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Sofitel Kuala Lumpur Damansara

SUSTAINABILITY

MANAGEMENT

PLAN

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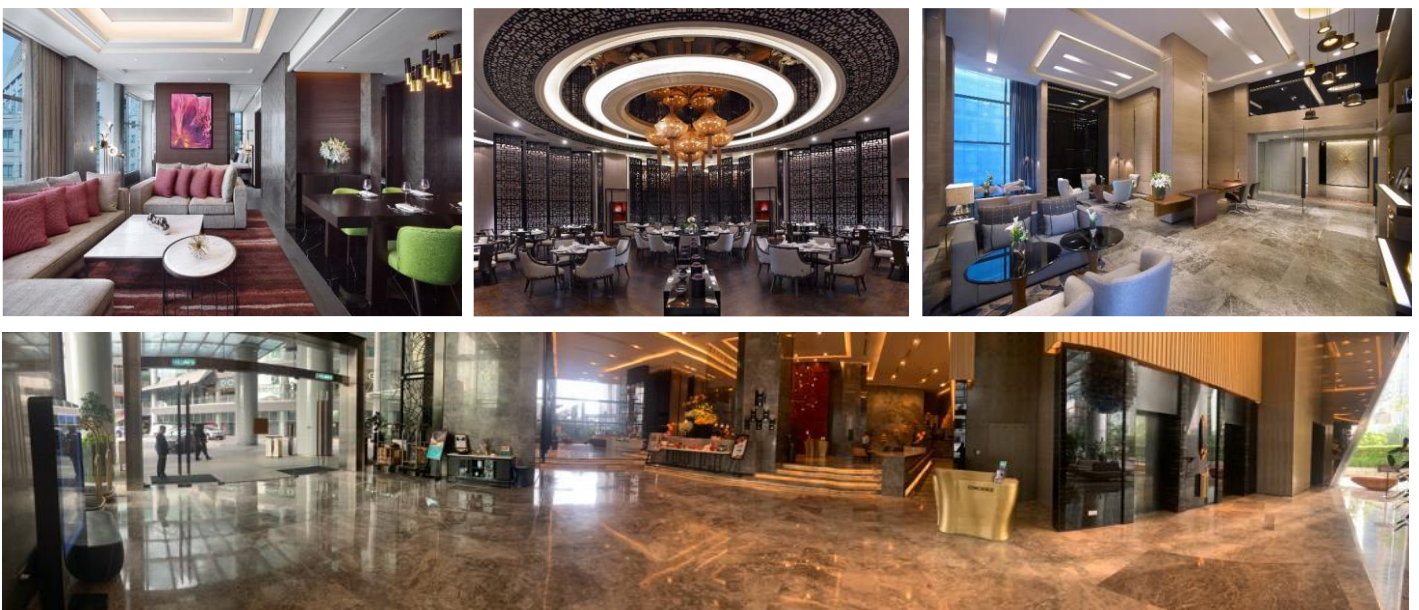
Introduction

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;*

ENVIRONMENTAL SUSTAINABILITY POLICY

Our ***Environmental policy*** is a statement about Sofitel's commitments towards environmental values. It serves to identify environmentally harmful practices and highlight more environmentally friendly ways of working. The environmental policy demonstrates the commitment to protect the environment and community in a responsible manner.

Our sustainability policy aims to promote sustainable practices that balance economic, social and environmental considerations.

The environmental policy highlight cost savings, as well as environmental friendly to meet the nature of our objective. Our **action plan** has been carried out to support our business meet its environmental targets.

To establish a future where Sofitel operates using renewable energy, sources materials sustainably, and reduces waste to a minimum. With a robust environmental sustainability policy, this goal is within reach.

By implementing an environmental sustainability policy, to reduce carbon footprint, conserve resources, and save cost through energy-efficient operations and waste reduction. Start by conducting a thorough sustainability audit for operations, and reducing the negative impact of Sofitel's value chain on the natural environment.

Reducing energy use

By setting-up course of action in-order to save energy efficiently, create awareness, educate by conducting training and sustainable practise among hearties to help the organization to meet our goal towards achieving sustainability criteria.

Reducing water use

To reduce the water use by checking for and rectifying any dripping taps or pipes. By examine the toilet facilities for efficient usage by installing more efficient flushing system.

Minimising waste and recycling more

To conduct training and create awareness with action plan on waste management for recycling the waste, to buy products which are not over-packaged and buy local produce or products that are environmentally friendly/from sustainable sources. Limiting document printing to reduce the carbon footprint by encouraging staff to print double-sided.

Promoting the use of non-motorised transport

Encourage staff to walk, cycle or share cars wherever possible, by carpooling, ridesharing or use public transports (giving each other lifts).

Promoting awareness

Raising awareness of environmental and sustainability issues is vital to the success of any environmental/sustainability policy. All hearties to be involved in the development and implementation of the policy from the outset and should be given the opportunity to voice their concerns.

Making our policy publicly available to provide an opportunity to showcase how environmentally aware and proactive we are. To place our Environmental Policy on our website so that interested parties can read it. Notice boards, staff meetings and intranet pages to be used to communicate.

Monitoring and reviewing

To coordinate and conduct the review on the policy regularly to ensure our business activities comply with the policy and provide an opportunity to set more specific targets. To amend the policy as per the operation activities changes based on business needs. The key to responsible and sustainable business practices is transparency and accountability. By implementing a corporate governance policy, together we can ensure that our hearties act with integrity, transparency, and accountability. Establish a code of conduct that outlines Sofitel's values and ethical principles, and make it easily accessible to all hearties.

Green Globe Champions goals:

- ✓ *Green Globe Certification.*
- ✓ *Spread the awareness about the environmental challenges.*
- ✓ *To create ideas in all areas to save energy & water and to reduce the waste.*
- ✓ *To be part of the local environmental communities and non-profit organizations.*
- ✓ *Participate in all environmental activities.*
- ✓ *Participating in charity and donation events for needed community.*

Leader of Sustainability

General Manager Sofitel Kuala Lumpur Damansara

Vincent Gernigon

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've 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.

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.

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. And guest experience analysis is tracked through the guest feedback thorough Trust U platform with booking.com, trip advisor and many other channels.

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.

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.

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.

B2 – Local Employment

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 these values in the workplace, you can also appeal to a diverse customer base and pool of employees.

B6 – Exploitations

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

Our ability to refer back to records and documents that can help explain decisions made in the context of recruitment and career management. This traceability is of particular relevance when a company is requested to prove that no decision regarding a collaborator was taken on the basis of discriminatory criteria.

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.

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 neighboring 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.

