



# Mövenpick Hotel and Convention Centre KLIA Sustainable Management Plan

Year 2025

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## **Introduction**

At Mövenpick Hotel and Convention Centre KLIA we believe that exceptional hospitality goes hand in hand with environmental and social responsibility. As part of our long-term vision, this Sustainable Management Plan outlines our commitment to reducing our ecological footprint, fostering a positive impact on the local community, and embedding sustainable practices into our daily operations. Located in Kuala Lumpur, Mövenpick Hotel and Convention Centre KLIA aims to lead by example in the hospitality industry by aligning our values with global sustainability standards. This plan serves as a roadmap for continuous improvement, ensuring that our services remain not only high in quality but also responsible and future-focused.

### **1/ Sustainable Management Plan**

As part of its strategic commitment to responsible hospitality, Mövenpick Hotel and Convention Centre KLIA has made the decision to fully integrate sustainable development into its daily operations.

To achieve this, we identified ten core pillars that work in synergy to guide its sustainability efforts across all departments: Top management and stakeholders engagement / Training and capacity building / Local identity enhancement / Risk management / Legal and compliance / Water and energy management / Waste management / Procurement / Communication / Reporting and continuous improvement.

These interconnected pillars form the foundation of our Sustainable Management Plan (SMP), which is designed to be a living document—constantly evolving in response to new challenges, innovations, and feedback. Through this dynamic approach, Mövenpick Hotel and Convention Centre KLIA aims to ensure that sustainability remains at the heart of its long-term vision and operational excellence.

#### **1.1/ Sustainable Management Plan Setup**

To effectively implement and oversee the Sustainable Management Plan, Mövenpick Hotel and Convention Centre KLIA has established a dedicated Green Team. This team is composed of representatives from all key operational areas of the hotel, ensuring that each department is actively engaged in the sustainability process. By involving members from every major service—housekeeping, food and beverage, front office, maintenance, and administration—the Green Team works collaboratively to embed sustainable practices across the entire property.

Each member of the Green Team acts as a Green Leader, responsible for driving the implementation of new initiatives within their respective departments, monitoring the effectiveness of these measures, and ensuring alignment with the

hotel's sustainability goals. In order to structure and guide its actions, the Green Team follows the internationally recognized standards and best practices set forth by the Green Globe certification program, as well as by Accor sustainability guidelines. These frameworks help to channel efforts consistently, track progress, and maintain a clear focus on continuous improvement.

Beyond implementation, the Green Team also plays a central role in the ongoing development of the Sustainable Management Plan itself. By regularly assessing performance, gathering feedback, and staying informed on evolving sustainability trends, the team ensures that the SMP remains a dynamic, forward-looking tool that grows and adapts over time.

***See Appendix #1 Green Team Constitution***

## **1.2/ Sustainable Management Plan Deployment**

The successful deployment of the Sustainable Management Plan at Mövenpick Hotel and Convention Centre KLIA relies on a gradual, structured approach led by the Green Team. Acting as the driving force behind sustainability efforts, the Green Team is responsible for rolling out initiatives step by step, ensuring that each action is implemented thoughtfully and in coordination with hotel operations. This progressive deployment allows all departments to become gradually involved, creating a culture of shared responsibility and encouraging staff engagement at every level. Through consistent guidance and communication, the Green Team ensures that sustainability becomes an integral part of the hotel's daily routines and long-term vision.

## **2/ Top management and stakeholders engagement**

Sustainability at Mövenpick Hotel and Convention Centre KLIA is not treated as an isolated initiative—it is rooted in the values and vision of both the ownership and management. The hotel is owned by a company that manages funds dedicated to Islamic pilgrimages, a mission deeply connected to cultural, spiritual, and ethical principles. This commitment is reflected in the architectural design and landscaping of the hotel, which include thoughtful references to Muslim culture and local Malaysian heritage. The owner's vision emphasizes respect for tradition, community, and responsible development.

Driven by this ethos, the ownership has proactively invested in the construction of a GreenRE-certified building, designed for low energy consumption and environmental performance. This forward-looking approach demonstrates clear and ongoing

commitment to sustainable development, not just as a trend, but as a long-term responsibility.

In response, the hotel's operator has also embraced sustainability as a core value. While corporate sustainability guidelines provide a foundational framework, the management team at Mövenpick Hotel and Convention Centre KLIA is determined to go beyond these minimum standards. In close partnership with the ownership, the management actively integrates sustainable thinking into day-to-day operations and long-term planning.

Top managers are not only supportive but directly involved: they are members of the Green Team and play a hands-on role in implementing sustainable practices, aligning decisions with environmental and social objectives. Their involvement ensures that sustainability is embedded in the operational culture of the hotel, from strategic planning to daily action.

### **3/ Training and Capacity Building**

At Mövenpick Hotel and Convention Centre KLIA, education is more than a policy—it's a core value that drives both internal development and external impact. The hotel strongly believes that lasting change in sustainability starts with knowledge and awareness. For this reason, training and capacity building are central pillars of the hotel's operational strategy.

Internally, Mövenpick Hotel and Convention Centre KLIA delivers regular training sessions for all staff members. These include onboarding programs for new recruits and periodic refresher courses for existing team members. Training covers a wide range of topics: sustainability principles, operational efficiency, departmental excellence, and guest service standards. By combining environmental education with professional skills development, the hotel ensures that its teams are empowered, efficient, and aligned with the hotel's values.

Beyond its own walls, the hotel's top management is committed to engaging with the wider community. This includes building connections with local schools, universities, and organizations in Kuala Lumpur. By reaching out and sharing knowledge, Mövenpick Hotel and Convention Centre KLIA seeks to promote awareness, inspire change, and support the next generation of sustainability-minded professionals.

Education is also a cornerstone of the ownership group's philosophy. It is seen as a powerful tool to identify and nurture local talent, with the long-term goal of forming fully local teams and contributing to the intellectual and economic growth of the surrounding community and the nation at large.

Through this deep commitment to education—internally and externally— Mövenpick Hotel and Convention Centre KLIA positions itself not only as a leader in hospitality, but also as a catalyst for sustainable development and social progress.

#### **4/ Local Identity Enhancement**

Mövenpick Hotel and Convention Centre KLIA positions places great importance on celebrating and enhancing the local identity of its surroundings. This commitment is reflected in the guest experience, the hotel's architecture, and its environmental stewardship.

To offer guests a genuine taste of Malaysian culture, the hotel's restaurant features traditional local dishes at every meal. Carefully curated menus highlight the richness of Malaysian gastronomy, allowing guests to discover the diversity and heritage of the region through authentic culinary experiences.

Architecturally, Mövenpick Hotel and Convention Centre KLIA positions also expresses its connection to local identity. The design of the building incorporates subtle references to Malaysian culture, creating a sense of place and belonging. Furthermore, the hotel pays tribute to the land it occupies—an old palm plantation—by preserving a number of palm trees in its gardens. These landscaped areas are carefully planned to protect the natural heritage of the region, avoiding the introduction of invasive species and favoring native, endemic plants that support local biodiversity.

Beyond its physical spaces, Mövenpick Hotel and Convention Centre KLIA positions actively seeks to promote the cultural and historical heritage of the area. Guests are regularly informed about the local environment and traditions, and the hotel continuously expands its offering of excursions and experiences that connect visitors to Kuala Lumpur's rich history and culture.

Mövenpick Hotel and Convention Centre KLIA is committed to promoting local cultural and historical heritage in a respectful and responsible manner. This includes a firm stance against the unauthorized use of cultural symbols, traditional knowledge, archaeological artifacts, or any form of intellectual property belonging to local communities. The hotel ensures that no such elements are used or represented without formal consent, thereby avoiding cultural appropriation and fostering ethical, positive engagement with local heritage.

Through these initiatives, Mövenpick Hotel and Convention Centre KLIA positions reinforces its role not only as a place of hospitality, but as a gateway to the authentic Malaysian experience.

***See Appendix #2 Gardening Policy***

## **5/ Risk Management**

At Mövenpick Hotel and Convention Centre KLIA, risk management goes far beyond the standard procedures established by the corporate operator. Our hotel's top management has chosen to proactively deepen and expand its approach to risk, viewing it as a strategic tool to protect operations, people, and long-term value.

Our establishment's risk framework encompasses a broad spectrum of risks, including natural risks, which have been thoroughly assessed in collaboration with the building's architect during the design phase. Structural and environmental resilience were key considerations in ensuring that the hotel is equipped to withstand local climatic and geographical conditions.

Operational risks are also a central focus. Mövenpick Hotel and Convention Centre KLIA is committed to maintaining a high level of safety and continuity in its services. Measures are in place to safeguard both employees and guests, with particular attention paid to accident prevention, workplace safety, and supply chain reliability. Preventing supply disruptions is critical to maintaining quality service and protecting the hotel's reputation.

In line with its proactive culture, Mövenpick Hotel and Convention Centre KLIA continuously reviews its practices to ensure that no blind spots remain. The hotel invests in resources, tools, and training to meet its ambitious goals and to ensure that operational excellence is never compromised by unmanaged risks.

In addition, the hotel recognizes that environmental responsibility is also a form of financial risk mitigation. By aligning its operations with sustainable practices, Mövenpick Hotel and Convention Centre KLIA reduces the risk of losing eco-conscious guests and reinforces its appeal in an increasingly values-driven market.

Finally, the hotel conducts rigorous due diligence on all new suppliers, ensuring that partnerships are built only with companies that meet the highest standards in ethics, quality, and sustainability. This selective approach strengthens the hotel's resilience while upholding its values.

## **6/ Legal and Compliance**

Mövenpick Hotel and Convention Centre KLIA places the highest importance on full compliance with all applicable laws and regulations. This includes national Malaysian legislation, industry-specific standards for hospitality, and corporate policies set by the hotel's operating group. Compliance is not viewed as a constraint, but as a foundation for responsible and sustainable business conduct.

One of the hotel's strongest convictions is that sustainability begins with people. Mövenpick Hotel and Convention Centre KLIA is deeply committed to providing its employees with excellent working conditions, far exceeding local labor regulations. This includes fair and competitive salaries, a safe and healthy working environment, and support for overall employee well-being. The hotel believes that empowered, respected employees are key drivers of operational excellence and long-term sustainability.

The hotel also adopts a proactive approach to regulatory change. By actively monitoring evolving legislation and industry best practices, Mövenpick Hotel and Convention Centre KLIA aims to stay ahead of compliance requirements and position itself as a pioneering property in the Kuala Lumpur region.

This same rigor applies to the selection and evaluation of partners and suppliers. Each new supplier undergoes a careful screening process to ensure full alignment with the hotel's ethical, legal, and environmental standards. Particular attention is paid to anti-corruption policies, and the hotel maintains a zero-tolerance stance toward any unethical business practices.

Through this comprehensive and forward-looking compliance strategy, Mövenpick Hotel and Convention Centre KLIA builds trust with its stakeholders while reinforcing its long-term sustainability vision.

## **7/ Water and Energy Management**

From its inception, Mövenpick Hotel and Convention Centre KLIA was designed with environmental performance in mind. The building was awarded the GreenRE certification, which recognizes architectural choices and systems that prioritize energy and water efficiency. This foundation reflects a long-term commitment to resource conservation embedded in the very structure of the hotel.

On a daily basis, the hotel's technical team actively seeks innovative solutions to further reduce energy and water consumption. These efforts are fully supported by the top management, who are willing to invest in energy-efficient equipment and technologies that may require higher initial costs but offer long-term environmental and financial benefits.

All teams, and in particular the technical and operational departments, place great importance on using equipment under optimal conditions of service and temperature. This careful attention helps reduce unnecessary energy use and maximizes the performance and longevity of all systems. Whether in kitchen operations, laundry, HVAC, or lighting, equipment is handled with a focus on minimizing environmental impact without compromising service quality.



Maintenance practices at Mövenpick Hotel and Convention Centre KLIA are also aligned with sustainability goals. A proactive approach ensures that equipment is kept in optimal condition, extending its lifespan and avoiding unnecessary waste or replacement.

Clear and measurable reduction targets for energy and water consumption are regularly set, monitored, and reviewed. Progress is tracked using the Gaia software, which allows for precise data analysis and timely decision-making. These performance indicators help the Green Team and top management stay accountable and focused on continuous improvement.

Through careful management of energy use, water conservation, responsible equipment use, and preventive maintenance, Mövenpick Hotel and Convention Centre KLIA aims to significantly reduce the greenhouse gas (GHG) emissions associated with guests' stays and travel. The hotel strives to offer not only comfort and quality, but also a lower environmental footprint for every guest experience.

**See Appendix #3 Environmental Policy**

## **8/ Waste Management**

At Mövenpick Hotel and Convention Centre KLIA, we are firmly committed to minimizing our environmental footprint by continuously seeking innovative and effective solutions to reduce, recycle, and where possible, reuse waste. Our waste management strategy is built on rigorous monitoring of waste volumes, with clearly defined reduction targets reviewed and adjusted on a regular basis.

A particular emphasis is placed on food waste reduction. To address this critical issue, we have implemented Winnow, an intelligent, data-driven system that enables us to track, analyze, and significantly reduce food waste across our operations. This technology provides valuable insights that support better planning, reduce overproduction, and contribute to a more sustainable kitchen.

We also recognize the important role our guests play in achieving our sustainability goals. Mövenpick Hotel and Convention Centre KLIA is dedicated to raising awareness among our clientele through clear communication and targeted initiatives. By encouraging responsible behavior and reinforcing our green identity, we aim to foster a culture of sustainability that extends beyond our hotel walls.

## **9/ Procurement**

At Mövenpick Hotel and Convention Centre KLIA, we recognize the Procurement Department as a key driver of our sustainability strategy. The hotel's top management is fully committed to supporting procurement efforts by allocating the necessary resources to reduce the environmental impact of our supply chain operations. This department is expected to play a proactive role in identifying and implementing solutions that lower the carbon footprint of the hotel, while collaborating closely with suppliers to align practices with our environmental objectives.

Where necessary, Mövenpick Hotel and Convention Centre KLIA will provide training and support to suppliers to help them meet our sustainability standards. The department is encouraged to prioritize sourcing locally-produced goods, selecting higher quality products that enhance the guest experience, choosing items with a longer lifespan even at a higher initial cost, and favoring reusable goods and energy-efficient equipment. Additionally, the use of recycled materials, eco-friendly alternatives, and sustainably-grown food products is strongly encouraged.

Our commitment goes beyond the products we purchase — it extends to services as well. We actively investigate and assess our suppliers' production methods, sustainability credentials, and overall environmental impact, with the goal of reducing our Scope 3 greenhouse gas emissions. Through responsible procurement practices, Mövenpick Hotel and Convention Centre KLIA aims to significantly reduce its environmental footprint while upholding high standards of service and guest satisfaction.

## **10/ Communication**

At Mövenpick Hotel and Convention Centre KLIA, we consider communication to be a cornerstone of our sustainability efforts. In alignment with the guidelines and resources provided by our corporate office, we are committed to consistently informing and training our staff so they can serve as true sustainability ambassadors—both within the hotel and across the broader corporate network.

Our approach also places strong emphasis on guest engagement. We actively involve our clients in our environmental initiatives by sharing practical information on sustainable travel and encouraging them to reduce their environmental impact during their stay. This is achieved through a mix of subtle and direct communication channels, such as the food we serve, on-site displays including digital touch screens and information boards, as well as through our digital platforms.

Mövenpick Hotel and Convention Centre KLIA leverages its website, guest satisfaction surveys, and social media presence to integrate sustainability into the guest experience and to reinforce our green identity. By communicating consistently and meaningfully with both our staff and guests, we aim to cultivate a culture of environmental responsibility that extends beyond the hotel's walls.

## **11/ Reporting of continuous improvement**

Mövenpick Hotel and Convention Centre KLIA is committed to a continuous improvement approach in all aspects of its sustainability strategy. The hotel sets clear, measurable objectives that are regularly monitored, analyzed, and critically reviewed. Progress is tracked through a combination of internal monitoring tools and formal documentation, ensuring that sustainability remains a dynamic and evolving process rather than a static objective.

To reinforce transparency and accountability, key sustainability indicators and performance data are consolidated and evaluated within our annual sustainability reports. These reports serve both as a reflection of our achievements and as a foundation for setting new goals. This systematic approach allows us to assess the effectiveness of our initiatives, identify areas for improvement, and refine our action plans year after year.

***See Appendix #4 Latest Annual Report***

## **APPENDIX #1 Green Team Constitution**

## GREEN GLOBE CERTIFICATION COMMITTEE 2025 ORGANIZATION CHART



## **APPENDIX #2 Gardening and Landscape Policy**

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# GARDENING AND LANDSCAPING POLICY

## POLICY STATEMENT

It is the policy of Mövenpick Hotel & Convention Centre KLIA to maintain our gardens in alignment with the principles of environmental sustainability and local cultural heritage. Our gardening practices aim to minimize ecological impact while offering guests a serene and culturally immersive natural experience.

## PURPOSE

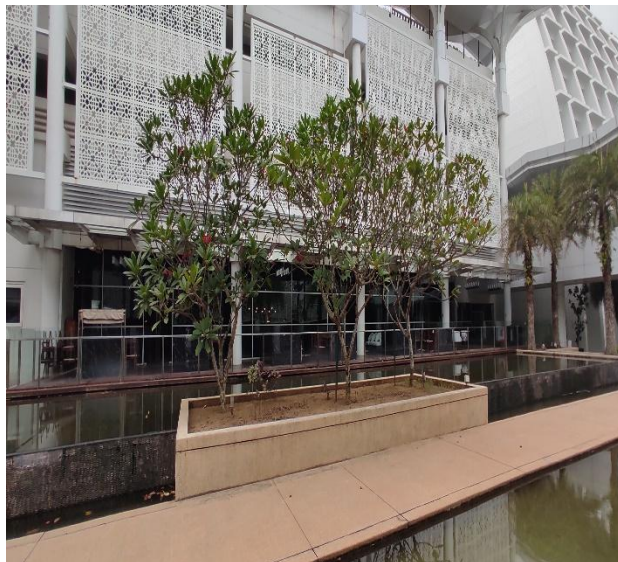
The purpose of this policy is to guide the sustainable management and design of gardens and landscaped areas within Mövenpick Hotel & Convention Centre KLIA. It ensures that our outdoor environments contribute to ecological well-being, reflect local cultural identity, and enhance the overall guest experience.

## SCOPE

### 1. Eco-Friendly Products and Practices

- We prioritize the use of eco-friendly fertilizers and insecticides, whenever available and appropriate for our landscape.
- Our team regularly reviews the market for new, more sustainable gardening products, ensuring we adopt improved environmental solutions as they become available.
- Chemical use in the garden is minimized in all cases, and alternative methods are preferred wherever feasible, such as our home-made compost for fertilizing.

### 2. Native and Low-Water Plants



Plumeria Tree



Dattes Palm Tree



- To reduce water consumption, we are committed to planting only native and locally adapted plant species. These plants are naturally resilient to the local climate and require minimal irrigation and care.
- Our landscape design avoids the use of water-intensive exotic species.
- Our landscape design prohibits the integration of invasives species. Any introduction of a new species in our landscapes and/or garden must be validated by an expert.



Palm Trees



Aralia Bush

### 3. Cultural and Historical Integration





- Our garden includes design elements inspired by Islamic culture, reflecting the spiritual and artistic values of the region. This includes the use of geometry, shaded seating areas, and symbolic plants.
- Various species of palm trees and local trees are featured throughout the property, in homage to the site's history as a former palm plantation.

#### 4. Natural Water Filtration System



- The stream running through our garden is naturally filtered using a combination of sand and Japanese koi carp. This biofiltration system allows us to maintain clear and healthy water without the use of chemical treatments, in keeping with our sustainability goals.

#### 5. Educational Role of the Mövenpick Hotel and Convention Centre KLIA Garden





- The garden at Mövenpick Hotel and Convention Centre KLIA is designed not only for relaxation, but also to offer guests an educational experience. Information about the local tree and plant species is progressively shared through signage, helping guests learn about native biodiversity and sustainable landscaping.
- The garden also includes references to Islamic cultural heritage, through symbolic plants, design elements, and spatial organization. This approach creates a space where nature and culture come together to inspire and inform.

Through these practices, Mövenpick Hotel and Convention Centre KLIA reaffirms its commitment to responsible tourism and continuous environmental improvement, in accordance with international sustainability standards.

## 6. Appendix 1/ Condiments garden and kitchen garden



As part of its sustainable landscaping approach, Mövenpick Hotel and Convention Centre KLIA has incorporated a **small kitchen and herb garden** into its grounds. The produce harvested is intended for use either in **guest dining experiences** or for the **staff canteen**, promoting fresh, local, and responsible food practices.

## 7. Appendix 2/ In-home pineapples production

To reduce the volume of waste sent to landfill and to support the creation of a signature dish, the team at Mövenpick Hotel and Convention Centre KLIA has initiated the cultivation of its own pineapples on-site. This initiative reflects our commitment to circular practices and fresh, locally grown ingredients.

### **Appendix #3 Environmental Policy**

# ENVIRONMENTAL POLICY

## POLICY STATEMENT

It is the policy of Mövenpick Hotel & Convention Centre KLIA to actively practice and implement environmentally responsible policies and procedures throughout its operations.

## PURPOSE

The purpose of this policy is to outline Mövenpick Hotel & Convention Centre KLIA's commitment to environmental sustainability. It serves to guide and commitment to environmental sustainability, responsible sourcing, waste reduction, energy efficiency, water conservation, and community engagement in line with global best practices and Accor sustainability objectives.

## SCOPE

This policy applies to all departments, operations, suppliers, contractors, guests, and stakeholders of Mövenpick Hotel and Convention Centre KLIA.

### 1. Environmental Education & Sustainability Awareness Raising

At Mövenpick Hotel and Convention Centre KLIA, we believe that education is the first and most powerful key to unlocking the mindset shift required for meaningful and lasting change toward sustainability. Raising awareness is not just an internal effort — it must extend to the broader ecosystem in which we operate.

As a premium hotel located in close proximity with Kuala Lumpur, we are actively working to strengthen partnerships with local schools, universities, and nearby communities. Our goal is to share knowledge not only about sustainable practices, but also about the hospitality industry itself — inspiring future professionals while encouraging environmentally responsible behavior.

Within the hotel, we prioritize continuous learning for our team through structured training sessions focused on sustainability and operational impact. These programs are designed not only to inform but to empower staff to take initiative in their daily work.

Beyond our walls, we decided to extend our network with local inhabitants by engaging as much as possible with the surrounding community by participating in and supporting local educational and environmental initiatives. This includes organizing collaborative events, inviting students to discover the behind-the-scenes of sustainable hospitality, and creating moments of dialogue with local residents about the importance of environmental stewardship.

For our guests, we integrate sustainability messaging throughout the guest experience — from in-room communication to digital touchpoints and onsite interactions with food experience and our unique architecture style. Rather than pushing information, we aim to spark curiosity and encourage simple, impactful actions that contribute to our shared environmental goals.

### 2. Waste Management & Circular Practices

In close proximity to a city like Kuala Lumpur, waste is often invisible — collected, removed, and forgotten. At Mövenpick Hotel and Convention Centre KLIA, we believe it's time to challenge this mindset. Since 2024, waste management has become a central pillar of our sustainability vision, with a clear focus: reducing what we discard, rethinking how we handle it, and turning waste into value wherever possible.

Our approach begins in the kitchen, where reducing food waste is a daily commitment. Close coordination between the culinary team and the operations department ensures better forecasting, smarter portioning, and the creative use of ingredients to minimize leftovers. This effort has already led to a noticeable decrease in organic waste volumes.

To support this ambition, we've upgraded our waste facilities and reinforced internal protocols for sorting and handling recyclables. Waste separation practices have been strengthened across departments, with additional training and clearer signage to ensure consistency and impact.

One of the most symbolic milestones of this new direction is the installation of a composting system on site. Organic waste from the kitchen and landscaping is now turned into rich compost, which directly nourishes our latest local farming initiative: a small-scale pineapple production area, developed in collaboration with our chefs. These pineapples, grown just steps away from the kitchen, represent more than just a fruit — they are the visible result of a circular, low-waste vision of hospitality.

Through these concrete actions, Mövenpick Hotel and Convention Centre KLIA is redefining what responsible waste management looks like in hotel environment.

### **3. Sustainable Procurement**

At Mövenpick Hotel and Convention Centre KLIA, responsible sourcing lies at the heart of our commitment to sustainability. We prioritize working with local suppliers who provide seasonal and ethically sourced ingredients and products, supporting the regional economy while reducing our environmental footprint. Our selection process favors partners offering eco-friendly alternatives, and partners who are eager to support us in our project to reduce our waste generation, by implementing an efficient packaging take back policy. Beyond procurement, we actively collaborate with our suppliers to promote sustainable practices throughout the supply chain, and encourage our other partners to widen their product offer to eco-friendly certified products, backed by well-known sustainability labels. Accountability for GHG emissions through the whole supply chain is a shared responsibility with our suppliers, we aim to educate them by communicating around our sustainability initiatives.

### **4. Compliance**

Mövenpick Hotel and Convention Centre KLIA conducts thorough due diligence on all new suppliers to ensure ethical standards and good moral practices are upheld. We are committed to continuously improving the traceability of the products and services we procure, guaranteeing transparency throughout our supply chain. Furthermore, we strictly prohibit the use of any food or materials derived from wild or endangered animal species, reinforcing our dedication to responsible and sustainable sourcing.

### **5. Guest Engagement and Local Heritage**

At Mövenpick Hotel and Convention Centre KLIA, promoting local heritage has become a top priority. Our main project centers on reaching our guests' awareness about sustainable development through food. By showcasing local, seasonal ingredients and traditional recipes, we aim to create meaningful experiences that connect guests emotionally to sustainability. Food is not just nourishment — it is a powerful tool to inspire responsible choices and deepen understanding of environmental and cultural preservation.

In house, we implemented several initiatives designed to encourage more responsible behavior during their stay. We raise awareness about water conservation through dedicated signage and in-room

communication, helping guests understand the environmental impact of their daily choices. To promote recycling, glass water bottles are provided in rooms.

We also run a towel reuse awareness program, as well as a linen reuse program, inviting guests to reuse towels and not asking for bed linen replacement whenever possible to help reduce water, energy, and chemical usage.

In line with our corporate's commitment to stop using single use plastic, we implemented reusable glass for drinking water, turned plastic straw to paper straws, and found eco-friendly guest rooms amenities.

To invite our guests to connect with our surroundings through leisure activities, we looked for recreational and educational activities in the area. Our goal is to keep developing these activities, as well as building relationship with business of all sizes in the area. The implementation and continuous enhancement of our green corner is one of our core commitment to sustainability.

## **6. Energy efficiency**

Mövenpick Hotel and Convention Centre KLIA is proud to operate within a GreenRe certified building. Therefore, the building's architecture maximizes natural daylight, reducing the need for artificial lighting during daytime hours. All lighting throughout the property is powered by high-efficiency LED systems, and all outside lights are controlled by light sensors or timers, contributing to significant reductions in electricity use.

Hot water is produced using heat pump systems, allowing us to minimize energy consumption while maintaining optimal comfort levels for our guests.

Each room is equipped with its own Energy Management System (EMS), enabling intelligent control of lighting, air conditioning, and other electrical systems based on occupancy. This ensures energy savings without compromising the guest experience. A portion of the hotel's electricity is also generated on-site through photovoltaic solar panels installed on the roof of the convention center, reinforcing our commitment to renewable energy.

All electrical equipment used at Mövenpick Hotel and Convention Centre KLIA is selected for its premium quality and low energy consumption. Each appliance is calibrated to operate at its optimal efficiency point, ensuring long-term performance while minimizing environmental impact. These combined measures reflect our belief that smart design and high standards go hand in hand with sustainability.

## **7. Water conservation**

At Mövenpick Hotel and Convention Centre KLIA, water conservation is a fundamental part of our sustainability strategy, both behind the scenes and in guest-facing areas. In all guest rooms, we actively promote the towel and linen reuse program, inviting guests to request sheet changes only when necessary and to reuse towels to help reduce unnecessary water and detergent consumption.

The bathrooms in guest rooms are equipped with dual-flush toilets and low-flow faucets, allowing us to significantly reduce water usage without compromising on comfort or hygiene. Beyond the rooms, the hotel infrastructure also supports responsible water management. A rainwater harvesting system has been installed to collect and reuse water for non-potable applications, such as irrigation and maintenance, helping to reduce reliance on treated mains water.

Through these combined efforts, Mövenpick Hotel and Convention Centre KLIA ensures that every drop counts — aligning operational efficiency with environmental responsibility.

## **8. A Sustainable Landscaping that Promote our Heritage**

The hotel's gardens are a living reflection of Mövenpick Hotel and Convention Centre KLIA commitment to sustainability. Designed with a majority of native plant species, they require minimal irrigation while celebrating the richness of Malaysia's natural heritage. Subtle references to Islamic culture are woven throughout the landscape, paying tribute to the property's history and cultural identity.

A small water feature, naturally filtered with sand and fish, maintains its clarity without the use of chemicals — a testament to our environmentally respectful approach.

Over time, a small kitchen garden has also taken root within the grounds. Carefully tended by our culinary team, it provides fresh herbs and seasonal produce, reinforcing the connection between nature, food, and sustainable hospitality.

## **9. Continuous Improvement**

At Mövenpick Hotel and Convention Centre KLIA, sustainability is not a destination — it's a journey we embrace every day with humility, curiosity, and ambition. We know that the path to responsible hospitality is constantly evolving, and so are we. Our team remains fully committed to questioning, learning, and refining our practices in order to go further, do better, and have a greater positive impact on our environment and community.

We actively seek out new ideas, technologies, and partnerships that can help us push the boundaries of what sustainable hospitality can look like in an urban, fast-paced setting. From small daily actions to long-term strategic changes, every improvement matters — because we believe that real change comes from consistency, intention, and care.

## **Appendix #4 Latest Annual Report**



# 2024 SUSTAINABILITY REPORT



**Charting Our Path to Sustainable  
Impact: A Year in Review**

## **Introduction**

As part of its long-term commitment to sustainability, Mövenpick Hotel and Convention Centre KLIA has set its sights on obtaining Green Globe certification in 2025. In anticipation of this milestone, and ahead of any formal certification process, hotel management has proactively taken the initiative to implement the first wave of sustainability-focused changes.

This forward-thinking approach reflects the dedication of our leadership team and staff to embed sustainability into our daily operations, enhance the guest experience, and contribute positively to the local community. This report outlines the initial steps we have taken throughout 2024, the progress achieved to date, and the direction we are setting for the year ahead as we work toward full certification.

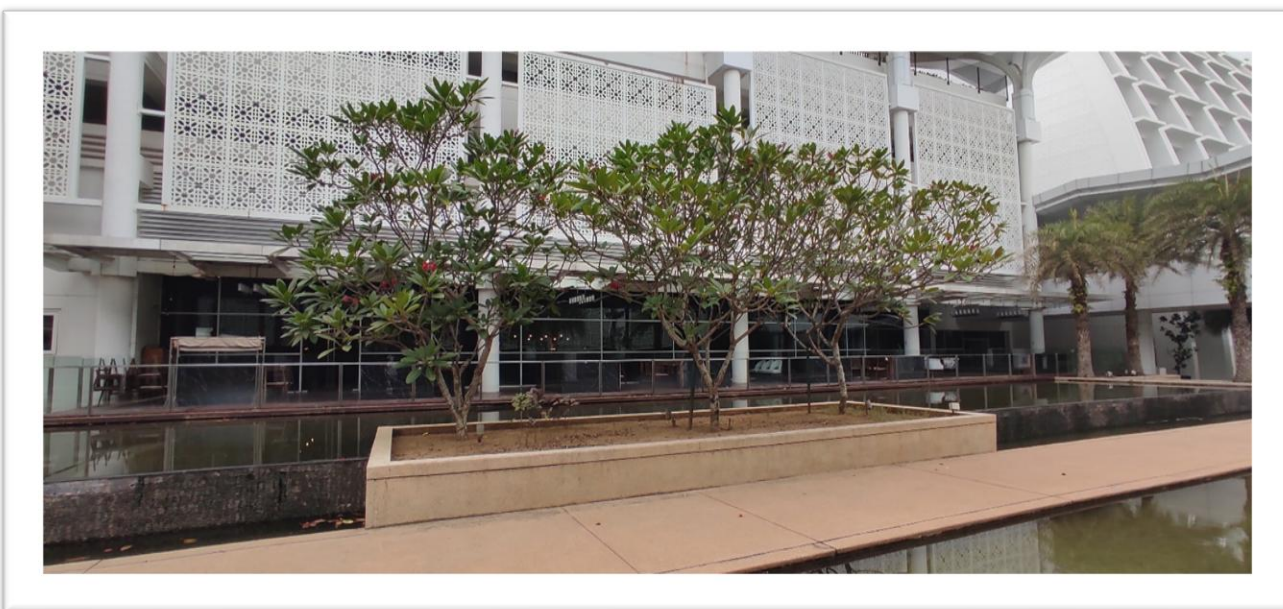
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## 1. Wildlife Protection Measures Implementations

At Mövenpick Hotel and Convention Centre KLIA, preserving the natural environment and minimizing our impact on local wildlife is a core priority. Recognizing the sensitivity of the surrounding ecosystem, we have implemented specific measures to reduce disturbances to native fauna.

Outdoor event sound levels have been significantly lowered to avoid noise pollution, and high-intensity spotlights are no longer in use. Additionally, all lighting has been carefully reoriented to limit light spillage and avoid disrupting local animal behaviors. These efforts reflect our ongoing commitment to operating in harmony with the natural world that surrounds us.

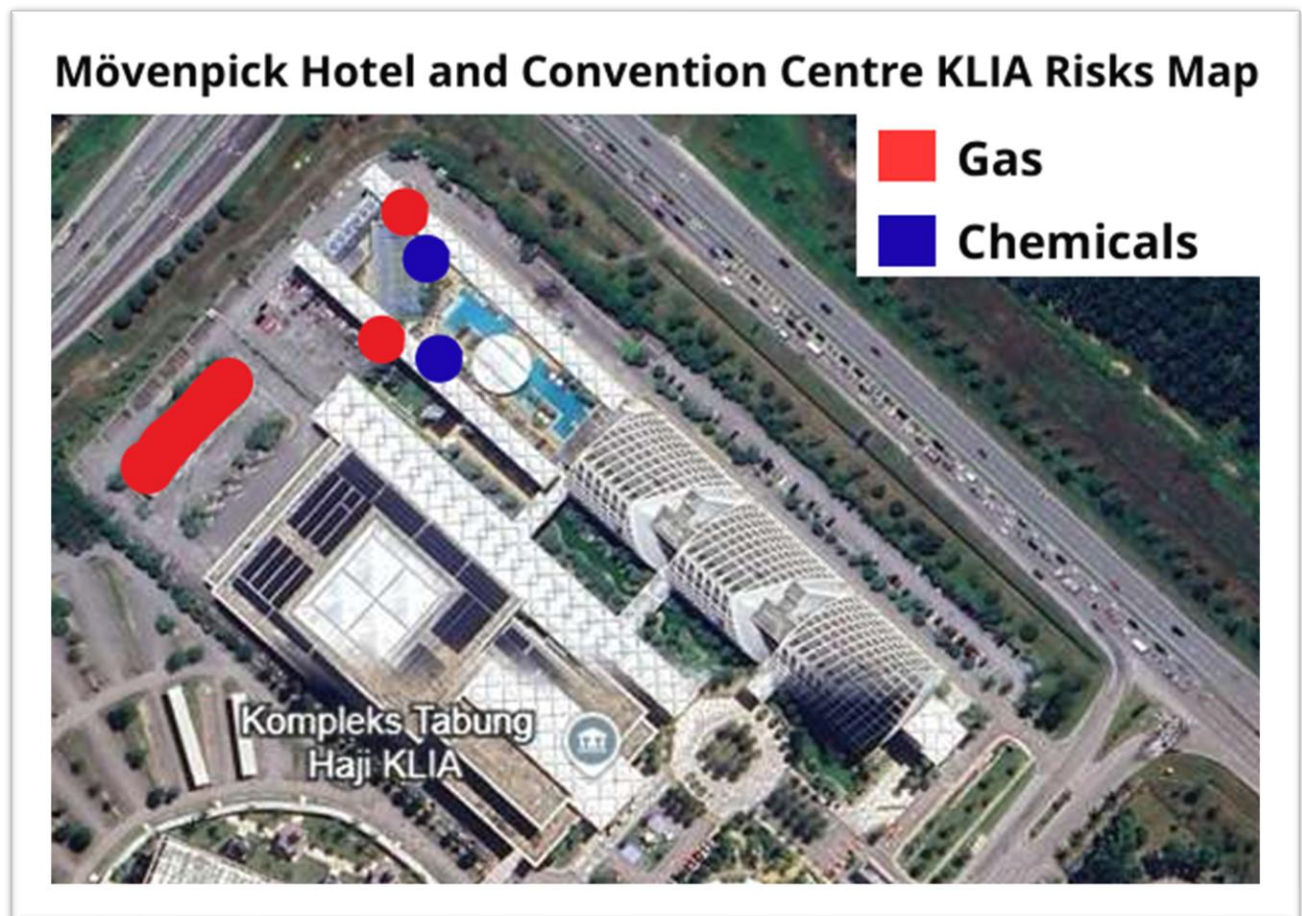


## 2. Natural and technologic risks assessment

The management team at Mövenpick Hotel and Convention Centre KLIA received sensibilization lecture of the potential business impact of natural hazards. In response, comprehensive research was undertaken to assess whether the property is located in an area at risk of drought, tsunami, earthquake, or flooding. In close collaboration with the original architect of the hotel, it was determined that Mövenpick Hotel and Convention Centre KLIA is not exposed to any significant natural risks that could affect its operations.



In parallel, a technological risk assessment was conducted to ensure a full understanding of other vulnerabilities. Areas within the hotel that may present technological risks—such as energy systems, water treatment, or data infrastructure have been clearly identified and mapped. This proactive approach reinforces our overall risk prevention strategy and contributes to the long-term resilience of our operations.



### 3. Food donation and community engagement

In alignment with the core values of Mövenpick Hotel and Convention Centre KLIA's management and ownership, and as part of our broader commitment to more eco-friendly operations, the hotel has deepened its efforts in food donation.

This initiative also reflects our desire to strengthen our local roots and contribute meaningfully to the identity and well-being of our surrounding community. By donating surplus food, we aim not only to support local populations in need, but also to significantly reduce the volume of food waste sent to landfill. This dual impact—social and environmental—represents a key pillar of our sustainability strategy moving forward.

## HEARTISTS EVENT ACTIVITY: JULY 2024

### FOOD AID FOUNDATION COLLABORATION

#### MHCC "LOVE FOOD HATE WASTE" CAMPAIGN: COOKING CLASS BY CHEF ALFITHRI

Event	FOOD AID FOUNDATION COLLABORATION MHCC "LOVE FOOD HATE WASTE" CAMPAIGN: COOKING CLASS BY CHEF ALFITHRI
Date/ Day	13 <sup>th</sup> July 2024   Day: Saturday
Time	10.00am – 12.00pm   Hour: 2 Hours
Venue	Food aid Foundation Centre, Cheras, Kuala Lumpur.
Participant	MHCC Culinary Team
Attendance	1 Heartist & 8 Participants.

#### Activity/ Awareness

- In order to establish a robust partnership with the Food Aid Foundation, our Executive Chef, Chef Alfithri, has been invited by the Centre to conduct a cooking class organized by the Food Aid Foundation.
- The class was noteworthy, attended by eight small traders from the Kuala Lumpur area, who learned to prepare Special Burgers and Pasta with advanced skills for business applications.
- We extend our gratitude to Chef Alfithri for imparting his extensive culinary knowledge and experience, accumulated over more than 25 years, to all participants.
- This knowledge will undoubtedly prove valuable and significant in their pursuit of success in their business endeavors, emphasizing quality, value and customer satisfaction.



## HEARTISTS EVENT ACTIVITY: NOVEMBER 2024

### MÖVENPICK KILO OF KINDNESS CAMPAIGN 2024

#### WITH FOOD AID FOUNDATION MALAYSIA



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Donation of food surplus for animal shelter

#### 4. Projects and vision for 2025

##### Resources and Waste

The following section establishes Mövenpick Hotel and Convention Centre KLIA's energies and water consumption baseline for 2024, as well as food waste generation, providing a foundation for measuring progress against our sustainability targets and identifying opportunities for resource optimization.

Utilities 2024													
Month		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Electricity	Kwh	749,298	700,586	739,861	714,414	888,083	775,123	730,471	780,336	854,473	883,261	699,713	693,758
Water	m3	28,507	27,636	24,988	25,566	28,961	29,685	29,685	24,496	26,979	30,032	30,042	30,638
Gas	Kg	18,466	11,025	18,374	12,250	21,859	12,250	18,269	18,156	18,374	18,374	13,641	14,365
2024	Occ	58%	68%	57%	64%	77%	71%	73%	73%	69%	62%	72%	68%



#### WATER

The analysis of 2024 water consumption allowed to set a baseline at 0.58 m3 per occupied room.



#### ELECTRICITY

The analysis of 2024 electricity consumption allowed to set a baseline at 16.68 kWh per occupied room.



#### GAS

The analysis of 2024 gas consumption allowed to set a baseline at 0.35 kg per occupied room.



#### FOOD WASTE

The analysis of 2024 food waste generation allowed to set a baseline at 36.73g/cover.

In line with its commitment to continuous improvement, Mövenpick Hotel and Convention Centre KLIA has defined a clear set of sustainability objectives for 2025. Some of these goals build upon initiatives already underway, while others represent new areas of focus to further enhance the hotel's environmental and social performance.

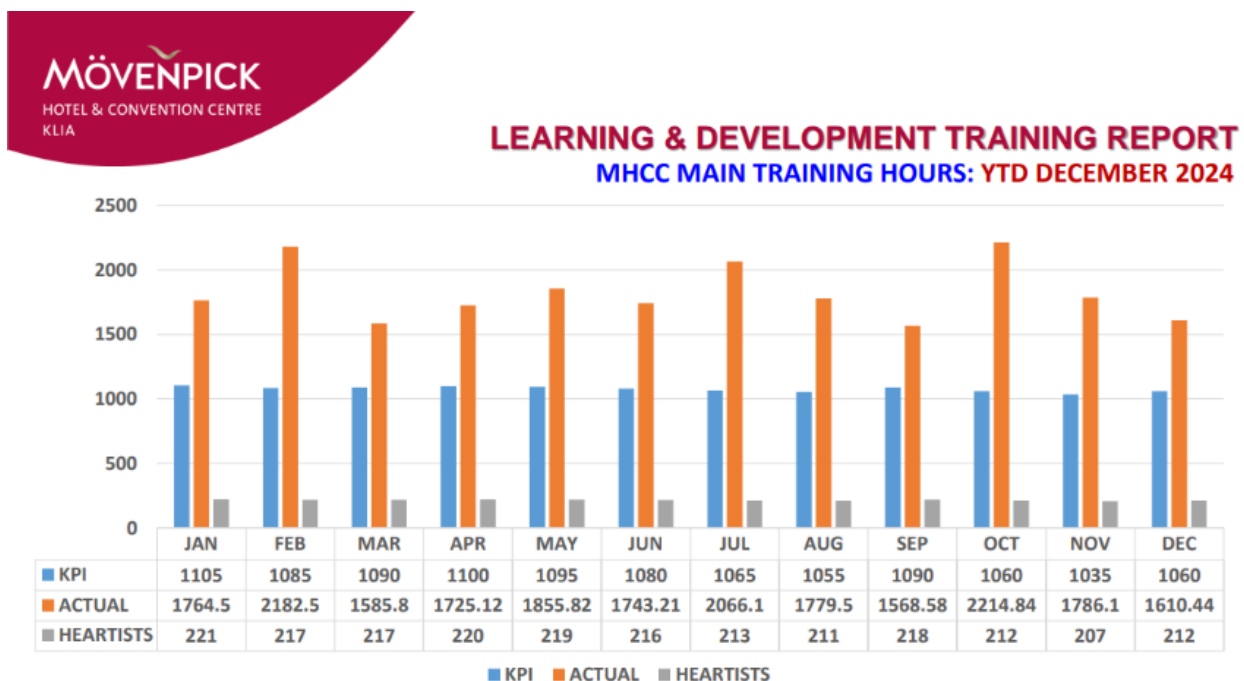
- ✓ Become Green Globe Certified: In order to reinforce our sustainability credibility, we commit to get the Green Globe certification within 2025.
- ✓ Implement pollution management plan and a CO2 reduction plans: In order to reduce our global carbon footprint, we are planning to clearly identify all our pollution sources and our CO2 emissions sources. Once identified, we will work on actions plans to reduce them through the years.
- ✓ Reinforce our local roots: To highlight our Malaysian and Kuala Lumpur region identity, we will work on referencing and promoting all types of local aspects, such as local business, typical food, and foster our guests to visit the region cultural and natural attractions.
- ✓ Enhance green purchasing: With the intention to reduce the amount of packaging waste generated within our hotel, we will work on the reduction of garbage generated.



- ✓ Optimize energetic resources: With the aim to reduce our CO2 emissions, we commit to reduce our water and energy consumption compared with the established baselines. **We target to reduce electricity by 2%, gas by 1%, and water by 5%.**
- ✓ Tackle food waste concern: Since food waste is a concern which we want to prioritize, our culinary team will start to track in details our food waste generation, **with the aim to significantly reduce it, with a goal set at 2% minimum.**

## 5. Heartist Training

Heartist Training serves as a key platform for continuous learning and professional growth. The programme is designed to enhance team members' knowledge, skills, and confidence, enabling them to deliver service excellence in every interaction. Through this training, our Heartists are encouraged to grow personally and professionally, embodying the values of empathy, creativity, and continuous improvement in their daily roles.



## TRAINING ACTIVITY REPORT: MARCH 2024

### DEPARTMENTAL RALLY: MHCC SAFETY & SECURITY IS EVERYONE RESPONSIBILITY (1) DEPARTMENT: HOUSEKEEPING, HUMAN RESOURCES & ENGINEERING

Event	MHCC SAFETY & SECURITY DEPARTMENTAL RALLY - (1) DEPARTMENT: HOUSEKEEPING, HUMAN RESOURCES & ENGINEERING
Date/ Day	27 <sup>th</sup> March 2024   Wednesday
Time	9.00am – 10.00am   Housekeeping Office, Level G
Participant	MHCC Housekeeping, Human Resources & Engineering
Attendance	28 Heartists (28 Hours)

- Activity/ Awareness**
- According to the American Hotel & Lodging Association, the Modern Traveler - whether they are traveling for business or leisure, security is among the top concerns of many guests when choosing where to stay. So, why is safety and security important in hotel industry?
  - Hotels are part of the hospitality industry, where providing good customer service is essential.
    - A hotel's reputation is staked largely on the guest experience.
    - Investing in proper security services plays a central role in ensuring guests feel safe and protected.
    - It also protects owners from the damages and costs that may arise from criminal activity such as theft.
  - Heartfelt thanks to Safety & Security Family especially Encik Amir for their effect to create awareness and promote the important of Safety & Security.



## TRAINING ACTIVITY REPORT: MAY 2024

### KOLEJ VOKASIONAL MUAR "HOSPITALITY INDUSTRY TOUR 2024"



**TRAINING ACTIVITY REPORT: MAY 2024**  
**HRDCORP. SEMINAR SERIES GREEN SKILLS CONVENTION 2024:**  
**EXTERNAL TRAINING**

Event	(3) 3RD SESSION ACCOR'S LOYALTY PROGRAMME: ACCOR LIVE LIMITLESS AND ACCOR PLUS INTENSIVE TRAINING
Date/ Day	29 <sup>th</sup> May 2024   Day: Wednesday
Time/ Hour	9.00 – 5.00pm (7 Hours)
Venue	Sime Darby Convention Centre, Mont Kiara, KL
Facilitator/ Position	HRDCorp. Trainers – representative from Indah water, Pos Malaysia, MATRADE & MGTC.
Participant	(1) Mohamad Rozai HR   (2) Muhammed Rodzi (ENG)
Attendance	2 Heartists (14 Hours)

Activity/  
Awareness

- This seminar facilitate the transition to a sustainable 4 economy, prioritizing investment in the cultivation of green skills is essential.
- This necessitates the implementation of cross sectoral education and training initiatives aimed at fostering economic advancement while concurrently addressing environmental challenges through innovative solutions.
- Acquiring green skills is imperative for mitigating environmental issues and advancing sustainability objectives.
- These competencies encompass constructing environmentally conscious infrastructure, managing waste, promoting biodiversity, reducing energy consumption, implementing renewable energy technologies, and understanding regulatory frameworks pertaining to sustainability.



## 6/ Conclusion

Through targeted actions to protect local wildlife, assess environmental and technological risks, and enhance community support via food donation, Mövenpick Hotel and Convention Centre KLIA has laid a strong foundation for its sustainability journey.

Guided by a vision of continuous improvement, the hotel has set new, ambitious goals for 2025—goals it is firmly committed to achieving as it moves toward Green Globe certification and long-term responsible hospitality.