Reduction	+/- Percentage	
Occupancy	56.50%	63.90%	64.80%	63.00%	64.00%	68.10%	70.00%	74.17%	65.00%	66.70%	74.00%	79.83%		Average Occupancy	67.50%	
2023 kWh	659,193	593,476	657,255	618,141	643,809	624,426	643,677	645,416	626,827	651,954	638,087	675,161		2023 Consumption	7,677,422	
2022 kWh	686,646	584,965	660,675	663,493	685,049	664,942	689,349	700,382	666,711	707,017	658,440	689,408		2022 Consumption	8,057,077	
Reduction Goals	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%		Reduction Goals	5%	4.71%
Target Reduction	652,314	555,717	627,641	630,318	650,797	631,695	654,882	665,363	633,375	671,666	625,518	654,938		Target Reduction	7,654,223	Target not achieved



Employee Training

We identify and address employees' training needs during appraisal discussions. During FY2023, we organized a town hall to share our future plans and growth strategies with employees, ensuring united and cohesive effort is undertaken by all Sofitel's employees.

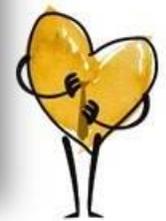
We have also continued to expand upon our succession plan, identifying the right personnel for key positions and conducting relevant trainings and assessments to further gauge and enhance the suitability of each candidate.



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)
<i>Rooms Division</i>													
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
<i>F&B Division</i>													
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
<i>Culinary</i>													
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
<i>Others</i>													
Engineering	56	22	14	18	22	23	0	13	25	67	18	31	308

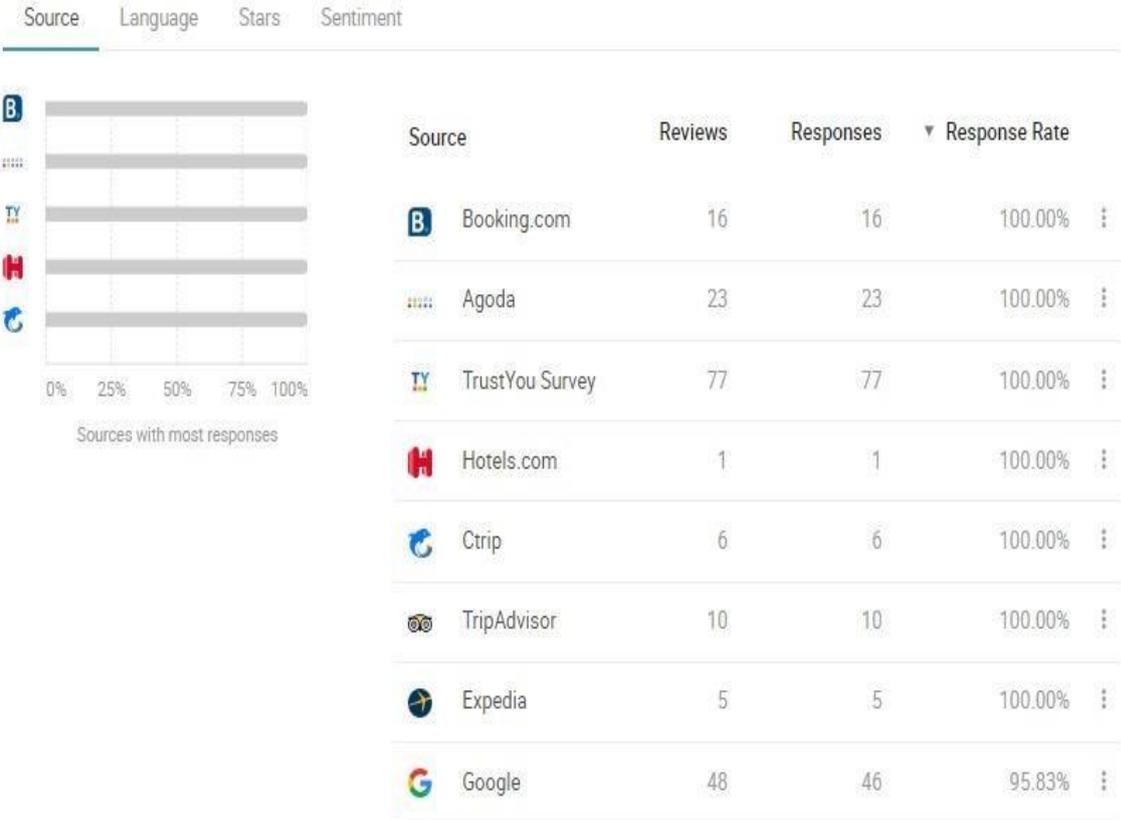
Safety & Security	0	0	8	0	23	14	17	60	105	99	99	49	473
Sofitel Spa	56	44	56	24	51	42	30	56	70	63	63	63	618
Reservation & Revenue	6	7	4	1	5	4	6	7	0	2	8	5	55
Sales & Marketing	6	12	5	15	15	38	9	12	18	0	14	0	144
Human Resources	0	6	28	16	3	12	5	2	9	8	20	12	120
Finance & Purchasing	1	46	32	0	3	0	5	16	13	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
SOCSO 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

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 through 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.

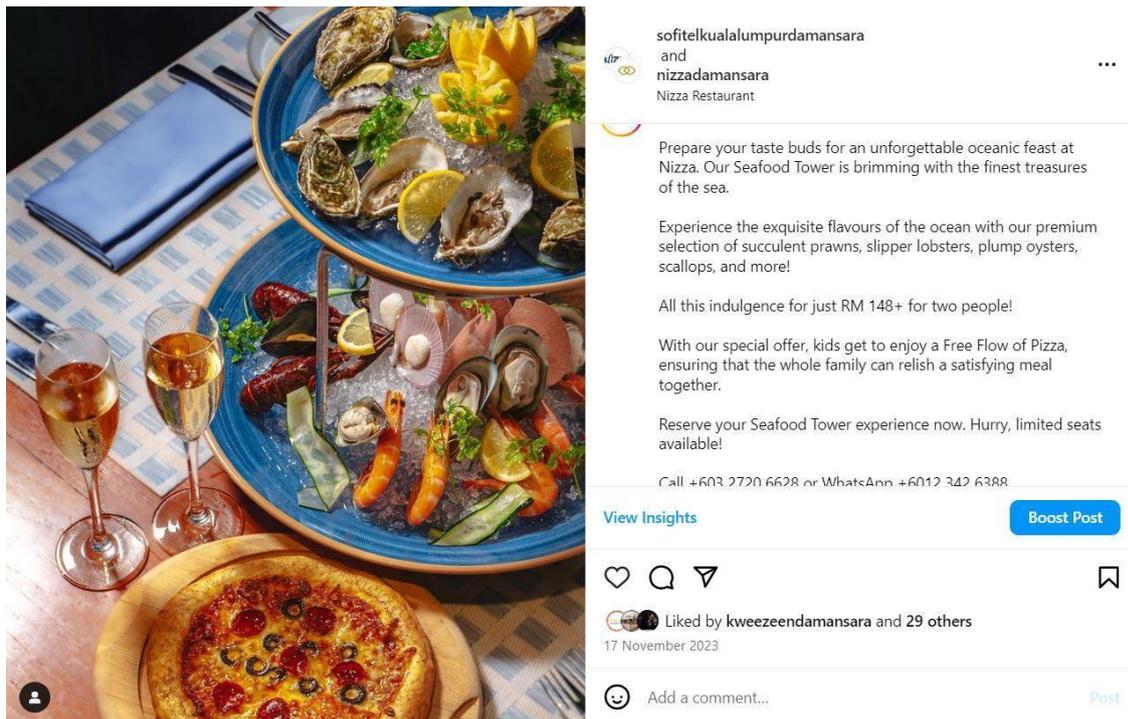


We have established practices at our hotels to enhance our performance, with a leading quality assurance (LQA) auditor being engaged once a year to evaluate our services in accordance with the Sofitel standards. Having targeted to achieve an LQA benchmark of 85% and above, we have organized training 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%	

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 6648
www.sofitel-kualalumpur-damansara.com




SOFITEL
KUALA LUMPUR DAMANSARA

Seafood Tower

Saturdays 12pm - 2.30pm

RM148+ | TERRE DI RAI Prosecco DOC Extra Dry
For Two People | BU 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 1-10 years old.
- Offer limited to 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.

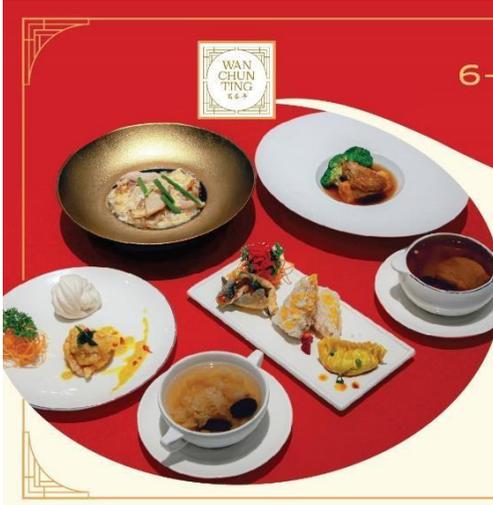
**RM158 PER SET
FOR TWO PERSONS**

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

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 | Set Lunch 2
RM138 per person | 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

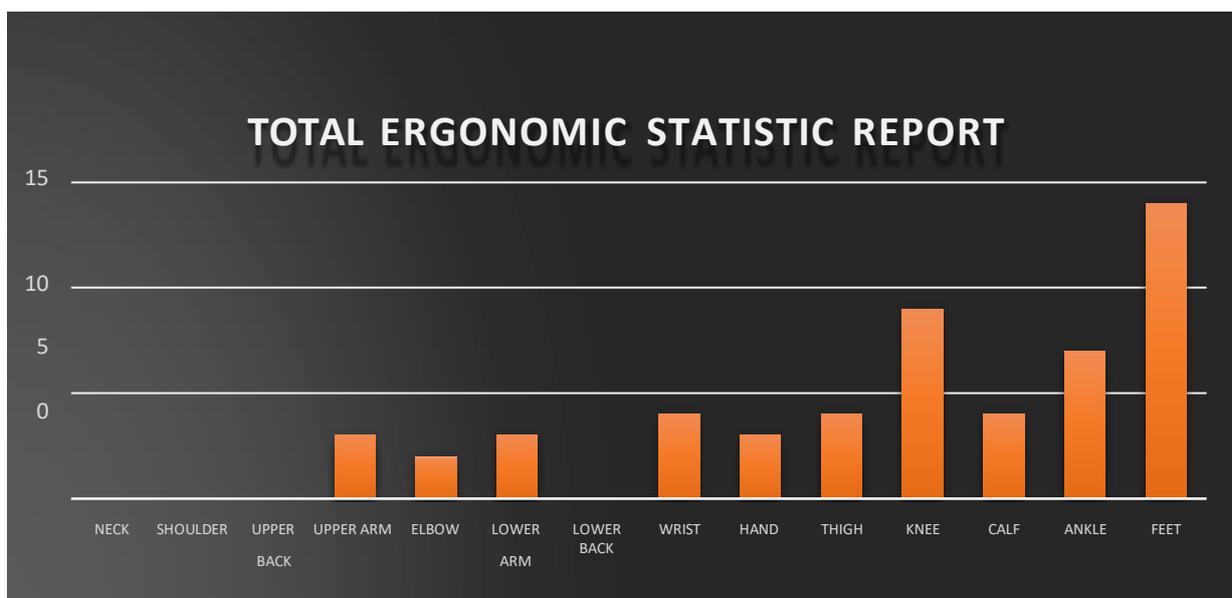
SOFITEL KUALA LUMPUR DAMANSARA
NO. 6, JALAN DAMANSARA, BUKIT DAMANSARA, 50490 KUALA LUMPUR | 603 2720 6648
www.sofitel-kualalumpur-damansara.com

Health & Safety

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.

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 program 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	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	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	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	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	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			

Community Development

Our Talent & Culture department spearheads our efforts in organizing initiatives to aid those in need, while also motivating our employees to engage in voluntary endeavors that yield societal benefits.

We organize internship program 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 program within the hotel operations.

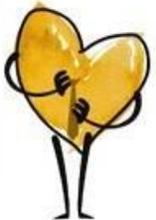
No	Charity Organization	Date	Numbers of People
1	Kechara homes Bangsar (orphanage)	Mei 2023 – Dec 2023	100 pack
2	Lovely Nursing Center	28-Jun-2023	80 pack
3	En Yuan Old folks home	2-Feb-2023	35 pack
4	Anbu Illam Homes – Invited to Kwee Zeen restaurant	3-Nov-2023	40 pack
5	Rumah Al Firdausi – Invited to Kwee Zeen restaurant	3-April-2023	68 pack



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

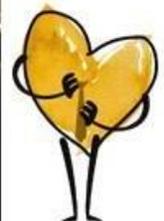


**INVITED
RUMAH
KEBAJIKAN
ANBU
ILLAM
TO
CELEBRATE
DEEPAVALI
ON
03 NOVEMBER**



CSR WITH RUMAH AL FIRDUASI

BERBUKAPUASA AT KWEE ZEEN ON 3 APRIL 2023



Local Employment

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.

Total walk-in Interviewed	75 young talent
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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.

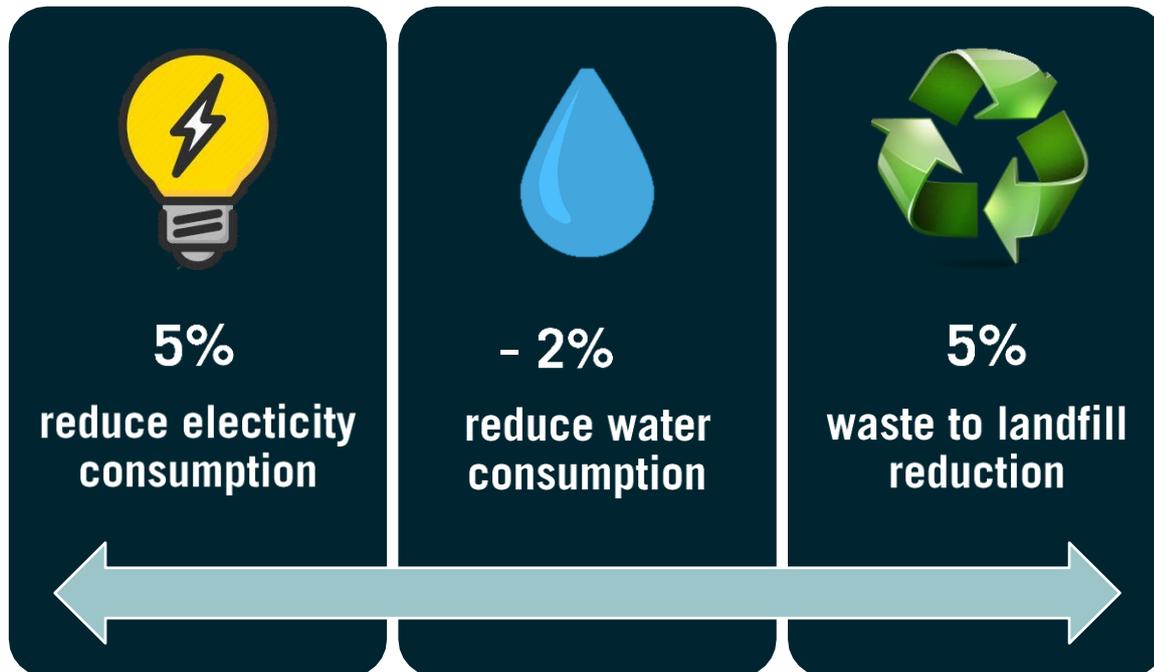
No	Community Participated	Number of Participant
1	Sofitel Kuala Lumpur Damansara (Staff)	198
2	Sofitel Kuala Lumpur Damansara (Guest)	23
3	DC Mall	48
4	DC Residensi	9
5	Hong Leong Bank	19
6	Guocoland	37
7	HSBC	5
8	British American Tobacco	3

Breast Cancer Awareness



Plans for other sustainable criteria:

- *Sustainable meeting, green meeting to be offered to our client and guest.*
- *Reduction on food waste, organizing on engaging local farmers in collaboration.*
- *Recycle-waste management to be implement.*
- *Goal to reduce and eliminate single-use plastic.*
- *To create a sustainable environmental culture within the organization.*
- *To certified on HACCAP (Hazard Analysis Critical Control Point) principle practice.*
- *Housekeeping to implement initiatives on used soap.*
- *Lines-less: meeting tables that not requires to use ant fabric or covering.*
- *To reduce daily water usage by reducing the linen laundry process.*



At **Sofitel Kuala Lumpur Damansara**, we prioritize upholding the environmental goals on Energy, Water, Waste and Community fostering a fair and respectful towards living in healthy workplace environment and compliance with Malaysian law. Our commitment and dedication to compliance with laws, rules, and regulations is unwavering. By adhering to the legal framework and operating with integrity, we uphold our reputation for excellence and trustworthiness in the community.

