Sustainability Policy

At Hyatt Centric City Centre Kuala Lumpur, a 312-room hotel located in Kuala Lumpur, Malaysia, we are committed to operating responsibly and sustainably. The hotel features TanBuri restaurant, IL Forno restaurant, @21 Rooftop Bar, Sunroom event spaces, an infinity swimming pool, and a 24-hour fitness centre. We recognize that our activities may have potential environmental and social impacts if not properly managed, and we are dedicated to minimizing these impacts while contributing positively to our community and the planet.

We are committed to continual improvement in our environmental and social performance through the regular monitoring of key sustainability metrics, including energy and water consumption, carbon emissions, and waste generation. These metrics are tracked through our internal sustainability management platform, EcoTrack, and further supported by our partnership with EarthCheck, the world's leading scientific benchmarking, certification, and advisory group for travel and tourism.

The EarthCheck programme enables us to benchmark our performance against regional and industry best practices, following a continual improvement model that assists us in achieving excellence in sustainable hotel operations. We have appointed the Director of Engineering as our on-site lead and EarthCheck Coordinator, who, together with our World of Care Committee, will be responsible for reviewing and enhancing the property's sustainable performance on an ongoing basis.

Our efforts are guided by World of Care, Hyatt's approach to environmental sustainability and social responsibility. This framework reflects our global commitment to caring for people, communities, and the planet. It helps define our focus areas and goals, based on ongoing engagement with our colleagues, guests, customers, owners, and community partners. Through this collaboration, we continue to evolve our sustainability strategy to address emerging challenges and priorities within Malaysia's hospitality industry.

Hyatt Centric City Centre Kuala Lumpur will comply with all relevant Malaysian environmental regulations, permits, and sustainability standards. We aim to achieve international best practice and to embed responsible and ethical operations into every aspect of our business. We prioritize sourcing products and services that hold credible third-party certifications such as the Marine Stewardship Council (MSC), Aquaculture Stewardship Council (ASC), Forest Stewardship Council (FSC), Rainforest Alliance, and Fairtrade, among others. We also support our local economy by engaging local suppliers, promoting fair employment for locals, and creating opportunities for the surrounding community.

Our sustainability journey is one of continuous improvement. We will regularly measure, review, and report our environmental and social performance while identifying opportunities to further minimize our impact and maximize our positive contribution. Through these ongoing efforts, Hyatt Centric City Centre Kuala Lumpur strives to deliver exceptional guest experiences while protecting the environment and supporting the well-being of our people and community.

Version: June 2026

HYATT CENTRIC
CITY CENTRE
KUALA LUMPUR

HYATT CENTRIC CITY CENTRE KUALA LUMPUR
17 Jalan Sultan Ismail,
50250 Kuala Lumpur,
Malaysia

hyattcentriccitycentrekl.com
T: +60 3 9388 1234
Sunrise Spring Sdn Bhd
202101017802(1418102-M)