Engineering and Construction (E&C)

Engineering & Construction - Sustainability Objectives, Targets & Indicators

1. Material topic: GHG Emissions & Climate Change

#	Objectives	Targets & Indicators
1	Reduce GHG emissions from E&C operations	**Target:** Reduce total Scope 1 & 2 emissions by 5% by 2030 using 2024 as the base year.
		Indicator: Amount of total Scope 1 and 2 emissions tCO_2e
2	Reduce energy consumption from non-renewable sources	**Target:** Replacing 1% of total electricity consumption from non-renewable sources with renewable energy at all construction sites, by 2026.
		Indicators: Total electricity consumption at construction sites, broken down to renewable and non-renewable energy sources Percentage of electricity consumed from renewable sources

Engineering & Construction - Sustainability Objectives, Targets & Indicators

2. Material topic: Product Safety & Quality

#	Objectives	Targets & Indicators
1	Build safe and quality buildings	**Target:** 1. To achieve 70% yearly customer satisfaction survey to be above average.
		Indicator: Score of related customer satisfaction survey
		Target: 2. Achieve 70% or more for Non-Conforming Reports (NCRs) closure rate at project site every quarter.
		Indicator: Percentage of NCRs closed at project site every quarter
		Target: 3. Meet or exceed QLASSIC score imposed by client.
		Indicator: Percentage of times QLASSIC scores imposed by client was achieved

Engineering & Construction - Sustainability Objectives, Targets & Indicators

3. Material topic: Waste & Environmental Pollution

#	Objectives	Targets & Indicators
1	Fulfilling environmental compliance obligations	**Target:** 1. Maintain zero significant instances* of legal non-compliance in environmental related laws and regulations.
		Indicators: Number of significant instances* of legal non-compliance in environmental related laws and regulations *Note: *Significant instances are defined as situations in which the company fails to comply with relevant environmental related laws and regulations, leading to penalties such as court ordered actions and fines, permit suspensions, and lawsuits.*
		Target: 2. Maintain zero official substantiated complaints* related to environmental pollution from neighbouring communities at WCT locations.
		Indicators: Number of official substantiated complaints received related to environmental pollution from neighbouring communities at WCT locations *Note: Official substantiated complaints refer to the complaint received via defined medium (written platform and Facebook) that have been proven and justified.*
2	Reducing waste to landfill	**Target:** Ensure 90% of recyclable waste on site is diverted from disposal to landfill at each construction site.
		Indicator: Percentage of waste diverted from landfill and the breakdown of the recovery methods e.g. preparation for reuse, recycling

Engineering and Construction (E&C)

Engineering & Construction - Sustainability Objective, Targets & Indicators

4. Material topic: Water Use

#	Objective	Targets & Indicators
1	Reduce water consumption and improve water efficiency	**Target:** Reduce dependence on municipal and natural water sources by utilising alternative water sources (e.g., rainwater, recycled water) for at least 3% of the total annual water consumption at project site offices under new building projects.
		Indicators: Volume of water used broken down to the sources of water e.g. municipal water, groundwater, rivers, rainwater harvested Percentage of alternative water sources used

Engineering & Construction - Sustainability Objectives, Targets & Indicators

5. Material topic: Responsible Sourcing & Supplier Management

#	Objectives	Targets & Indicators
1	Appoint and maintain suppliers that meet WCT's required environmental and social performance criteria	**Target:** 1. All new suppliers are assessed for environmental and social performance, starting from 2026.
		Indicator: Percentage of new suppliers assessed for environmental and social performance
		Target: 2. Engage with new suppliers assessed as high risk (environmental and social) focused on improving their performance annually, starting from 2026 onwards.
		Indicator: Percentage of new suppliers assessed as high risk that were engaged to improve their level of risk

Engineering and Construction (E&C)

Engineering & Construction - Sustainability Objectives, Targets & Indicators

6. Material topic: Occupational Safety and Health

#	Objectives	Targets & Indicators
1	To prevent fatality and serious injuries in E&C workplaces	**Target:** 1. To maintain zero fatality at E&C project sites.
		Indicators: No. of fatalities.
		Target: 2. Maintain Lost Time Incident Rate at < 0.3 annually (incidents per 1,000,000 manhours). *Note: Lost time incident (LTI) cases are defined as occupational incidents that result in fatalities, require four or more days of medical leave, or cause temporary or permanent disability.*
		Indicator: Number of lost time incidents (subcontractors)
2	Ensure E&C's workforce is competent in Occupational Health & Safety (OHS)	**Target:** 1. Provide 8 hours of OHS training to each employee every year.
		Indicator: OHS training hours per employee
		Target: 2. Ensure all workers including contractors attend OHS training before commencement of their work.
		Indicator: OHS training hours per worker including contractors
3	Increase top management visibility in OHS leadership and commitment	**Target:** Include all Senior Management in workplace inspections/ site walk.
		Indicator: No. and frequency of Senior Management that participate in workplace inspections/site walks
4	Improve subcontractor's OSH performance	**Target:** To improve Permit to Work (PTW) Systems implementation for high-risk activities at all sites.
		Indicators: No. of PTW submission by subcontractor and percentage of compliance evaluation during implementation Number of NCRs issued for failure of issuing PTWs

Engineering and Construction (E&C)

Sustainability Performance Table:

Indicator	Measurement Unit	2022	2023	2024
Energy				
Electricity consumption	kWh	6,969,445.70	10,576,251.46	5,379,699.83
Total energy (electricity) used from renewable sources	kWh	0	0	0
Total energy (electricity) used from non-renewable sources	kWh	6,969,445.70	10,576,251.46	5,379,699.83
Percentage of energy (electricity) consumed from renewable sources	kWh	0	0	0
GHG Emissions				
Scope 1 emissions	Metric tonnes of CO_2e	23,946.57	14,500.08	7,520.17
Scope 2 emissions	Metric tonnes of CO_2e	4,077.13	5,743.88	4,168.85
Scope 1 and 2 emissions	Metric tonnes of CO_2e	28,023.70	20,243.97	11,689.02
Water				
Total water consumption (municipal and alternative water sources)	m³	307,480.00	371,221.00	471,330.87
Total municipal potable water withdrawn for consumption	m³	307,480.00	371,221.00	459,434.12
Total water withdrawn from alternative water sources for consumption	m³	N/M	N/M	11,896.75
Percentage of water used from alternative water sourced	Percentage	N/M	N/M	2.52
Waste				
Total waste generated	Metric tonnes	93,096.89	38,983.16	27,129.33
Total waste diverted from disposal	Metric tonnes	88,010.52	28,899.42	17,155.80
Percentage of waste diverted from disposal	Percentage	94.54	74.13	63.24
Total waste recycled	Metric tonnes	21,138.08	8,093.07	6,829.36
Total waste reused	Metric tonnes	66,851.00	20,764.52	10,304.74
Total waste (non-hazardous)	Metric tonnes	93,075.44	38,941.33	27,107.63
Total scheduled waste	Metric tonnes	21.45	41.83	21.70
Total waste directed to disposal (Landfilled Waste)	Metric tonnes	5,086.36	10,083.74	9,973.53
Supplier Management				
Total number of new suppliers assessed for environmental and social performance	Number	N/M	58	N/M
Total number of new suppliers	Number	N/M	N/M	N/M
Percentage of new suppliers assessed for environmental and social performance	Percentage	N/M	N/M	N/M
Number of high-risk suppliers engaged	Number	N/M	N/M	N/M
Total number of high-risk suppliers assessed	Number	N/M	N/M	N/M
Percentage of new suppliers assessed as high risk	Percentage	N/M	0	N/M
Non-Compliance				
Number of significant instances of legal non-compliance in environmental related laws and regulations	Number	0	0	0
Number of official substantiated complaints* related to environmental pollution	Number	0	0	0
Health and safety				
Number of work-related fatalities	Number	2	1	0
Number of incidents resulting in permanent disability	Number	0	0	0
Number of lost time incidents	Number	4	1	0
Lost time incident rate ("LTIR")	Rate	0.1816	0.0453	0
Number of hours of OHS training for workers including contractors before commencement of their work	Hours	N/M	N/M	N/M
Number of hours of OHS training for employees	Hours	N/M	N/M	N/M
Number of senior management representatives involved in site walks	Number	N/M	N/M	N/M
Total number of site walks conducted	Number	N/M	N/M	N/M
Frequency of senior management representatives' participation in site walks	Percentage	N/M	N/M	N/M
Total number of high-risk activities that require a PTW	Number	N/M	N/M	N/M
Total number of PTW submissions	Number	N/M	N/M	N/M
Total number of NCRs issued for non-compliance to PTW systems	Number	N/M	N/M	N/M
Percentage of Permit to Work (PTW) systems compliance evaluation at sites	Percentage	N/M	N/M	N/M
Customer satisfaction				
Score on customer satisfaction surveys	Percentage	52.48	68.00	67.00
Product safety and quality				
Number of NCRs closed	Number	N/M	N/M	N/M
Total number of NCRs received	Number	N/M	N/M	N/M
Percentage of NCRs closure rate	Percentage	N/M	N/M	N/M
Number of projects meeting QLASSIC score	Number	N/M	N/M	N/M
Total number of projects assessed	Number	N/M	N/M	N/M
Percentage of times QLASSIC scores imposed by client was achieved	Percentage	N/M	N/M	N/M

Note: N/M refers to not monitored.

Property Development

Property Development - Sustainability Objectives, Targets & Indicators

1. Material topic: Product Safety & Quality

#	Objectives	Targets & Indicators
1	Minimise building defects during handover to ensure customers' and building users' well-being	**Target:** Aim for over 75% of handed over units to purchasers to report fewer than 50% defects across all identified defect categories.
		Indicators: Number of units sold/sqm handed over per project Number of reported defects received according to categories, during VP and DLP Number of rectifications required according to categories, during VP and DLP
2	Improve rectification rates and quality of work to ensure buyers' well-being	**Target:** Aim to improve rectification rates and quality of work to ensure buyers' well-being by completing 80% of rectification works within the mutually agreed timeframe for medium and high-end projects.
		Indicators: Number of rectification works required Number of rectification works completed within the mutually agreed timeframe Number of rectification works that did not meet the mutually agreed timeframe
3	Improve customer experience satisfaction	**Target:** 1. Achieve more than 85% score on sales & marketing customer satisfaction surveys annually.
		Indicator: Score on the relevant customer satisfaction surveys
		Target: 2. Maintain 80% average score on customer satisfaction surveys during Vacant Possession (VP).
		Indicator: Score on the relevant customer satisfaction surveys
		Target: 3. Maintain 80% average score on customer satisfaction surveys during Defect Liability Period (DLP).
		Indicator: Score on the relevant customer satisfaction surveys
		Target: 4. Less than 5% stakeholder and/or housing tribunal case.
		Indicator: Number of stakeholder and/or tribunal cases
4	Meet industry standards related to sustainability/product safety and quality for property development	**Target:** Participate in at least (1) number of competition/awards related to sustainability/ product safety & quality for property development annually.
		Indicator: Number of awards participated in related to product safety and quality for property development

Property Development

Property Development - Sustainability Objectives, Targets & Indicators

2. Material topic: GHG Emissions & Climate Change

#	Objectives	Targets & Indicators
1	Build low carbon developments through reducing GHG emissions and energy consumption	**Target:** 1. Aim to install solar panels covering at least 30% of the roof area to supply renewable energy in common areas for residential developments in the Klang Valley region, excluding affordable housing, by 2026.
		Indicator: Percentage covering of the roof area with solar panels at every project in Klang Valley Region
		Target: 2. Maintain 100% energy-saving lighting and energy-efficient Mechanical Electrical and Plumbing (MEP) systems (limited to lifts and pumps only) in common areas for all developments.
		Indicators: Percentage of LED lighting with energy efficiency feature installed in every project Percentage of energy efficiency compliance for MEP system (limited to lift & pump only) in every project
2	Build low carbon developments through reducing GHG emissions and energy consumption	**Target:** 1. Aim for all developments, excluding affordable housing, to obtain green building certification starting from 2025.
		Indicator: Percentage of projects/buildings certified to green building certification systems such as the GreenRE Certification (minimum Green RE's Bronze) or others
		Target: 2. Aim to ensure that at least 50% of main finishes selections (*limited to floor & wall finishes, colour paints, engineered flooring, timber composite panels, louvres, sanitary wares & fittings, equipment, appliances & waterproof) comply with green label, energy-saving certification, or recycled content lab test results for all developments starting from 2026.
		Indicator: Percentage of the *main finishes selections that comply with green label or energy-saving certification or recycled content lab test result for every project
3	Build climate resilient developments	**Target:** Aim to conduct climate risk assessments for all developments, starting from 2026.
		Indicator: Percentage of climate risk assessments conducted for all developments

Property Development - Sustainability Objectives, Targets & Indicators

3. Material topic: Responsible Sourcing & Supplier Management

#	Objectives	Targets & Indicators
1	Use sustainably sourced and sustainable building materials in order to minimise harm to environment and people during construction, use and end of life-phases of the buildings (Note-if Green certification is sought, these will not apply)	**Target:** 1. Aim to ensure that 25% of building materials, limited to concrete, rebar, reinforced steel bar, aluminium, and AAC (autoclaved aerated concrete) blocks, are made from recycled content, starting from 2025.
		Indicator: Percentage of building materials with recycled content used in new buildings
		Target: 2. Aim to ensure that 50% of main building finishes and elements, limited to floor and wall finishes, colour paints, engineered flooring, timber composite panels, louvres, sanitary wares and fittings, equipment, appliances, and waterproofing, comply with green label certification, energy-saving certification, or recycled content lab test results, starting from 2026.
		Indicator: Percentage of main *building finishes / elements used in buildings that comply with eco-label/ energy-saving certification / recycled content lab test result
		Target: 3. Maintain 100% of building materials to be sourced from local suppliers only.
		Indicator: Percentage of building materials sourced from local suppliers
2	Appoint and maintain suppliers that meet WCT's required environmental and social performance criteria	**Target:** 1. All new suppliers are assessed for environmental and social performance, starting from 2026.
		Indicator: Percentage of new suppliers assessed for environmental and social performance
		Target: 2. Engage with suppliers assessed as high-risk (environmental and social) focused on improving their performance level of risk, starting from 2026.
		Indicators: Percentage of suppliers assessed as high-risk that were engaged to improve their level of risk Number of improvement programs (training, improve compliance, etc) recommended to improve the high-risk performance of suppliers

Property Development

Property Development - Sustainability Objectives, Targets & Indicators

4. Material topic: Waste & Environmental Pollution

#	Objectives	Targets
1	Fulfilling environmental compliance obligations	**Target:** 1. Maintain zero significant instances* of legal non-compliance in environmental related laws and regulations.
		Indicators: Number of significant instances* of legal non-compliance in environmental related laws and regulations *Note: *Significant instances are defined as situations in which the company fails to comply with relevant environmental related laws and regulations, leading to penalties such as court ordered actions and fines, permit suspensions, and lawsuits.*
		Target: 2. Less than 5 official substantial complaints related to environmental pollution from neighbouring communities at WCT locations annually.
		Indicator: Number of official substantiated complaints received related to environmental pollution from neighbouring communities at WCT locations *Note: Official substantiated complaints refer to the complaint received via defined medium (written platform and Facebook) that have been proven and justified.*

Property Development - Sustainability Objectives, Targets & Indicators

5. Material topic: Biodiversity

#	Objectives	Targets
1	Prevent harm to biodiversity in WCT developments	**Target:** 1. Aim to situate all new development projects on brownfield or low ecological value sites.
		Indicators: Percentage of new projects initiated on brownfield sites or sites with low ecological value
		Target: 2. Dedicate more than 10% green space in all new development projects on existing brownfield sites.
		Indicator: Percentage of green space for landscaping (trees/shrubs/turfs planting) at every project

Property Development - Sustainability Objectives, Targets & Indicators

6. Material topic: Water

#	Objectives	Targets
1	Minimise potable water use and improve water efficiency	**Target:** Install all sanitary wares and water fittings in residential developments certified to the Water Efficiency Label Scheme (WELS).
		Indicator: Percentage of the sanitary wares & water fittings certified to the Water Efficiency Labelling Scheme (WELS) with at least 1 star rating

Property Development

Property Development - Sustainability Objective, Targets & Indicators

7. Material topic: Occupational Health & Safety (OHS)

#	Objectives	Targets & Indicators
1	Minimise harm to people's safety and health at the workplace	**Target:** 　1.　Zero fatalities for employees and contractors' workers annually. *Contractors working on locations/sites under WCT control.*
		Indicator: Annual number of fatalities
		Target: 　2.　Zero major accidents which result in permanently disability for employees and contractors' workers annually. *Contractors working on locations/sites under WCT control.*
		Indicator: Annual number of incidents resulting in permanent disability
		Target: 　3.　Maintain zero * lost time incident (LTI) rate among WCT Land employees in office and on site annually (incidents per 1,000,000 manhours). *Note: Lost time incident rate refers to only incidents that result in time off-work per 1,000,000 hours worked. Lost time incident (LTI) cases are defined as occupational incidents that result in fatalities, require four or more days of medical leave, or cause temporary or permanent disability*
		Indicator: Annual rate of lost-time injuries (LTI)
		Target: 　4.　Resolve OHS grievances by WCT Land employees within 14 working days.
		Indicator: Time taken to resolve OHS grievances
		Target: 　5.　Increase prevention of major hazards from pre-construction phase, construction phase till completion of construction phase using Design Risk Assessment (DRA) throughout the life cycle of a project.
		Indicator: Percentage of projects that are able to eliminate hazards using Design Risk Assessment (DRA) that is built upon the General Principle of Prevention (GPP) from pre-construction phase, construction phase till completion of construction phase

Property Development - Sustainability Objective, Targets & Indicators

8. Material topic: Personal Data Protection

#	Objectives	Targets & Indicators
1	Protect the rights of customers to privacy and the protection of personal data	**Target:** 　1.　Maintain zero *substantiated complaints received concerning breaches of customers' personal data annually. *Substantiated complaints – provide evidence/proof*
		Indicator: Number of substantiated complaints received concerning breaches of personal data protection (customers).
		Target: 　2.　Maintain zero identified leaks, thefts, or losses of customer data annually
		Indicator: Number of times leaks, thefts, or losses of customer data were identified

Property Development

Sustainability Performance Table:

Indicator	Measurement Unit	2022	2023	2024
Product safety and quality				
Number of units sold/sqm handed over per project	Number	N/M	N/M	N/M
Number of reported defects received according to categories, during vacant possession (VP) and defect liability period (DLP)	Number	N/M	N/M	N/M
Number of rectifications required according to categories, during vacant possession (VP) and defect liability period (DLP)	Number	N/M	N/M	N/M
Number of rectification works completed within the mutually agreed timeframe	Number	N/M	N/M	N/M
Number of rectification works that did not meet the mutually agreed timeframe	Number	N/M	N/M	N/M
Number of projects that are able to eliminate hazards using Design Risk Assessment (DRA)	Number	N/M	N/M	N/M
Total number of projects	Number	N/M	N/M	N/M
Percentage of projects that are able to eliminate hazards using Design Risk Assessment (DRA)	Percentage	N/M	N/M	N/M
GHG Emissions and climate change				
Roof area covered with solar panels	m²	N/M	N/M	N/M
Total roof area	m²	N/M	N/M	N/M
Percentage covering of the roof area with solar panels at every project in Klang Valley Region	Percentage	N/M	N/M	N/M
Number of LED lights with energy efficiency features installed	Number	N/M	N/M	N/M
Total number of LED lights installed	Number	N/M	N/M	N/M
Percentage of LED lighting with energy efficiency feature installed in every project	Percentage	N/M	N/M	N/M
Number of energy compliant lifts and pumps only (MEP) system in common areas for all projects	Number	N/M	N/M	N/M
Total number of lifts and pumps (MEP) system in common areas for all projects	Number	N/M	N/M	N/M
Percentage of energy efficiency compliance for MEP system (limited to lift & pump only) in common areas for all projects	Percentage	N/M	N/M	N/M
Number of *main finishes selections that comply with green label or energy-saving certification or recycled content lab test result for every project	Number	N/M	N/M	N/M
Total number of *main finishes selections	Number	N/M	N/M	N/M
Percentage of the *main finishes selections that comply with green label or energy-saving certification or recycled content lab test result for every project	Percentage	N/M	N/M	N/M
Number of climate risk assessments conducted	Number	N/M	N/M	N/M
Total number of developments	Number	N/M	N/M	N/M
Percentage of climate risk assessments conducted for all developments	Percentage	N/M	N/M	N/M
Supplier Management				
Number of building materials with recycled content used in new buildings	Number	N/M	N/M	N/M
Total number of building materials used in new buildings	Number			
Percentage of building materials with recycled content used in new buildings	Percentage	N/M	N/M	N/M
Number of main *building finishes / elements used in buildings that comply with eco-label/ energy-saving certification / recycled content lab test result	Number	N/M	N/M	N/M
Total number of building finishes / elements used in buildings	Number	N/M	N/M	N/M
Percentage of main *building finishes / elements used in buildings that comply with eco-label/ energy-saving certification / recycled content lab test result	Percentage	N/M	N/M	N/M
Number of building materials sourced from local suppliers	Number	N/M	N/M	N/M
Total number of building materials sourced	Number	N/M	N/M	N/M
Percentage of building materials sourced from local suppliers	Percentage	N/M	N/M	N/M
Number of new suppliers assessed for environmental and social performance	Number	N/M	N/M	N/M
Total number of new suppliers	Number	N/M	N/M	N/M
Percentage of new suppliers assessed for environmental and social performance	Percentage	N/M	N/M	N/M
Number of high-risk suppliers that were engaged to improve their performance	Number	N/M	N/M	N/M
Total number of high-risk suppliers assessed	Number	N/M	N/M	N/M

Percentage of new suppliers assessed as high-risk that were engaged to improve their performance	Percentage	N/M	N/M	N/M
Number of improvement programs (training, improve compliance, etc) recommended to improve the high-risk performance of suppliers.	Number	N/M	N/M	N/M
Grievances				
Time taken to resolve OHS grievances received by employees	Hours	N/M	N/M	N/M
Number of official substantiated complaints received related to environmental pollution from neighbouring communities at WCT locations	Number	N/M	N/M	N/M
Number of stakeholder and/or tribunal cases	Number	N/M	N/M	N/M
Non-Compliance				
Number of significant instances of legal non-compliance in environmental related laws and regulations	Number	N/M	N/M	0
Health and safety				
Number of work-related fatalities	Number	0	0	0
Number of incidents resulting in permanent disability	Number	0	0	0
Lost time incident rate ("LTIR")	Rate	0	0	0
Water				
Number of sanitary wares & water fittings certified to the Water Efficiency Labelling Scheme (WELS)	Number	N/M	N/M	N/M
Total number of sanitary wares & water fittings	Number	N/M	N/M	N/M
Percentage of the sanitary wares & water fittings certified to the Water Efficiency Labelling Scheme (WELS)	Percentage	N/M	N/M	N/M
Biodiversity				
Number of new projects initiated on brownfield sites or sites with low ecological value	Number	N/M	N/M	N/M
Total number of new projects	Number	N/M	N/M	N/M
Percentage of new projects initiated on brownfield sites or sites with low ecological value	Percentage	N/M	N/M	N/M
Area of green space for landscaping (trees/shrubs/turfs planting) at every project	m^2	N/M	N/M	N/M
Total project area	m^2	N/M	N/M	N/M
Percentage of green space for landscaping (trees/shrubs/turfs planting) at every project	Percentage	N/M	N/M	N/M
Data privacy and security				
Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	Number	0	0	0
Number of identified leaks, thefts, or losses of customer data	Number	0	0	0
Customer satisfaction				
Score on sales and marketing customer satisfaction surveys	Percentage	N/M	89	87.3
Score on customer satisfaction surveys during Vacant Possession (VP)	Percentage	N/M	N/M	N/M
Score on customer satisfaction surveys during Defect Liability Period (DLP)	Percentage	N/M	N/M	N/M
Awards/Competitions				
Number of awards achieved related to sustainability/product safety and quality for property development	Number	N/M	N/M	N/M
Sustainability standards				
Number of projects/buildings certified to green building certification systems such as the GreenRE Certification (minimum Green RE's Bronze) or others	Number	N/M	N/M	N/M
Total number of projects/buildings	Number	N/M	N/M	N/M
Percentage of projects/buildings certified to green building certification systems such as the GreenRE Certification (minimum Green RE's Bronze) or others	Percentage	N/M	33	75

Note: N/M refers to not monitored.

Shopping Malls

Shopping Malls - Sustainability Objectives, Targets & Indicators

1. Material topic: GHG Emissions & Climate Change

#	Objective	Paradigm Mall Petaling Jaya	Paradigm Mall Johor Bahru	gateway@klia2
1	Reduce GHG emissions	**Target:** Maintain emissions intensity from areas within mall operators' control at 0.0505 tCO_2e/m^2, using 2024 as a base year (Scope 2).	**Target:** Maintain emissions intensity from areas within mall operators' control at 0.0247 tCO_2e/m^2, using 2024 as a base year (Scope 2).	**Target:** Maintain emissions intensity from areas within mall operators' control at 0.0387 tCO_2e/m^2, using 2024 as a base year (Scope 2).
		Indicators: Total tCO_2e emissions (Scope 2 - Electricity) Size of floor areas within mall operators' control in sqm	**Indicators:** Total tCO_2e emissions (Scope 2 - Electricity) Size of floor areas within mall operators' control in sqm	**Indicators** Total tCO_2e emissions (Scope 2 - Electricity) Size of floor areas within mall operators' control in sqm
2	Reduce energy consumption and improve energy use efficiency	**Target:** 1. Maintain building energy intensity[1] at 65.20 kWh/m^2/year annually, using 2024 as a base year).	**Target:** 1. Maintain building energy intensity[1] at 31.96 kWh/m^2/year annually, using 2024 as a base year.	**Target:** 1. Maintain building energy intensity[1] at 38.21 kWh/m^2/year per sqm annually, using 2024 as a base year.
		Indicators: Total energy used – Electricity consumption Size of floor area in sqm	**Indicators:** Total energy used – Electricity consumption Size of floor area in sqm	**Indicators:** Total energy used – Electricity consumption Size of floor area in sqm
		Target: 2. Maintain total energy used per annual footfall at 0.60 kWh/annual footfall using 2024 as a base year.	**Target:** 2. Maintain total energy used per annual footfall at 0.65 kWh/annual footfall using 2024 as a base year.	**Target:** 2. Maintain total energy used per annual footfall at 0.37 kWh/annual footfall, using 2024 as a base year.
		Indicators: Total energy used – Electricity consumption Number of footfalls	**Indicators:** Total energy used – Electricity consumption Number of footfalls	**Indicators:** Total energy used – Electricity consumption Number of footfalls
3	Increase energy consumption from renewable sources of energy	*Note: Paradigm Mall Petaling Jaya has not adopted this target as its space is not conducive for solar panel installations.*	**Target:** Aim to utilise 10% or more of renewable energy use from solar panel annually, starting from 2026.	**Target:** Aim to utilise 80% or more of renewable energy use from solar panel in mall common areas annually, starting from 2026.
			Indicator: Percentage of energy used from renewable sources	**Indicator:** Percentage of energy used from renewable sources
4	Encourage participation from tenants to improve sustainability performance	**Target:** 100% of tenants sign on to a sustainability related MoU[2] on energy use by end of 2028.	**Target:** 100% of tenants sign on to a sustainability related MoU[2] on energy use by end of 2028.	**Target:** 100% of tenants sign on to a sustainability related MoU[2] on energy use by end of 2028.
		Indicator: Percentage of tenants signed on	**Indicator:** Percentage of tenants signed on	**Indicator:** Percentage of tenants signed on

Shopping Malls - Sustainability Objectives, Targets & Indicators

2. Material topic: Occupational Health & Safety (OHS)

#	Objectives	Paradigm Mall Petaling Jaya	Paradigm Mall Johor Bahru	gateway@klia2
1	Minimise harm to people's safety and health at the workplace	**Target:** 1. Ensure all employees to attend at least one hour of OHS training annually.	**Target:** 1. Ensure all employees to attend at least one hour of OHS training annually.	**Target:** 1. Ensure all employees to attend at least one hour of OHS training annually.
		Indicators: Percentage of employees who have completed OHS training (mandatory) annually	**Indicators:** Percentage of employees who have completed OHS training (mandatory) annually	**Indicators:** Percentage of employees who have completed OHS training (mandatory) annually
		Target: 2. Ensure all new workers including contractors attended OHS training before commencement of their work.	**Target:** 2. Ensure all new workers including contractors attended OHS training before commencement of their work.	**Target:** 2. Ensure all new workers including contractors attended OHS training before commencement of their work.
		Indicators: Percentage of workers in a target group have completed specific OHS training necessary for their position specific to job / function such as chefs, housekeeping, front office, engineering etc	**Indicators:** Percentage of workers in a target group that have completed specific OH&S training annually necessary for their position specific to job / function such as chefs and housekeeping	**Indicators:** Percentage of workers in a target group that have completed specific OH&S training annually necessary for their position specific to job / function such as chefs and housekeeping

Shopping Malls

#	Objectives	Paradigm Mall Petaling Jaya	Paradigm Mall Johor Bahru	gateway@klia2
1	Minimise harm to people's safety and health at the workplace	**Target:** 3. Zero fatalities for employees and contractors' workers annually. *Contractors working on locations/sites under WCT control.*	**Target:** 3. Zero fatalities for employees and contractors' workers annually. *Contractors working on locations/sites under WCT control.*	**Target:** 3. Zero fatalities for employees and contractors' workers annually. *Contractors working on locations/sites under WCT control.*
		Indicator: Annual number of fatalities	**Indicator:** Annual number of fatalities	**Indicator:** Annual number of fatalities
		Targets: 4. Zero accidents which resulting in permanently disability for employees and contractors' workers. *Contractors working on locations/sites under WCT control.*	**Targets:** 4. Zero accidents which resulting in permanently disability for employees and contractors' workers. *Contractors working on locations/sites under WCT control.*	**Target:** 4. Zero accidents which resulting in permanently disability for employees and contractors' workers. *Contractors working on locations/sites under WCT control.*
		Indicator: Annual rate of incidents resulting in permanent disability	**Indicator:** Annual rate of incidents resulting in permanent disability	**Indicator:** Annual rate of incidents resulting in permanent disability
		Target: 5. Aim to maintain a lost time incident rate at or below 6.0 (injuries per 1,000,000 manhours) annually. *Note: Lost time incident rate refers to only incidents that result in time off-work per 1,000,000 hours worked. Lost time incident (LTI) cases are defined as occupational incidents that result in fatalities, require one or more days of medical leave, necessitate medical treatment (excluding first aid), or cause temporary or permanent disability.*	**Target:** 5. Aim to maintain a lost time incident rate at or below 6.0 (injuries per 1,000,000 manhours) annually. *Note: Lost time incident rate refers to only incidents that result in time off-work per 1,000,000 hours worked. Lost time incident (LTI) cases are defined as occupational incidents that result in fatalities, require one or more days of medical leave, necessitate medical treatment (excluding first aid), or cause temporary or permanent disability.*	**Target:** 5. Aim to maintain a lost time incident rate at or below 6.0 (injuries per 1,000,000 manhours) annually. *Note: Lost time incident rate refers to only incidents that result in time off-work per 1,000,000 hours worked. Lost time incident (LTI) cases are defined as occupational incidents that result in fatalities, require one or more days of medical leave, necessitate medical treatment (excluding first aid), or cause temporary or permanent disability.*
		Indicator: Annual rate of lost-time incidents	**Indicator:** Annual rate of lost-time incidents	**Indicator:** Annual rate of lost-time incidents
		Target: 6. Resolve OHS grievances by employees within the stipulated time frame.	**Target:** 6. Resolve OHS grievances by employees within the stipulated time frame.	**Target:** 6. Resolve OHS grievances by employees within the stipulated time frame.
		Indicator: Time taken to resolve OHS grievances	**Indicator:** Time taken to resolve OHS grievances	**Indicator:** Time taken to resolve OHS grievances
		Target: 7. Resolve all OHS grievances by employees to avoid recurrence.	**Target:** 7. Resolve all OHS grievances by employees to avoid recurrence.	**Target:** 7. Resolve all OHS grievances by employees to avoid recurrence.
		Indicator: Number of unresolved OHS grievance	**Indicator:** Number of unresolved OHS grievances	**Indicator:** Number of unresolved OHS grievances

Shopping Malls - Sustainability Objectives, Targets & Indicators

3. Material topic: Personal Data Protection

#	Objectives	Paradigm Mall Petaling Jaya	Paradigm Mall Johor Bahru	gateway@klia2
1	Protect the rights of customers to privacy and the protection of personal data	**Target:** 1. Maintain zero substantiated complaints received concerning breaches of customers' personal data.	**Target:** 1. Maintain zero substantiated complaints received concerning breaches of customers' personal data.	**Target:** 1. Maintain zero substantiated complaints received concerning breaches of customers' personal data.
		Indicator: Number of substantiated complaints received concerning breaches of personal data protection (customers)	**Indicator:** Number of substantiated complaints received concerning breaches of personal data protection (customers)	**Indicator:** Number of substantiated complaints received concerning breaches of personal data protection (customers)
		Target: 2. Maintain zero identified leaks, thefts, or losses of customer data.	**Target:** 2. Maintain zero identified leaks, thefts, or losses of customer data.	**Target:** 2. Maintain zero identified leaks, thefts, or losses of customer data.
		Indicator: Number of times leaks, thefts, or losses of customer data were identified	**Indicator:** Number of times leaks, thefts, or losses of customer data were identified	**Indicator:** Number of times leaks, thefts, or losses of customer data were identified

Shopping Malls

4. Material topic: Product Safety & Quality

#	Objectives	Paradigm Mall Petaling Jaya	Paradigm Mall Johor Bahru	gateway@klia2
1	Improve customer satisfaction	**Target:** 1. To achieve more than 80% score on customer satisfaction surveys, starting from 2025.	**Target:** 1. To achieve more than 80% score on customer satisfaction surveys, starting from 2025.	**Target:** 1. To achieve more than 80% score on customer satisfaction surveys, starting from 2025.
		Indicator: Score on customer satisfaction surveys received	**Indicator:** Score on customer satisfaction surveys received	**Indicator:** Score on customer satisfaction surveys received
		Target: 2. Conduct safety risk assessment annually, starting from 2027.	**Target:** 2. Conduct safety risk assessment annually, starting from 2027.	**Target:** 2. Conduct safety risk assessment annually, starting from 2027.
		Indicator: Annual safety risk assessment report	**Indicator:** Annual safety risk assessment report	**Indicator:** Annual safety risk assessment report
		Target: 3. Respond and resolve categorised grievances received from mall visitors/tenants within the stipulated timeframe.	**Target:** 3. Respond and resolve categorised grievances received from mall visitors/tenants within the stipulated timeframe.	**Target:** 3. Respond and resolve categorised grievances received from mall visitors/tenants within the stipulated timeframe.
		Indicators: Number of grievances received within "defined categories" Number of grievances responded and resolved within the stipulated time frame	**Indicators:** Number of grievances received within "defined categories" Number of grievances responded and resolved within the stipulated time frame	**Indicators:** Number of grievances received within "defined categories" Number of grievances responded and resolved within the stipulated time frame
		Target: 4. Zero legal cases related to mall visitors/tenants over personal health and safety grievances.	**Target:** 4. Zero legal cases related to mall visitors/tenants over personal health and safety grievances.	**Target:** 4. Zero legal cases related to mall visitors/tenants over personal health and safety grievances.
		Indicator: Number of legal cases	**Indicator:** Number of legal cases	**Indicator:** Number of legal cases
2	Implement green building	**Target:** Implement green building certification systems (e.g. GreenRE Certification) by 2030.	**Target:** Implement green building certification systems (e.g. GreenRE Certification) by 2030.	**Target:** Implement green building certification systems (e.g. GreenRE Certification) by 2030.
		Indicator: Number of certifications to green building certification systems such as the GreenRE Certification, Green Building Index (GBI)/Low carbon certifications	**Indicator:** Number of certifications to green building certification systems such as the GreenRE Certification, Green Building Index (GBI)/Low carbon certifications	**Indicator:** Number of certifications to green building certification systems such as the GreenRE Certification, Green Building Index (GBI)/Low carbon certifications
3	Meet industry standards related to sustainability /product safety and quality for property development	**Target:** Participate in at least one competition/award related to sustainability/product safety & quality for malls, annually.	**Target:** Participate in at least one competition/award related to sustainability/product safety & quality for malls, annually.	**Target:** Participate in at least three competitions/awards related to sustainability/product safety & quality for malls, every three years.
		Indicator: Number of awards participated in related to sustainability/product safety and quality for malls	**Indicator:** Number of awards participated in related to sustainability/product safety and quality for malls	**Indicator:** Number of awards participated in related to sustainability/product safety and quality for malls

5. Material topic: Waste & Environmental Pollution

#	Objectives	Paradigm Mall Petaling Jaya	Paradigm Mall Johor Bahru	gateway@klia2
1	Reducing waste directed to disposal (landfilled)	**Target:** 1. Reduce total waste directed to disposal by 5% annually, starting from 2028 using 2026 as the base year.	**Target:** 1. Reduce total waste directed to disposal by 5% annually, starting from 2028 using 2026 as the base year.	**Target:** 1. Reduce total waste directed to disposal by 5% annually, starting from 2028 using 2026 as the base year.
		Indicators: Weight of waste directed to disposal Weight of waste diverted from disposal	**Indicators:** Weight of waste directed to disposal Weight of waste diverted from disposal	**Indicators:** Weight of waste directed to disposal Weight of waste diverted from disposal
		Target: 2. Ensure at least 5% of food waste collected is diverted from landfill annually, starting from 2028 using 2026 as a base year.	**Target:** 2. Ensure at least 5% of food waste collected is diverted from landfill annually, starting from 2028 using 2026 as a base year.	**Target:** 2. Ensure at least 5% of food waste collected is diverted from landfill annually, starting from 2028 using 2026 as a base year.
		Indicator: Weight of food waste diverted from disposal, broken down to recovery operations e.g. compost	**Indicator:** Weight of food waste diverted from disposal, broken down to recovery operations e.g. compost	**Indicator:** Weight of food waste diverted from disposal, broken down to recovery operations e.g. compost

Shopping Malls

#	Objectives	Paradigm Mall Petaling Jaya	Paradigm Mall Johor Bahru	gateway@klia2
2	Encourage tenants' participation to improve sustainability performance	**Target:** 70% of tenants sign on to a sustainability related MoU[2] on waste reduction by the end of 2028.	**Target:** 70% of tenants sign on to a sustainability related MoU[2] on waste reduction by the end of 2028.	**Target:** 70% of tenants sign on to a sustainability related MoU[2] on energy use by the end of 2028.
		Indicator: Percentage of tenants signed on	**Indicator:** Percentage of tenants signed on	**Indicator:** Percentage of tenants signed on

Shopping Malls - Sustainability Objectives, Targets & Indicators

6. Material topic: Water Use

#	Objectives	Paradigm Mall Petaling Jaya	Paradigm Mall Johor Bahru	gateway@klia2
1	Improve water efficiency	**Target:** Reduce total municipal water used per annual footfall by 3%, by year 2025, using 2024 as base year.	**Target:** Reduce total municipal water used per annual footfall by 3%, by year 2025, using 2024 as base year.	**Target:** Reduce total municipal water used per annual footfall by 3%, using 2024 as base year.
		Indicators: Total municipal water consumption Number of footfalls	**Indicators:** Total municipal water consumption Number of footfalls	**Indicators:** Total municipal water consumption Number of footfalls

Sustainability Performance Table:

Paradigm Mall Petaling Jaya

Indicator	Measurement Unit	2022	2023	2024
Business Performance				
Number of annual footfalls	Number	23,571,990	24,623,582	24,911,178
Area				
Size of floor area (total area)	m²	227,806.89	227,806.89	227,806.89
Energy				
Electricity consumption*	kWh	32,262,670.00	30,316,094.00	14,852,759
Building energy intensity	kWh/m²/year	N/M	N/M	65.20
GHG Emissions				
Scope 2 emissions (Electricity)	Metric tonnes of CO₂e	18,841.40	16,704.17	11,496.04
Water				
Total water consumption (Municipal water)	m³	440,521.00	484, 663.00	451, 015.00
Waste				
Total waste generated	Metric tonnes	2,256.57	3,225.34	2,195.38
Total waste diverted from disposal	Metric tonnes	102.67	184.34	100.78
Total waste directed to disposal (Landfilled waste)	Metric tonnes	2,153.90	3,041.00	2,094.60
Total food waste generated	Metric tonnes	N/M	N/M	N/M
Total food waste diverted from disposal (e.g. compost)	Metric tonnes	N/M	N/M	N/M
Total food waste directed to disposal	Metric tonnes	N/M	N/M	N/M
Data privacy and security				
Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	Number	N/M	N/M	N/M
Number of identified times leaks, thefts, or losses of customer data	Number	N/M	N/M	N/M
Grievances				
Number of OHS grievances received by employees	Number	N/M	N/M	N/M
Number of resolved OHS grievances received by employees	Number	N/M	N/M	N/M
Number of unresolved OHS grievances received by employees	Number	N/M	N/M	N/M
Time taken to resolve OHS grievances received by employees	Hours	N/M	N/M	N/M
Number of grievances received within "defined categories" from mall visitors/tenants	Number	N/M	N/M	N/M
Number of grievances resolved from mall visitors/tenants	Number	N/M	N/M	N/M
Number of grievances unresolved from mall visitors/tenants	Number	N/M	N/M	N/M
Legal Cases				
Number of legal cases related to mall visitors/tenants over personal health and safety grievances	Number	N/M	N/M	N/M
Health and safety				
Number of work-related fatalities	Number	N/M	N/M	N/M
Number of incidents resulting in permanent disability	Number	N/M	N/M	N/M
Lost time incident rate ("LTIR")	Rate	0	0	0
Number of employees who have completed OHS training	Number	N/M	N/M	N/M
Total number of employees	Number	N/M	N/M	N/M
Percentage of employees who have completed OHS training	Percentage	N/M	N/M	N/M
Number of workers in a target group including contractors that have completed OHS training specific to their job/function	Number	N/M	N/M	N/M
Total number of workers in a target group	Number	N/M	N/M	N/M
Percentage of workers including contractors that have completed OHS training specific to their job/function	Percentage	N/M	N/M	N/M
Number of hours of OHS training for employees	Hours	N/M	N/M	N/M
Annual safety risk assessment report	Yes/No	N/M	N/M	N/M
Customer satisfaction				
Score on customer satisfaction surveys	Percentage	N/M	N/M	N/M
Awards/Competitions				
Number of awards achieved related to sustainability/product safety and quality for malls	Number	N/M	N/M	N/M
Sustainability standards				
Number of certifications to green building certification systems (e.g. GreenRE Certification, Green Building Index (GBI), Low carbon certifications).	Number	N/M	N/M	N/M
MoU agreement				
Number of tenants signed on to a sustainability related MoU	Number	N/M	N/M	N/M
Total number of tenants	Number	N/M	N/M	N/M
Percentage of tenants signed on to a sustainability related MoU	Percentage	N/M	N/M	N/M

Note: N/M refers to not monitored.

Sustainability Performance Table:

Paradigm Mall Johor Bahru

Indicator	Measurement Unit	2022	2023	2024
Business Performance				
Number of annual footfalls	Number	13,279,705	12,726,109	12,374,168
Area				
Size of floor area (total area)	m²	251,661.00	251,661.00	251,661.00
Energy				
Electricity consumption*	kWh	41,391,265.00	43,387,997.00	8,044,257.57*
Building energy intensity	kWh/m²/year	N/M	N/M	31.96
Amount of energy used from renewable sources	kWh	N/M	N/M	N/M
Amount of energy used from non-renewable sources	kWh	N/A	N/A	N/A
Total amount of energy used from renewable and non-renewable sources	kWh	N/A	N/A	N/A
Percentage of energy used from renewable sources	Percentage	N/M	N/M	N/M
GHG Emissions				
Scope 2 emissions (Electricity)	Metric tonnes of CO₂e	24,172.50	23,906.79	6,226.26
Water				
Total water consumption (Municipal water)	m³	273,136.00	319,913.00	415,774.07
Waste				
Total waste generated	Metric tonnes	1235.58	1507.51	1829.95
Total waste diverted from disposal	Metric tonnes	44.16	44.90	44.18
Total waste directed to disposal (Landfilled waste)	Metric tonnes	1191.42	1462.61	1785.77
Total food waste generated	Metric tonnes	N/M	N/M	N/M
Total food waste diverted from disposal (e.g. compost)	Metric tonnes	N/M	N/M	N/M
Total food waste directed to disposal	Metric tonnes	N/M	N/M	N/M
Data privacy and security				
Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	Number	N/M	N/M	N/M
Number of identified times leaks, thefts, or losses of customer data	Number	N/M	N/M	N/M
Grievances				
Number of OHS grievances received by employees	Number	N/M	N/M	N/M
Number of resolved OHS grievances received by employees	Number	N/M	N/M	N/M
Number of unresolved OHS grievances received by employees	Number	N/M	N/M	N/M
Time taken to resolve OHS grievances received by employees	Hours	N/M	N/M	N/M
Number of grievances received within "defined categories" from mall visitors/tenants	Number	N/M	N/M	N/M
Number of grievances resolved from mall visitors/tenants	Number	N/M	N/M	N/M
Number of grievances unresolved from mall visitors/tenants	Number	N/M	N/M	N/M
Legal Cases				
Number of legal cases related to mall visitors/tenants over personal health and safety grievances	Number	N/M	N/M	N/M
Health and safety				
Number of work-related fatalities	Number	0	0	0
Number of incidents resulting in permanent disability	Number	0	0	0
Lost time incident rate ("LTIR")	Rate	0	0	11.5874
Number of employees who have completed OHS training	Number	N/M	N/M	N/M
Total number of employees	Number	N/M	N/M	N/M
Percentage of employees who have completed OHS training	Percentage	N/M	N/M	N/M
Number of workers in a target group including contractors that have completed OHS training specific to their job/function	Number	N/M	N/M	N/M
Total number of workers in a target group	Number	N/M	N/M	N/M
Percentage of workers including contractors that have completed OHS training specific to their job/function	Percentage	N/M	N/M	N/M
Number of hours of OHS training for employees	Hours	N/M	N/M	N/M
Annual safety risk assessment report	Yes/No	N/M	N/M	N/M
Customer satisfaction				
Score on customer satisfaction surveys	Percentage	N/M	N/M	N/M
Awards/Competitions				
Number of awards achieved related to sustainability/product safety and quality for malls	Number	N/M	N/M	N/M
Sustainability standards				
Number of certifications to green building certification systems (e.g. GreenRE Certification, Green Building Index (GBI), Low carbon certifications).	Number	N/M	N/M	N/M

MoU agreement				
Number of tenants signed on to a sustainability related MoU	Number	N/M	N/M	N/M
Total number of tenants	Number	N/M	N/M	N/M
Percentage of tenants signed on to a sustainability related MoU	Percentage	N/M	N/M	N/M

Note: N/M refers to not monitored.

Sustainability Performance Table:

gateway@klia2

Indicator	Measurement Unit	2022	2023	2024
Business Performance				
Number of annual footfalls	Number	15,861,372	28,849,455	31,303,607
Area				
Size of floor area (total area)	m^2	299,351.00	299,351.00	299,351.00
Energy				
Electricity consumption*	kWh	18, 018, 380.00	11,593,407.00*	11,438,443.00*
Purchase of chilled water	RTh	N/M	N/M	13,178,893.00
Building energy intensity	kWh/m^2/year	N/M	N/M	38.21
Amount of energy used from renewable sources	kWh	N/M	N/M	N/M
Amount of energy used from non-renewable sources	kWh	N/A	N/A	N/A
Total amount of energy used from renewable and non-renewable sources	kWh	N/A	N/A	N/A
Percentage of energy used from renewable sources	Percentage	N/M	N/M	N/M
GHG Emissions				
Scope 2 emissions (Electricity)	Metric tonnes of CO$_2$e	10,522.73	6,387.97	8,853.36
Scope 2 emissions (Purchased chilled water)	Metric tonnes of CO$_2$e	N/M	N/M	2,718.54
Total scope 2 emissions (Electricity & purchased chilled water)	Metric tonnes of CO$_2$e	N/M	N/M	11,571.90
Water				
Total water consumption (Municipal water)	m^3	171, 855.00	221,374.00	318,943.48
Waste				
Total waste generated	Metric tonnes	1,198.65	2,484.65	3,128.64
Total waste diverted from disposal	Metric tonnes	83.52	183.55	243.19
Total waste directed to disposal (Landfilled waste)	Metric tonnes	1,115.13	2,301.10	2,885.45
Total food waste generated	Metric tonnes	N/M	N/M	N/M
Total food waste diverted from disposal (e.g. compost)	Metric tonnes	N/M	N/M	N/M
Total food waste directed to disposal	Metric tonnes	N/M	N/M	N/M
Data privacy and security				
Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	Number	N/M	N/M	N/M
Number of identified times leaks, thefts, or losses of customer data	Number	N/M	N/M	N/M
Grievances				
Number of OHS grievances received by employees	Number	N/M	N/M	N/M
Number of resolved OHS grievances received by employees	Number	N/M	N/M	N/M
Number of unresolved OHS grievances received by employees	Number	N/M	N/M	N/M
Time taken to resolve OHS grievances received by employees	Hours	N/M	N/M	N/M
Number of grievances received within "defined categories" from mall visitors/tenants	Number	N/M	N/M	N/M
Number of grievances resolved from mall visitors/tenants	Number	N/M	N/M	N/M
Number of grievances unresolved from mall visitors/tenants	Number	N/M	N/M	N/M
Legal Cases				
Number of legal cases related to mall visitors/tenants over personal health and safety grievances	Number	N/M	N/M	N/M
Health and safety				
Number of work-related fatalities	Number	0	0	0
Number of incidents resulting in permanent disability	Number	0	0	0
Lost time incident rate ("LTIR")	Rate	0	0	0
Number of employees who have completed OHS training	Number	N/M	N/M	N/M
Total number of employees	Number	N/M	N/M	N/M
Percentage of employees who have completed OHS training	Percentage	N/M	N/M	N/M
Number of workers in a target group including contractors that have completed OHS training specific to their job/function	Number	N/M	N/M	N/M
Total number of workers in a target group	Number	N/M	N/M	N/M
Percentage of workers including contractors that have completed OHS training specific to their job/function	Percentage	N/M	N/M	N/M
Number of hours of OHS training for employees	Hours	N/M	N/M	N/M
Annual safety risk assessment report	Yes/No	N/M	N/M	N/M
Customer satisfaction				
Score on customer satisfaction surveys	Percentage	N/M	N/M	N/M

Awards/Competitions				
Number of awards achieved related to sustainability/product safety and quality for malls	Number	N/M	N/M	N/M
Sustainability standards				
Number of certifications to green building certification systems (e.g. GreenRE Certification, Green Building Index (GBI), Low carbon certifications).	Number	N/M	N/M	N/M
MoU agreement				
Number of tenants signed on to a sustainability related MoU	Number	N/M	N/M	N/M
Total number of tenants	Number	N/M	N/M	N/M
Percentage of tenants signed on to a sustainability related MoU	Percentage	N/M	N/M	N/M

Note: N/M refers to not monitored.

Hotels

Hotels - Sustainability Objectives, Targets & Indicators

1. Material topic: GHG Emissions & Climate Change

#	Objectives	Première Hotel	Le Méridien Petaling Jaya	Hyatt Place Johor Bahru
1	Reduce GHG emissions	**Target:** Maintain emissions intensity at 0.1278 tCO_2e/m^2 annually, using 2024 as a base year (Scope 1 and 2).	**Target:** Maintain emissions intensity at 0.2525 tCO_2e/m^2 annually, using 2024 as a base year (Scope 1 and 2).	**Target:** Maintain emissions intensity at 0.1205 tCO_2e/m^2 annually, using 2024 as a base year (Scope 1 and 2).
		Indicators: tCO_2e emissions (Scope 1 and 2) Size of floor area in square metre (m^2)	**Indicators:** tCO_2e emissions (Scope 1 and 2) Size of floor area in square metre (m^2)	**Indicator:** tCO_2e emissions (Scope 1 and 2) Size of floor area in square metre (m^2)
2	Reduce energy consumption and improve energy use efficiency	**Target:** 1. Maintain building energy intensity at 161.70 kWh/m^2/year annually, using 2024 as a base year.	**Target:** 1. Maintain building energy intensity at 320.89 kWh/m^2/year annually, using 2024 as a base year.	**Target:** 1. Maintain building energy intensity at 153.65 kWh/m^2/year annually, using 2024 as a base year.
		Indicator: Total energy used – Electricity consumption Size of floor area in sqm	**Indicators:** Total energy used – Electricity consumption Size of floor area in sqm	**Indicators:** Total energy used – Electricity consumption Size of floor area in sqm
		Target: 2. Maintain total energy used at 91.10 kWh/room night based on 43,682 occupied room nights in a year, using 2024 as the base year.	**Target:** 2. Maintain total energy used at 117.95 kWh/room night based on 82,180 occupied room nights in a year, using 2024 as the base year.	**Target:** 2. Maintain total energy used at 68.30 kWh/room night based on 53,436 occupied room nights in a year, using 2024 as the base year.
		Indicator: Total energy used – Electricity consumption Number of occupied room nights	**Indicators:** Total energy used – Electricity consumption Number of occupied room nights	**Indicators:** Total energy used – Electricity consumption Number of occupied room nights

Hotels - Sustainability Objectives, Targets & Indicators

2. Material topic: Responsible Sourcing & Supplier Management

#	Objectives	Première Hotel	Le Méridien Petaling Jaya	Hyatt Place Johor Bahru
1	Increase procurement of food ingredients from sustainable sources e.g. free-range chicken & eggs, small farmers, grow their own vegetables	**Target:** 1. Source 10% of total spend on poultry goods from sustainable sources, by year 2027 (e.g. free-range chicken; cage-free eggs; less harmful cleaning products; fair-trade coffee, sugar).	**Target:** 1. Source 89% of total spend on selected goods categories from sustainable sources, by year 2027.	**Target:** 1. Source 70% of eggs by purchasing cage-free eggs by year 2025.
		Indicators: Percentage of spend on sustainable sources (free range chicken, cage-free eggs)	**Indicator:** Percentage of spend on sustainable sources (free range chicken, cage-free eggs)	**Indicator:** Percentage of spend on sustainable sources (certified cage-free eggs)
		Target: 2. Ensure 100% of total spend on produce is locally sourced annually.	**Target:** 2. Ensure 100% of total spend on produce is locally sourced annually.	**Target:** 2. Ensure 100% of total spend on produce is locally sourced annually.
		Indicators: Total spend on produce Percentage of spend on locally sourced produce	**Indicators:** Total spend on produce Percentage of spend on locally sourced produce	**Indicators:** Total spend on produce Percentage of spend on locally sourced produce

Hotels

Hotels - Sustainability Objectives, Targets & Indicators

3. Material topic: Waste & Environmental Pollution

#	Objectives	Première Hotel	Le Méridien Petaling Jaya	Hyatt Place Johor Bahru
1	Reducing food waste	**Target:** 1. Reduce total food waste generated from restaurants / kitchens, by 5%, by year 2028, using 2026 as base year.	**Target:** 1. Reduce total food waste generated from restaurants / kitchens, by 10%, by year 2028, using 2026 as a base year.	**Target:** 1. Reduce total food waste generated from restaurants / kitchens, by 3%, by year 2028, using 2026 as a base year.
		Indicators: Weight of food waste from restaurants/kitchens	**Indicator:** Weight of food waste from restaurants/kitchens	**Indicator:** Weight of food waste from restaurants/kitchens
		Target: 2. Reduce total food waste directed to disposal by 3%, by year 2028, using 2026 as a base year.	**Target:** 2. Reduce total food waste directed to disposal by 50%, by year 2028, using 2026 as a base year.	**Target:** 2. Reduce total food waste directed to disposal by 3%, by year 2028, using 2026 as a base year.
		Indicator: Weight of food waste directed to disposal Weight of food waste diverted from disposal, broken down to recovery operations e.g. compost	**Indicators:** Weight of food waste directed to disposal Weight of food waste diverted from disposal, broken down to recovery operations e.g. compost	**Indicator:** Weight of food waste directed to disposal Weight of food waste diverted from disposal, broken down to recovery operations e.g. compost
2	Reducing generation of waste and waste directed to disposal (landfilled)	**Target:** 1. Reduce total waste generated by 3%, by year 2028, using 2026 as a base year.	**Target:** 1. Reduce total waste generated by 5%, by year 2030, using 2024 as a base year.	**Target:** 1. Reduce total waste generated by 3%, by year 2028, using 2026 as a base year.
		Indicator: Weight of waste generated	**Indicator:** Weight of waste generated	**Indicator:** Weight of waste generated
		Target: 2. Reduce total waste directed to disposal by 5%, by year 2026, using 2024 as a base year.	**Target:** 2. Reduce total waste directed to disposal by 5%, by year 2030, using 2024 as a base year.	**Target:** 2. Reduce total waste directed to disposal by 3%, by year 2025, using 2024 as a base year.
		Indicator: Weight of waste directed to disposal.	**Indicator:** Weight of waste directed to disposal	**Indicator:** Weight of waste directed to disposal
3	Reducing single use plastics and products in hotel operations	**Target:** Replace all single-use amenities in hotel rooms with more sustainable alternatives, by year 2028.	**Target:** Replace all single-use amenities in hotel rooms with more sustainable alternatives, by year 2026.	**Target:** Replace all single-use amenities in hotel rooms with more sustainable alternatives, by year 2026.
		Indicator: Percentage of sustainable alternatives used to replace single-use amenities	**Indicator:** Percentage of sustainable alternatives used to replace single-use amenities	**Indicator:** Percentage of sustainable alternatives used to replace single-use amenities
		Target: Eliminate 95% single use plastics food packaging takeaway at restaurant by year 2028.	**Target:** Eliminate all single use plastics food packaging takeaway at restaurant by year 2026.	**Target:** Maintain 100% of biodegradable food packaging container, bag, and utensils for hotel guests annually.
		Indicator: Percentage of single use plastic takeaway packaging eliminated	**Indicator:** Percentage of single use plastic takeaway packaging eliminated	**Indicator:** Percentage of biodegradable amenities and their packaging for hotel guest

Hotels - Sustainability Objectives, Targets & Indicators

4. Material topic: Water Use

#	Objectives	Première Hotel	Le Méridien Petaling Jaya	Hyatt Place Johor Bahru
1	Reduce water consumption and improve water efficiency	**Target:** Maintain total municipal water used per occupied room nights at 0.94 m³/room night, by year 2026 using 2024 as a base year.	**Target:** Maintain total municipal water used per occupied room nights at 0.80 m³/room night, by year 2026 using 2024 as a base year.	**Target:** Maintain total municipal water used per occupied room nights at 0.74 m³/room night, by year 2026 using 2024 as a base year.
		Indicators: Total volume of municipal water used Number of occupied room nights	**Indicators:** Total volume of municipal water used Number of occupied room nights	**Indicators:** Total volume of municipal water used Number of occupied room nights

Hotels

Hotels - Sustainability Objectives, Targets & Indicators

5. Material topic: Occupational Health & Safety (OHS)

#	Objectives	Première Hotel	Le Méridien Petaling Jaya	Hyatt Place Johor Bahru
1	Minimise harm to people's safety and health at the workplace	**Target:** 1. Ensure each employee receives at least two hours of OHS training annually.	**Target:** 1. Ensure each employee receives at least two hours of OHS training annually.	**Target:** 1. Ensure each employees attends at least two hours of OHS training annually.
		Indicators: Percentage of employees who have completed OHS training (mandatory) annually	**Indicators:** Percentage of employees who have completed OHS training (mandatory) annually	**Indicators:** Percentage of employees who have completed OHS training (mandatory) annually
		Target: 2. Ensure all new workers including contractors attended OHS training before commencement of their work.	**Target:** 2. Ensure all new contractors attended OHS training before commencement of their work.	**Target:** 2. Ensure all new contractors attended OHS training before commencement of their work.
		Indicators: Percentage of workers in a target group including contractors that have completed specific OH&S training annually necessary for their position specific to job / function such as chefs and housekeeping	**Indicators:** Percentage of workers in a target group including contractors that have completed specific OH&S training annually necessary for their position specific to job / function such as chefs and housekeeping	**Indicators:** Percentage of workers in a target group including contractors that have completed specific OH&S training annually necessary for their position specific to job / function such as chefs and housekeeping
		Target: 3. Zero fatalities for employees and contractors' workers annually. *Contractors working on locations/sites under WCT control.*	**Target:** 3. Zero fatalities for employees and contractors' workers annually. *Contractors working on locations/sites under WCT control.*	**Target:** 3. Zero fatalities for employees and contractors' workers annually. *Contractors working on locations/sites under WCT control.*
		Indicator: Annual number of fatalities	**Indicator:** Annual number of fatalities	**Indicator:** Annual number of fatalities
		Target: 4. Zero accidents which resulting in permanently disability for employees and contractors' workers. *Contractors working on locations/sites under WCT control.*	**Target:** 4. Zero accidents which resulting in permanently disability for employees and contractors' workers. *Contractors working on locations/sites under WCT control.*	**Target:** 4. Zero accidents which resulting in permanently disability for employees and contractors' workers. *Contractors working on locations/sites under WCT control.*
		Indicator: Annual number of incidents resulting in permanent disability	**Indicator:** Annual number of incidents resulting in permanent disability	**Indicator:** Annual number of incidents resulting in permanent disability
		Targets: 5. Aim to maintain a lost-time incident rate at or below 10.0 (incidents per 1,000,000 manhours). *Note: Lost time incident rate refers to only incidents that result in time off-work per 1,000,000 hours worked. Lost time incident (LTI) cases are defined as occupational incidents that result in fatalities, require one or more days of medical leave, necessitate medical treatment (excluding first aid), or cause temporary or permanent disability.*	**Target:** 5. Aim to maintain a lost-time incident rate at or below 10.0 (incidents per 1,000,000 manhours). *Note: Lost time incident rate refers to only incidents that result in time off-work per 1,000,000 hours worked. Lost time incident (LTI) cases are defined as occupational incidents that result in fatalities, require one or more days of medical leave, necessitate medical treatment (excluding first aid), or cause temporary or permanent disability.*	**Targets:** 5. Aim to maintain a lost-time incident rate at or below 10.0 (incidents per 1,000,000 manhours). *Note: Lost time incidents rate refers to only incidents that result in time off-work per 1,000,000 hours worked. Lost time incident (LTI) cases are defined as occupational incidents that result in fatalities, require one or more days of medical leave, necessitate medical treatment (excluding first aid), or cause temporary or permanent disability.*
		Indicator: Annual rate of lost-time incidents	**Indicator:** Annual rate of lost-time incidents	**Indicator:** Annual rate of lost-time incidents
		Targets: 6. Resolve OHS grievances by employees within the stipulated time frame.	**Targets:** 6. Resolve OHS grievances by employees within the stipulated time frame.	**Targets:** 6. Resolve OHS grievances by employees within the stipulated time frame.
		Indicator: Time taken to resolve OHS grievances	**Indicator:** Time taken to resolve OHS grievances	**Indicator:** Time taken to resolve OHS grievances
		Targets: 7. Resolve all OHS grievances by employees to avoid recurrence.	**Targets:** 7. Resolve all OHS grievances by employees to avoid recurrence.	**Targets:** 7. Resolve all OHS grievances by employees to avoid recurrence.
		Indicator: Number of unresolved OHS grievances	**Indicator:** Number of unresolved OHS grievances	**Indicator:** Number of unresolved OHS grievances

Hotels - Sustainability Objectives, Targets & Indicators

6. Material topic: Product Safety & Quality

#	Objectives	Première Hotel	Le Méridien Petaling Jaya	Hyatt Place Johor Bahru
1	Improve customer satisfaction	**Targets:** 1. To achieve 88% and above for guest satisfaction surveys.	**Target:** 1. To achieve 62% of 9 & 10 Score and above for guest satisfaction surveys.	**Target:** 1. To achieve 69% and above for guest satisfaction surveys.
		Indicator: Score on customer satisfaction surveys received	**Indicator:** Score on customer satisfaction surveys received	**Indicator:** Score on customer satisfaction surveys received
		Target: 2. Conduct safety risk assessment annually, starting from 2026.	**Target:** 2. Conduct safety risk assessment annually, starting from 2026.	**Target:** Conduct safety risk assessment annually, starting from 2026.
		Indicator: Annual safety risk assessment report	**Indicator:** Annual safety risk assessment report	**Indicator:** Annual safety risk assessment report
		Target: 3. Respond and resolve categorised grievances received from guests within 24 hours.	**Target:** 3. Respond and resolve categorised grievances received from guests within 24 hours.	**Target:** 3. Respond and resolve categorised grievances received from guests within 24 hours.
		Indicators: Number of grievances received Number of grievances responded and resolved within stipulated time frame	**Indicators:** Number of grievances received Number of grievances responded and resolved within stipulated time frame	**Indicators:** Number of grievances received Number of grievances responded and resolved within stipulated time frame
		Target: 4. Zero legal cases related to guests over personal health and safety grievances.	**Target:** 4. Zero legal cases related to guests over personal health and safety grievances.	**Target:** 4. Zero legal cases related to guests over personal health and safety grievances.
		Indicator: Number of legal cases	**Indicator:** Number of legal cases	**Indicator:** Number of legal cases
2	Implement sustainability standards	**Target:** Adopt sustainability standards for hotels e.g. Green Key, Green Globe, EarthCheck, by 2030.	**Target:** Adopt sustainability standards for hotels e.g. Green Key, Green Globe, EarthCheck, by 2030.	**Target:** Adopt sustainability standards for hotels e.g. Green Key, Green Globe, EarthCheck, by 2030.
		Indicator: Number of implemented/certifications to sustainability standards	**Indicator:** Number of implemented/certifications to sustainability standards	**Indicator:** Number of implemented/certifications to sustainability standards

Hotels

Sustainability Performance Table:

Première Hotel

Indicator	Measurement Unit	2022	2023	2024
Business Performance				
Number of occupied room nights	Number	33,132	37,499	43,682
Area				
Size of floor area (total area)	m²	24,609.44	24,609.44	24,609.44
Energy				
Liquified Petroleum Gas (LPG) consumption	Litres	32,883.00	39,570.00	41,140.00
Electricity consumption	kWh	3,781,008.00	3,854,933.00	3,979,248.00
Building energy intensity	kWh/m²/year	153.64	156.64	161.70
GHG Emissions				
Scope 1 emissions (LPG)	Metric tonnes of CO_2e	53.14	63.23	64.06
Scope 2 emissions (Electricity)	Metric tonnes of CO_2e	2,211.89	2,124.10	3,079.94
Scope 1 and 2 emissions (LPG & Electricity)	Metric tonnes of CO_2e	2,265.03	2,187.33	3,144.00
Supplier Management				
Amount spent on sustainable sources of goods	Ringgit Malaysia (RM)	N/M	N/M	N/M
Total spend on produce	Ringgit Malaysia (RM)	N/M	N/M	N/M
Percentage of spend on sustainable sources of goods	Percentage	N/M	N/M	N/M
Amount spent on locally sourced produce	Ringgit Malaysia (RM)	N/M	N/M	N/M
Percentage of spend on locally sourced produce	Percentage	N/M	N/M	99
Water				
Total water consumption (Municipal water)	m³	43, 997.00	39,609.00	40,924.00
Waste				
Total waste generated	Metric tonnes	N/M	38.45	33.77
Total waste diverted from disposal	Metric tonnes	N/M	N/M	3.73
Total waste directed to disposal (Landfilled water)	Metric tonnes	N/M	38.45	30.04
Total food waste generated	Metric tonnes	N/M	N/M	N/M
Total food waste diverted from disposal (e.g. compost)	Metric tonnes	N/M	N/M	N/M
Total food waste directed to disposal	Metric tonnes	N/M	N/M	N/M
Sustainable alternatives				
Percentage of sustainable alternatives used to replace single-use amenities	Percentage	N/M	N/M	N/M
Percentage of single use plastic takeaway packaging eliminated	Percentage	N/M	N/M	N/M
Data privacy and security				
Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	Number	N/M	N/M	N/M
Grievances				
Number of grievances received from hotel guests	Number	N/M	N/M	N/M
Number of grievances resolved from hotel guests	Number	N/M	N/M	N/M
Number of grievances unresolved from hotel guests	Number	N/M	N/M	N/M
Time taken to resolve grievances received by hotel guests	Hours	N/M	N/M	N/M
Legal Cases				
Number of legal cases related to hotel guests over personal health and safety grievances	Number	N/M	N/M	N/M
Health and safety				
Number of work-related fatalities	Number	0	0	0
Number of incidents resulting in permanent disability	Number	0	0	0
Lost time incident rate ("LTIR")	Rate	0	13.8746	8.0702
Number of employees who have completed OHS training	Number	N/M	N/M	N/M
Total number of employees	Number	N/M	N/M	N/M
Percentage of employees who have completed OHS training	Percentage	N/M	N/M	N/M
Number of workers in a target group including contractors that have completed OHS training specific to their job/function	Number	N/M	N/M	N/M
Total number of workers in a target group	Number	N/M	N/M	N/M
Percentage of workers in a target group including contractors that have completed OHS training specific to their job/function	Percentage	N/M	N/M	N/M
Number of hours of OHS training for employees	Hours	N/M	N/M	N/M
Annual safety risk assessment report	Yes/No	N/M	N/M	N/M
Guest satisfaction				
Score on guest satisfaction surveys	Percentage	74.00	88.31	90.10
Sustainability standards				
Number of certifications to green building certification systems (e.g. GreenRE Certification, Green Building Index (GBI), Low carbon certifications).	Number	N/M	N/M	N/M
Number of implemented / certifications to sustainability standards (e.g. Green Key, Green Globe, EarthCheck)	Number	N/M	N/M	N/M

Note: N/M refers to not monitored.

Hotels

Sustainability Performance Table:

Le Méridien Petaling Jaya

Indicator	Measurement Unit	2022	2023	2024
Business Performance				
Number of occupied room nights	Number	48,229	71,959	82,180
Area				
Size of floor area (total area)	m²	30,206.99	30,206.99	30,206.99
Energy				
Liquified Petroleum Gas (LPG) consumption	Litres	46,840.92	63,232.78	77,336.00
Electricity consumption	kWh	8,103,358.00	8,892,294.00	9,693,000.00
Building energy intensity	kWh/m²/year	268.26	294.38	320.89
GHG Emissions				
Scope 1 emissions (LPG)	Metric tonnes of CO_2e	75.69	101.03	125.03
Scope 2 emissions (Electricity)	Metric tonnes of CO_2e	4,470.46	4,899.65	7,502.38
Scope 1 and 2 emissions (LPG & Electricity)	Metric tonnes of CO_2e	4,816.15	5,000.68	7,627.41
Supplier Management				
Amount spent on sustainable sources of goods	Ringgit Malaysia (RM)	N/M	N/M	N/M
Total spend on produce	Ringgit Malaysia (RM)	N/M	N/M	N/M
Percentage of spend on sustainable sources of goods	Percentage	N/M	N/M	N/M
Amount spent on locally sourced produce	Ringgit Malaysia (RM)	N/M	N/M	N/M
Percentage of spend on locally sourced produce	Percentage	N/M	N/M	99
Water				
Total water consumption (Municipal water)	m³	54,528.00	64,356.00	65,366.00
Waste				
Total waste generated	Metric tonnes	16.28	225.90	271.07
Total waste diverted from disposal	Metric tonnes	1.97	2.95	3.88
Total waste directed to disposal (Landfilled waste)	Metric tonnes	14.31	222.95	267.19
Total food waste generated	Metric tonnes	N/M	N/M	N/M
Total food waste diverted from disposal (e.g. compost)	Metric tonnes	N/M	N/M	10.78
Total food waste directed to disposal	Metric tonnes	N/M	N/M	N/M
Sustainable alternatives				
Percentage of sustainable alternatives used to replace single-use amenities	Percentage	N/M	N/M	N/M
Percentage of single use plastic takeaway packaging eliminated	Percentage	N/M	N/M	N/M
Data privacy and security				
Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	Number	N/M	N/M	N/M
Grievances				
Number of grievances received from hotel guests	Number	N/M	N/M	N/M
Number of grievances resolved from hotel guests	Number	N/M	N/M	N/M
Number of grievances unresolved from hotel guests		N/M	N/M	N/M
Time taken to resolve grievances received by hotel guests	Hours	N/M	N/M	N/M
Legal Cases				
Number of legal cases related to hotel guests over personal health and safety grievances	Number	N/M	N/M	N/M
Health and safety				
Number of work-related fatalities	Number	0	0	0
Number of incidents resulting in permanent disability	Number	0	0	0
Lost time incident rate ("LTIR")	Rate	21.7966	3.0840	5.91838
Number of employees who have completed OHS training	Number	N/M	N/M	N/M
Total number of employees	Number	N/M	N/M	N/M
Percentage of employees who have completed OHS training	Percentage	N/M	N/M	N/M
Number of workers in a target group including contractors that have completed OHS training specific to their job/function	Number	N/M	N/M	N/M
Total number of workers in a target group	Number	N/M	N/M	N/M
Percentage of workers in a target group including contractors that have completed OHS training specific to their job/function	Number	N/M	N/M	N/M
Number of hours of OHS training for employees	Hours	N/M	N/M	N/M
Annual safety risk assessment report	Yes/No	N/M	N/M	N/M
Guest satisfaction				
Score on guest satisfaction surveys	Percentage	86.00	83.00	85.00
Sustainability standards				
Number of certifications to green building certification systems (e.g. GreenRE Certification, Green Building Index (GBI), Low carbon certifications).	Number	N/M	N/M	N/M
Number of implemented / certifications to sustainability standards (e.g. Green Key, Green Globe, EarthCheck)	Number	N/M	N/M	N/M

Note: N/M refers to not monitored.

Hotels

Sustainability Performance Table:

Hyatt Place Johor Bahru

Indicator	Measurement Unit	2022	2023	2024
Business Performance				
Number of occupied room nights	Number	N/A	N/A	53,436
Area				
Size of floor area (total area)	m²	23,755.00	23,755.00	23,755.00
Energy				
Liquified Petroleum Gas (LPG) consumption	Litres	N/A	N/A	6,522
Electricity consumption	kWh	N/A	N/A	3,649,900.00
Building energy intensity	kWh/m²/year	N/A	N/A	153.65
GHG Emissions				
Scope 1 emissions (LPG)	Metric tonnes of CO₂e	N/A	N/A	10.16
Scope 2 emissions (Electricity)	Metric tonnes of CO₂e	N/A	N/A	2,852.02
Scope 1 and 2 emissions (LPG & Electricity)	Metric tonnes of CO₂e	N/A	N/A	2,862.18
Supplier Management				
Amount spent on sustainable sources of goods	Ringgit Malaysia (RM)	N/A	N/A	N/M
Total spend on produce	Ringgit Malaysia (RM)	N/A	N/A	N/M
Percentage of spend on sustainable sources of goods	Percentage	N/A	N/A	N/M
Amount spent on locally sourced produce	Ringgit Malaysia (RM)	N/A	N/A	N/M
Percentage of spend on locally sourced produce	Percentage	N/A	N/A	99
Water				
Total water consumption (Municipal water)	m³	N/A	N/A	39,539.82
Waste				
Total waste generated	Metric tonnes	N/A	N/A	46.71
Total waste diverted from disposal	Metric tonnes	N/A	N/A	3.25
Total waste directed to disposal (Landfilled waste)	Metric tonnes	N/A	N/A	43.46
Total food waste generated	Metric tonnes	N/A	N/A	N/M
Total food waste diverted from disposal (e.g. compost)	Metric tonnes	N/A	N/A	N/M
Total food waste directed to disposal	Metric tonnes	N/A	N/A	N/M
Sustainable alternatives				
Percentage of sustainable alternatives used to replace single-use amenities	Percentage	N/A	N/A	N/M
Percentage of biodegradable amenities and packaging for hotel guests	Percentage	N/A	N/A	N/M
Data privacy and security				
Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	Number	N/A	N/A	N/M
Grievances				
Number of grievances received from hotel guests	Number	N/A	N/A	N/M
Number of grievances resolved from hotel guests	Number	N/A	N/A	N/M
Number of grievances unresolved from hotel guests		N/A	N/A	N/M
Time taken to resolve grievances received by hotel guests	Hours	N/A	N/A	N/M
Legal Cases				
Number of legal cases related to hotel guests over personal health and safety grievances	Number	N/A	N/A	N/M
Health and safety				
Number of work-related fatalities	Number	N/A	N/A	N/M
Number of incidents resulting in permanent disability	Number	N/A	N/A	N/M
Lost time incident rate ("LTIR")	Rate	N/A	N/A	0
Number of employees who have completed OHS training	Number	N/M	N/M	N/M
Total number of employees	Number	N/M	N/M	N/M
Percentage of employees who have completed OHS training	Percentage	N/A	N/A	N/M
Number of workers in a target group including contractors that have completed OHS training specific to their job/function	Number	N/M	N/M	N/M
Total number of workers in a target group	Number	N/M	N/M	N/M
Percentage of workers in a target group including contractors that have completed OHS training specific to their job/function	Number	N/A	N/A	N/M
Number of hours of OHS training for employees	Hours	N/A	N/A	N/M
Annual safety risk assessment report	Yes/No	N/A	N/A	N/M
Guest satisfaction				
Score on guest satisfaction surveys	Percentage	N/A	N/A	52.04
Sustainability standards				
Number of certifications to green building certification systems (e.g. GreenRE Certification, Green Building Index (GBI), Low carbon certifications).	Number	N/A	N/A	N/M
Number of implemented / certifications to sustainability standards (e.g. Green Key, Green Globe, EarthCheck)	Number	N/A	N/A	N/M

Note: N/M refers to not monitored.

Human Resources and Administration

Human Resources and Administration Department - Sustainability Objective, Targets, Indicators

1. Material topic: Workforce Learning & Development (HR)

#	Objectives	Targets & Indicators
1	Upgrade competency of employees to minimise errors which can lead to for example additional use of resources or rework, increased mental and physical stress, as well as to improve employees' career prospects	**Target:** 1. To ensure average training hours per employee is 8 hours annually.
		Indicator: Average groupwide training hours per employee by gender and employee category
		Target: 2. Ensure 100% of confirmed employees receive performance review (appraisal) at least once every year.
		Indicator: Percentage of total employees by gender and by employee category who received a performance review (appraisal) during the reporting period
		Target: 3. Ensure 95% of employees receive career development review (appraisal) at least once every year.
		Indicator: Percentage of total employees by gender and by employee category who received career development review (appraisal) during the reporting period
		Target: 4. Ensure 80% of planned training (internal & external) for the year is completed (as per approved TNA and training plan).
		Indicator: Percentage of planned training that has been completed in the year

Human Resources and Administration Department - Sustainability Objective, Targets, Indicators

2. Material topic: Human Rights & Labour Matters (HR)

#	Objectives	Targets & Indicators
1	Ensure human rights and well-being of all employees, workers under WCT's employment, and individuals engaged by or affiliated with WCT are protected.	**Target:** 1. Ensure that wages of all employees, workers and individuals engaged by or affiliated with WCT meets the respective industry average for their roles and job types.
		Indicators: Records of wage payments/payslips Average rate of wages by industry for their roles and job types
		Target: 2. 100% of grievances are attended to in the reporting year.
		Indicator: Number of grievances reported
		Target: 3. Zero substantiated incidents of human rights violations (child labour and forced labour) throughout business operations annually.
		Indicator: Number of substantiated incidents relating to human rights violations (child labour and forced labour)
2	Improve employees and workers perception of WCT as an employer/workplace	**Target:** To achieve at least 80% score on the employee satisfaction survey.
		Indicators: Percentage of employee satisfaction index score based on Company Climate Survey
3	Improve employee attrition rates	**Target:** Ensure that the yearly voluntary attrition rate of employees does not exceed the following percentages for each division: • Engineering & Construction: 22% • Property Development: 20% • Shopping Malls: 20% • Hotels: 45% Business Aviation: 30%
1		**Indicator:** Percentage of employee attrition by business division

Human Resources and Administration Department - Sustainability Objective, Targets, Indicators

3. Material topic: Diversity, Equity and Inclusion (HR)

#	Objectives	Targets & Indicators
1	Increase representation of women in leadership roles	**Target:** Maintain the percentage of women in managerial roles at 35% or more annually.
		Indicator: Percentage of women in managerial roles
2	Eliminate discrimination in the workplace	**Target:** Aim for zero substantiated complaints of workplace discrimination annually.
		Indicators: Number of substantiated DEI related complaints received. Number of recurring DEI related complaints/grievances.

Human Resources and Administration

Sustainability Performance Table:

Indicator	Measurement Unit	2022	2023	2024
Workforce learning and development				
Number of completed training sessions	Number	N/M	N/M	N/M
Total number of planned training sessions	Number	N/M	N/M	N/M
Percentage of planned training that has been completed in the year	Percentage	N/M	N/M	N/M
Average training hours per employee by gender and employee category				
Male Management	Hours	N/M	13	10
Female Management	Hours	N/M	13	13
Male Executive	Hours	N/M	9	8
Female Executive	Hours	N/M	10	9
Male Non-Executive	Hours	N/M	14	8
Female Non-Executive	Hours	N/M	19	9
Groupwide average	Hours	10.20	11.71	9.02
Percentage of total employees who received a performance review (appraisal) by gender and employee category				
Top Management Male	Percentage	N/M	N/M	N/M
Top Management Female	Percentage	N/M	N/M	N/M
Senior Management Male	Percentage	N/M	N/M	N/M
Senior Management Female	Percentage	N/M	N/M	N/M
Middle Management Male	Percentage	N/M	N/M	N/M
Middle Management Female	Percentage	N/M	N/M	N/M
Executive Male	Percentage	N/M	N/M	N/M
Executive Female	Percentage	N/M	N/M	N/M
Non-Executive Male	Percentage	N/M	N/M	N/M
Non-Executive Female	Percentage	N/M	N/M	N/M
General Workers Male	Percentage	N/M	N/M	N/M
General Workers Female	Percentage	N/M	N/M	N/M
Groupwide average	Percentage	N/M	N/M	N/M
Percentage of total employees who received a career development review (appraisal) by gender and employee category				
Top Management Male	Percentage	N/M	N/M	N/M
Top Management Female	Percentage	N/M	N/M	N/M
Senior Management Male	Percentage	N/M	N/M	N/M
Senior Management Female	Percentage	N/M	N/M	N/M
Middle Management Male	Percentage	N/M	N/M	N/M
Middle Management Female	Percentage	N/M	N/M	N/M
Executive Male	Percentage	N/M	N/M	N/M
Executive Female	Percentage	N/M	N/M	N/M
Non-Executive Male	Percentage	N/M	N/M	N/M
Non-Executive Female	Percentage	N/M	N/M	N/M
General Workers Male	Percentage	N/M	N/M	N/M
General Workers Female	Percentage	N/M	N/M	N/M
Groupwide average	Percentage	N/M	N/M	N/M
Human rights and labour matters				
Records of wage payment/payslips	Met/Not met	Met	Met	Met
Average rate of wages by industry for different types of work	Rate	N/M	N/M	N/M
Number of substantiated incidents relating to human rights violations (child labour and forced labour)	Number	N/M	N/M	N/M
Number of grievances received from employees	Number	N/M	N/M	N/M
Number of grievances resolved from employees	Number	N/M	N/M	N/M
Number of grievances unresolved from employees	Number	N/M	N/M	N/M
Employee Satisfaction				
Percentage of employee satisfaction index score based on Company Climate Survey	Percentage	94.00	73.90	80.00
Percentage of employee attrition by business division				
Engineering and Construction	Percentage	N/M	N/M	N/M
Property Development	Percentage	N/M	N/M	N/M
Shopping Malls	Percentage	N/M	N/M	N/M
Hotels	Percentage	N/M	N/M	N/M
Business aviation	Percentage	N/M	N/M	N/M
Diversity, equity and inclusion (DEI)				
Number of women in managerial roles	Number	66	70	117
Total number of managerial roles	Number	303	320	325
Percentage of women in managerial roles	Percentage	21.80	21.90	36.00
Number of substantiated DEI related grievances received from employees	Number	N/M	N/M	N/M
Number of recurring DEI related grievances by employees	Number	N/M	N/M	N/M

Note: N/M refers to not monitored.