



MERCURE HOTEL

DUBAI BARSHA HEIGHTS



SUSTAINABILITY MANAGEMENT POLICY & PLAN 2023



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MERCURE HOTEL SUITES & APARTMENTS TARGETS FOR 2021

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Sustainability Management Plan for 2023

MERCURE HOTEL

Planet 21 Sustainability Goals- 2023

DUBAI BARSHA HEIGHTS

- MERCURE HOTEL: 1% Increase on improvement on Green Globe Score per year
- MERCURE HOTEL: Reduce carbon foot print per occupied room by 2%
- MERCURE HOTEL: Guest Satisfaction score to be 86% and above
- MERCURE HOTEL: Colleagues satisfaction score to 80% once a year
- MERCURE HOTEL: 2% of staff to be placed through development programs to be successfully promoted internally
- MERCURE HOTEL: Ensure that at least 04 different mock up drills are conducted before the end of the year.
- MERCURE HOTEL: 85% employees are trained in Planet 21 Sustainability Program

To conduct CSR Activities for Welfare of the Society, Environment, Women and Children.

- MERCURE HOTEL: Average of 40 hours per year need to be spend on training, assisting and supporting our stakeholders
- MERCURE HOTEL: Reduce Guest linen washing charges to 2% compare to 2022
- MERCURE HOTEL: Saving in the below areas Electricity 2% Water 2% LPG 2%
- MERCURE HOTEL: Ecofriendly supplier to introduce replace with current supplier by 4% compared to last Ecofriendly list. Sourcing of new Local register supplier by 5% compared to existing list.
- MERCURE HOTEL: 10% reduction of Landfill waste materials compared to last year
- MERCURE HOTEL: 2% reduction of food waste
- MERCURE HOTEL: Upgrade all 100 hotel computers with better processing power and less energy consumption (from 95 watts to 60 watts)

MERCURE HOTEL

F-EHS-02 Rev 00

DUBAI BARSHA HEIGHTS

Green Globe/ ISO 14001 - KEY PERFORMANCE INDICATOR FOR 2022 till December 2022

No	Green Globe / ISO 14001 Objectives	Departments	Target	Achieved	Variance s in +/- in %	Remarks
1.	1% Increase on the improvement on Green Globe score per year	Quality	85%	84%	+6%	Was the desktop regular audit for 2022
2.	Reduce carbon foot print per occupied room by 2%	Engineering	2%	2%	0%	Carbon footprints per occupied room in 2021 is 25.10 KgCO ₂ e Carbon footprints per occupied room in 2022 is 21.07 KgCO ₂ e Carbon footprints per occupied room is reduced by 2%
3.	Guest Satisfaction scores to be 86% in Trust You	Front Office	86%	83% on apartment 86% on suites	-1.5%	Suites - Achieved, Apartments - 1.5 %
4.	Colleagues satisfaction scores to 80% once a year	HR	80%	80%	0%	Achieved
5.	2% of staff to be placed through development programs to be successfully promoted internally	HR	2.00%	Achieved 7.3%	+5.3%	34 heartist were promoted and roles changed
6.	85% employees are trained in Planet 21 Sustainability Program	Training	85%	85%	0	Achieved
7.	Average of 40hours per year need to be spent on training, assisting and supporting our stakeholders	Training	40 hours	48.19 hours are achieved	+3.5%	48.19. Hours are achieved average per employee for 2022
8.	To conduct CSR Activities for Welfare of the Society, Environment, Women and Children.	HR	12	12 activities are completed	100%	12 Activities are completed
9.	To use Garage sale activities for the donations.	HK/HR	1	Achieved and given to the Belt Al Khair Society	0%	Garage sale activity was done in the month of February and cloths were donated to Belt Al Khair Society in the month of February.
10.	Saving in below areas : Electricity 2% ; Water 2% ; LPG 2%	Engineering	Electricity:1.5% Water 1% LPG :1%	Achieved the target 9.8% (Electricity) 30.1% (Water) 21% (Gas)	+8.3% +29.1%	2021 per occupied room consumption was 94.36 kwh and 2022 per occupied room consumption was 79.57 kwh 2021 per Guest Night water consumption was 78.55 Liters and 2022 per Guest water consumption was 54.89 Liters As Engineering, we do not have control over LPG usage, Gas utilized by Apartments, Main Kitchen, Code8 Restaurant Kitchen & Hot water Boilers
11.	Reduce purchasing of Stationary paper by 1% Water Pet Bottle by 11%	Purchase	1% 5%	1260 Rims in 2021 and 1881 rims 500ml reduced 1.5 Liter increased	+49.28% +37.61%	Increased 621 rims due to occupancy. 6930 bottles(500ml) in 2021 and 5601 bottles in 2022- reduced by 1329. 1.5litres, increased by 5628bottledue to guest requirements
12.	10% Reduction of Land fill Waste compared to last year	Kitchen Stewardia	10%	2021- 325,927.00 kg 2022-300694kg	-18.26%	2021 - 325927kg and 2022-300694 Kg = -18.26% reduction
13.	2% reduction of the Food Waste	Kitchen / Kitchen Steward	2%	2021-12420kg/ 501920 pax 2022-9808kg/ 645447 pax	-46.08%	2021 -12420kg and 2022 - 9808kg = -46.08% reduction The Waste is Comparatively reduced when compared to overall F&B covers

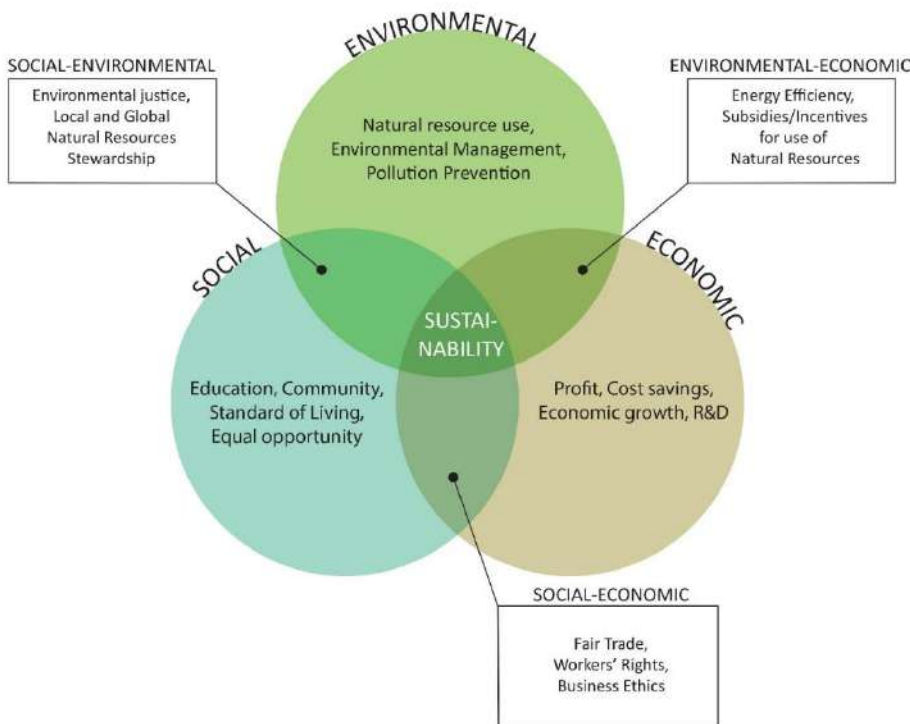
Objectives agreed at the Beginning of the year 2022

Prepared by
KAVTHASAI
Quality and Hygiene Manager

Reviewed by
MAHER EI KHODR
Hotel Manager

Approved
TASBAS LEVENT
General Manager

a. PURPOSE



Key Objectives of Planet 21

- The primary purpose of the Planet 21 Sustainability Management Plan is to guide decision making, management, and the daily operations of the business in a sustainable manner.
- To develop the business in a sustainable manner considering the environmental, socio-cultural, quality, and health & safety issues.
- To demonstrate management commitment to comply with the environmental laws and other regulations of the United Arab Emirates for Hotel Operations and for Sustainability.
- To develop a monitoring and audit program to ensure compliance to the Sustainability Management Plan and relevant environmental legislation and the early detection of any significant environmental impacts from the activities of the business.
- To outline mitigation measures in order to minimize the impact of the business activities on the surrounding environment.
- To present mitigation strategies and actions for the control of pollution, waste minimization and resource conservation by effectively practising Reduce, Reuse and Recycle wherever possible.
- To establish a framework for environmental management to ensure the implementation of the identified mitigation measures.
- We follow and Practice the standards of Green Globe and Planet 21 Accor brands standards of Sustainability at Mercure Hotel Suites & Apartments.

b. SCOPE

The scope of the sustainability management plan covers all activities at Mercure Hotel Suites & Apartments; its integration with all colleagues, customers, business partners, owners, other stakeholders and the environment at large.

The facilities of Hotel and Sustainability plan is based on **Mercure Hotel Suites & Apartments** size and the facilities that are available:

- 607 Appartments
- 408 Suites
- 1 All day dining restaurant, café social and Exit Bar
- Three pools - main pool, Jacuzzi and kids pool
- Football court, basketball court and two squash courts
- Spa with saunas, steam room
- Fitness set up with the latest gym equipment
- Retails shops for beauty and fashion
- Meeting & events rooms
- Kids Club
- Exit Bar

THE MERCURE HOTEL SUITES & APARTMENTS VISION

ACCORHOTELS Vision:

To be the world's benchmark hospitality player so we can offer our guests, employees and partners a unique experience.

ACCORHOTELS Values:

Guest Passion
Sustainable Performance
Trust
Respect
Innovation
Spirit of Conquest

Mercure Vision:

Midscale branded hotels guarantee quality through standardization, whilst local independent hotels offer diversity.

Yet, in an increasingly globalized world, clients now aspire for diversity without compromising on quality.

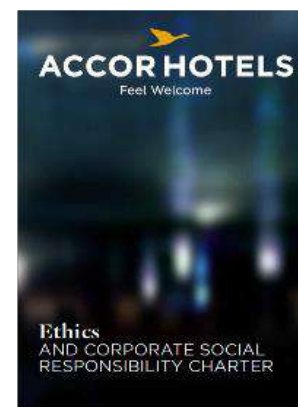
Mercure Mission:

Deliver a gratifying locally inspired experience guaranteed by enthusiastic Hoteliers and Mercure's worldwide high level quality commitment.

Mercure Values:

Authenticity
Curiosity
Personal Commitment

PLANET 21 SUSTAINABILITY MANAGEMENT PLAN ENCOMPASSES 4 STRATEGIC FOCUS AREAS AND 2 PRIORITIES:



ETHICAL & CSR CHARTER
=
Code of Conduct

COMPLIANCE

=
*Business ethics, labor law,
human rights, data privacy, etc.*

COMMITMENTS

=
*Values, corporate social and
environmental responsibility
with Planet 21,
Solidarity AccorHotels*

I. Environmental – Planet 21 Sustainable management plan of Accor Group is actively involved in conserving resources, reducing pollution, conserving biodiversity, ecosystems and landscapes. The recommendations for moving towards carbon neutral buildings. Mercure Hotel suites & Apartments have made the analysis of environmental impact and the measures to mitigate the environmental impact. The property will enable to protect the environment through the conservation of depleting resources and controlling the environment from pollution, reducing their carbon emissions. It takes initiatives, the steps to protect the bio-diversity through preserving the wildlife species through activities. The hotel has spearheaded for removing negative impact which affects the environmental in various aspects.

II. Socio-cultural – As part of Ethical and CSR charter of Accor group. The team are involved in corporate social responsibility actions for supporting the local communities, employees, guest and other stake holders. There are community development activities like Clean Up, Can Collection etc, fair trade, support local entrepreneurs,

and activities to respect local culture. A policy against commercial exploitation, equitable hiring, employee protection and last but not least, that our business do not jeopardize the provision of basic services, such as water, energy, or sanitation to neighboring communities. Accor’s policy against discrimination against any form is been followed.

III. Quality – any activity that can sustain itself economically through creating competitive advantages within the industry with inspired service that not only meets, but exceeds guest expectations; it continues to contribute to the economic well-being of the surrounding community through Planet 21 Practices, buying local products that are eco-friendly like Amenities, Paper and Chemicals etc. A sustainable business should benefit its colleagues, customers, business partners, owners, other stakeholders. The guest satisfaction levels are measured through the online review scores from Booking.com Trip Advisor and has an internal survey from Trust You and through I auditor monitoring of individual standards. BARE audit been conducted for the Brand Standard Audit and we have obtained 95% score. This is to maintain the quality and rate the Brand and Service standard of the hotel followed. **The Hotel has undergone Surveillance for ISO 22001 and HACCP certified from SGS, ISO 9001 and 14001 Standards are certified by Intertek. We have following the Green Globe and the audit will be planned in January 2023 for following the sustainability standards.**

IV. Health & Safety – Mercure Hotel Suites & Apartments complies with all health and safety regulations recommended by the Local government, ensures that guest, staff and all the stake holders are well protected. Usage of safety instruments and machinery are ensured with the respective PPE required for the tasks. The training on health and safety are given to all staff and contractors. Mercure Hotel Suites & Apartments made all initiatives for making the work environment safe and secure to all the members. Regular trainings and internal on Health and Safety; HS audits are scheduled to ensure for a Safe environment. All safe implementations are in place for the Covid precautions are in place and the audit Validation is completed from Accor.

ENERGY CONSERVATION AND WATER CONSERVATION AT MERCURE HOTEL SUITES & APARTMENTS

We have more concern on the energy conservation through the involvement of new technologies and Planet 21 initiates to work towards a greener Dubai. We strive to implement innovated technologies which is the best for our guest, the environment and all our employees. This has a greater impact on saving the energy and conserving it for reducing the carbon emissions. We have water saving tasks that has saved large amount of water.

MERCURE HOTEL SUITES & APARTMENTS ENERGY SAVING INITIATIVES 2022

1	Water Saving Task	Installation of Water saver aerator in the Suite section all the wash basin and Shattaf hand spray	Existing Tap – 13 litres / min installed aerators - 3.8 litres / min Existing Shattaf Spray – 19 litres / min installed aerators - 6 litres / min	Total water reductions - 25,920 Litres Annually <u>Notes:</u> Tap usage considered 5 min /Day Shattaf hand spray usage considered 2 min /Day
2	Energy Saving Task	17 No’s Solar bollard light has been installed in the main entrance of the hotel.	Existing 11W CFL light fittings replaced with solar lights and eliminated complete utilisation of power consumption from CFL bollard lights	Total savings – 807.84 KWH /Annually Reduction in Carbon Emission – 686.664 Kg/Co2
3	Energy Saving task	Replacement the LED light in all the apartment section PPM room (Total 59 no’s led light has been installed)	From Operational budget we have started installing LED lights in Kitchen & bathrooms during regular room PPM The current CFL fittings watts - 36 Watt Installed LED panel Lights Watts – 18 Watt	So far completion of installation since July 2022 – 59 LED lamps The total savings – 3,440.88 KWH / last 6 months Reduction in Carbon Emission – 2924.748 Kg/Co2

MERCURE HOTEL SUITES & APARTMENTS ENERGY SAVING INITIATIVES 2023

1	Energy Saving task	Replacement of existing light to LED light in all the apartment	<p>We have proposed total 511 Apartments Kitchen and bathroom CFL lightings replacement with LED panel lights</p> <p>Total lamps – 1400 Existing Watt – 36 W/ lamp Existing total Load – 50.4 KW Annual KWH – 217,728 KWH</p> <p>Proposed Watt – 18W /Lamp Total load - 25.2 KW Annual KWH – 108,864 KWH</p>	<p>Total Saving estimated - 108,864 KWH Annually</p> <p>Reduction in Carbon Emission – 9553.44 Kg/Co2</p>
2	Energy Saving task	Replacement of Defective parts of BMS system (which will help us to monitor and control the HVAC system and lighting system from the BMS)	<p>The BMS system components failed due to this currently major equipment’s operates under manual operations and cannot optimise the system</p>	<p>Impact: Auto control of the system eliminate the Human errors and avoid manipulations in operating hours, ultimately Power savings on equipment optimised operations</p> <p>Note: This Project will help to attain the design parameters and allow to schedule the equipment’s for better performance</p>
3	Energy Saving task	Replacement of Existing light to LED light in the recreation area	<p>We have proposed CFL lightings replacement with LED panel lights</p> <p>Total lamps – 38 Existing Watt – 36 W/ lamp Existing total Load – 1.368 KW Annual KWH – 6,894.72 KWH</p> <p>Proposed Watt – 18W /Lamp Total load - 0.836 KW Annual KWH – 4,213.44 KWH</p>	<p>Total Saving estimated – 4,213.44 KWH Annually</p> <p>Reduction in Carbon Emission – 3581.42 Kg/Co2</p>
4	Energy Saving task	Installation of VFD for all FAHU in 24 th floor & 41 st floor and GF –Main Kitchen	<p>New Project introduced under Energy conservation, the Project will be the most beneficial and efficient to control the Energy as well as Energy cost</p> <p>Current Annual Consumption – 1,565,640 KWH@ 50Hz</p> <p>Proposed Total VFD – 25</p> <p>Calculated Annual KWH – 1,252,512 KWH @40Hz</p>	<p>Total saving estimated – 313,128 KWH Annually</p> <p>Reduction in Carbon Emission – 266,158.8 Kg/Co2</p>



A. SUSTAINABLE

A1. Implement a Sustainable Management Plan- Planet 21:

Mercure Hotel Suites & Apartments shall establish and maintain the Planet 21 internal sustainable practices complying with requirements of Green Globe. There are a number of elements that make up the Planet 21 in action guide for the world wide Practice of Sustainability in Accor Group.

Mercure Hotel Suites & Apartments shall formulate policies and procedures of Planet 21 that:

- a) are appropriate to the nature and scale of the organisation's activities
- b) are aligned with the four key areas of Green Globe environmental, socio-cultural, quality and health & safety issues is also in line Planet 21 which comprises of 4 Strategic Programme
- c) Includes a commitment to continual improvement of the SMP and target for the Green Globe.
- d) includes a commitment to comply as a minimum with the current applicable legislations regulations and other requirement to which the organisation subscribes
- e) provide a framework for setting and reviewing SMP objectives and targets.
- f) They are documented, implemented, maintained and communicated to all employees.
- g) they are available to all interested and associates parties and
- h) SMP is reviewed periodically to remain relevant and appropriate to the organisations
- i) Accor Planet 21 sustainability plan includes monitoring of yearly basis and we have obtained 132 score in Gaia platform

A2. Legal Compliance:

Mercure Hotel Suites & Apartments is licensed according to the UAE law and in compliance with

MANAGEMENT

all relevant international or local legislations and regulations, including health, safety, labor, environmental aspects, and insurance policies and other guest and colleague protection instruments are up to date and in order.

A3. Employee Training:

Employee hiring, training, annual appraisal and performance review, at Mercure Hotel Suites & Apartments are in line with the Accor Group.

There are various training modules initiated by the Accor Group including the skills, knowledge and attributes that make organizations and individuals successful. Once competencies are identified, people with these competencies trained and developed according. This builds an organization of successful colleagues who are capable of delivering business goals and execute strategies.

While competencies may enable people to achieve success, they alone do not ensure success. We see people who are competent but do not deliver business results or vice versa. In other words, only assessing people against competencies is not enough. We must also measure their achievements against the desired business goals within their roles.

At the same time, competencies provide the link between organizational vision, behaviors, outputs and results and are the foundation for recruitment, selection, performance management, development and succession planning.

Training on sustainability management, health and safety and environmental impact are done through Induction. INES is a new learning platform and periodic sessions are conducted for Manager and Assistant Manager and Supervisors. The Sustainability goals and management plans are communicated to the employees in the Induction and allocated specific training on sustainability

management and also available in the Websites and Heartist notice boards.

A.4 Customer Satisfaction

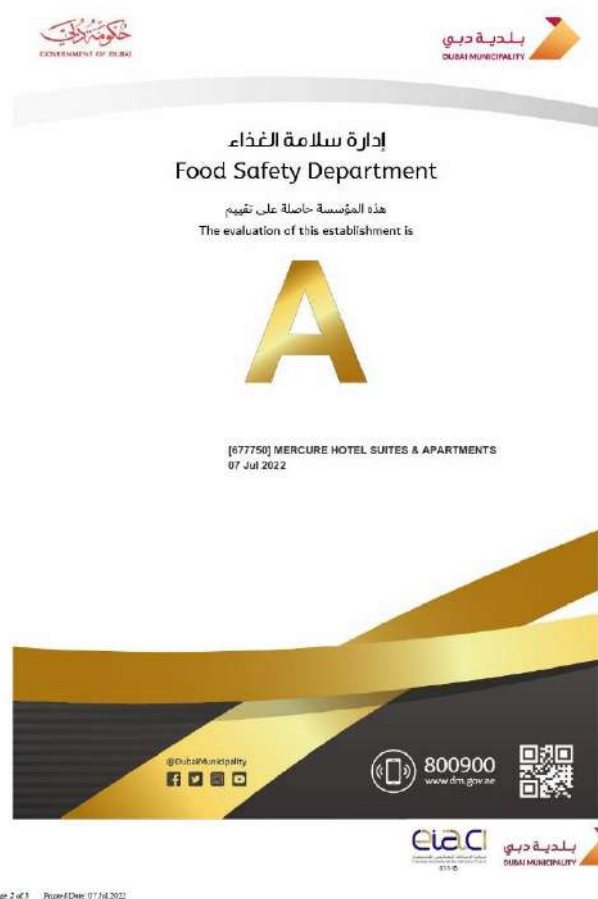
Mercure Hotel Suites & Apartments, customer satisfaction is supported by Front Office and Sales & Marketing Department. To operate in a way that focuses on continuous improvement and long term sustainability. It works with all departments and areas of the business to ensure that our guests are always our first priority by having a system in place that allow us to measure how well we are doing, and to respond quickly when we are not getting the desired results.

Besides customer satisfaction we also review and monitor internal quality performance. Some of the tools used for monitoring and reviewing the same are:

BARE audits are planned from 2022, Message box, Trust You, F&B guest comment cards, financial audit on cashiering practices, reservations mystery audits and other online Social Media platforms such as trip advisor, booking.com and platforms which enable us to know the guest needs. These are potential areas for reviewing the Guest Satisfaction levels and ensuring the scores levels are monitored on regular basis and the necessary actions are taken.

Mercure is certified for ISO 9001 and ISO 14001 from Intertek 2019 and the surveillance is done. The training of ISO awareness and Internal Auditor training is given for the Heartist. Mercure has successfully obtained the ISO 22000 and HACCP from SGS even during the Global crisis.

We are spearheading to complete the desktop Audit for the Green Globe for 2023 and achievements of Eight years continuous achievement in sustainability. **The hotel was awarded as A Gold certificate for our hygiene and food safety standards from Dubai Municipality and DST Sustainability fully compliance.**



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A.5 Accuracy of Promotional Materials

All communication regarding promotional material Mercure Hotel Suites & Apartment goes through the Sales and Marketing team and is in line with Accor Group principles, local regulations and cultural norms and sustainability practices of Planet 21. Any dissatisfaction from our guests is tracked through the guest feedback forms and online reviews and in the Message box on day to day operations.

A.6 Local Zoning, Design and Construction

DESIGN AND STRUCTURE

Mercure Hotel Suites & Apartments is built with relevant government agencies approval. It accommodates 1015 one and two and bedroom suites and apartments. It's a 100% non-smoking rooms and has Exit Bar for the sports loving Guests were major games like Football, Cricket and Rugby is telecasted.

- 681 one bed room suites
- 334 two bed room suites
- 1 restaurant Day and Night and 1 Bar- Exit and Café Social.
- Three pools - main pool, Jacuzzi and kids pool

MERCURE HOTEL SUITES & APARTMENTS |

- Football court, basketball court and two squash courts
- Spa with saunas and steam rooms
- Fitness set up with the latest gym equipment
- Retail shops for beauty and fashion
- Meeting & events rooms
- Kids Club

Ongoing maintenance and repairs are performed regularly. The refurbishments, if any include re-using as much of the original structure as possible and renovation/interior design is always performed with the purpose of being as sustainable, energy-saving and long-lasting as possible, and includes use of environmental friendly materials as per the specification. Every effort is being made to ensure that all appliances that have been purchased for operating the hotel are energy efficient. The water savers have been installed in all the areas as the sustainability plan to reduce the water consumption. The LED lights and motion sensors are replaced where applicable to reduce the energy consumption. The design and materials are reviewed on eco-friendly and on sustainability management.

The lobby as a natural plant as the background made of Moss and Lichens which give a great ambience, and the new renovated floors are with having eco-friendly mattress and also fixtures are LED lights.

Swimming pools with chlorine free and use active ions which decrease the usage of chemicals and make the swimming pool eco-friendly and maintains water quality.

A.7 Experiential or Interpretation Tourism

We inform our guests about the local environment, local culture and cultural heritage through various means; may be electronic signage or something as simple as tent cards. As UAE is predominantly an Islamic country guests are made aware of the local culture, traditional and places of interest. The strength of the local community is shown to the guests during the holy month of Ramadan. The Local dates and Arabic Coffee is served in the Buffet.

Various expedition packages are available with local tour organizers to visit places of historical interests, museums, heritage village, etc. or to embrace a moment of serenity within the vast desert. Mercure Hotel Suites & Apartments work closely with the

local market, and as such it is beneficial to the company and the local community.

Mercure Hotel Suites & Apartments endeavors to deliver imaginative and exhilarating experience in culturally connected environments offering thoughtful and generous service.

A.8 Communications Strategy

We communicate with our guests and visitors to the hotels and the website in a comprehensive manner. Our implementations, plans and strategy for a sustainable operation are clearly defined, as well as our involvement with the local community and other charity work. Our sustainable operations involve our guests, example; we have Environmental cards in all the rooms in order to give our Guests an option to participate for protecting the environment, hence providing them an opportunity to play a direct role in water and energy conservation. Mercure Hotel Suites and Apartments actively participates with the Emirates Environmental Group which is a local organization that strives towards the protection of the environment, sustainable management and social responsibility. There is various community activity such as tree plantation, Can Collection collections that are done by them. Apart from these we also camp on blood donation, Clean up campaigns in association with Emirates Environmental Group. The Guests are given tips on the energy, water reduction practices in the television and LED screens in lobby. The waste segregation practices are displayed for the awareness for the guests. Earth hour initiatives of Environmental initiatives, the guest are involved. All the Safety precautions in line with the regulatory standards requirements. All safe Accor brand standards is Validated for this year and in compliance.

A.9 Health and Safety

We follow strict environmental, health and safety laws, regulations and procedures to conserve and protect the environment and create a safe workplace where we bring the best out of our colleagues whilst avoiding the risk of injury and accidents.

Employees are appropriately trained to make them aware the health and safety issues while working and guests are made aware of hazards by using appropriate signage and other form of

communication like cautions, emergency evacuation routes. Purchase and operating policy for all mechanisms, equipment and facilities is that they be as environmental friendly as possible: low emission and consuming minimum energy and star rated and focusing on Health and Safety parameters. We have an experienced team of engineers and technicians who maintain the facilities so that we have constant check on them being in good working condition. All necessary and mandatory safety requirements for the same are found in order, such as method statement, risk assessment, and personal protective equipment to have a safe environment.

Local law enforcement agencies frequently visit the premises to ensure all emergency systems are in order, there are also evacuation mock drills and there are safety audits conducted to ensure that hotel risks are reduced. The hotel nurse is available in house with medical license for handling first aid and there are also certified trained first aiders. HACCP audits are conducted to ensure compliance to the Food Safety Management System to ensure food served is safe. New kitchen staff are trained on food safety and safety and procedures. As per DM requirement they will undergo a mandatory basic food hygiene course for safe food handling.

Accor – All Safe for COVID 19 precautions:

All Safe is reviewed by VP of Accor and Regional Quality and Sustainability head and we comply with the Accor Brand requirements. All the areas are provided with the Disinfectant and all the high touch areas are disinfected on periodic basis.

Accor Sustainability System Gaia:

We have got online monitoring system of sustainability and the Accor group hotels are related.

Highlights:

- The Gaia Sustainability portal we have obtained 136 Score for the Planet 21.
- Food and Beverage introduced the compostable take away containers.
- Banquet were introduced with the 750ml in house filtered water bottles.
- We have introduced system to remove the single use plastics.

- Guests are instructed verbally and by posted signs to take care of wet floor.
- Cautions tapes are put for location with uneven surfaces.
- Swimming pool depth is clearly marked, a trained life guard in rescue and basic first aid are physically present at the pool.
- Safety Warnings are displayed in the board.
- If any events are to be held within the property by external organizers, a clear method statement risk assessment, floor plans, insurance policies, are requested from the organizers, such that a clear gap analysis is conducted, and appropriate preventative measures from our end are also taken.
- All paint is environmental friendly and lead free with very low VOC levels.
- All external contractors need to provide safety permit and equipment for their staff.
- Use of auto dosing system of Chemicals in Housekeeping, Engineering and Kitchen Stewarding.
- Disclaimer and caution signage are available in areas for the swimming pool and in the recreation areas.
- Fire Safety systems are in place and regular testing is been conducted.
- Regular Mock drills are for emergency evacuations are done internally and with DCD.
- In all the locations sanitizers and masks are kept for the guests and staff.
- Regular disinfections are done in all hi touch points.
- Proper hygiene and sanitization are required at all times.
- Regular Mock drills are for emergency evacuations are done internally and with DCD.

REPORTING EMERGENCIES

The Emergency Crisis team are trained to respond to emergency situations and our guests is one of the main concerns for Mercure Hotel & Suites & Apartments. Safety cannot be taught or explained enough and the awareness of team members is therefore encouraged.

ACCIDENTS TO TEAM MEMBERS

If a team member is injured, he/she should report immediately to his/her Head of Department or Supervisor no matter how trivial. A qualified first

aid representative on duty applies proper first aid if necessary. There is a list of certified First aiders available.

The department first aider will attend to the need and the Talent and Culture representative should also be informed. An accident tracking is done by the HS officer all relevant Head of Department and associated members. The Health and Safety and Security officer will make the incident investigation and look for the corrective actions.

ACCIDENTS TO GUESTS

Any accident to a guest, no matter how small, must be reported immediately to the Security, Head of Department, Supervisor and Duty Manager.

The guests should never be left unattended and team members should wait for assistance.

An accident report form has to be completed by the documented by duty manager and Security Manager and sent to all respective departments.

Based on the analysis by H&S officer corrective actions will be taken.

FIRST AID

Mercure Hotel Suites & Apartments have first aid boxes located at various locations on property. All serious injuries or illness will be referred to the doctor, clinic or hospital and monitored by Nurse and trained first aiders on regular basis.

First aid injury: An injury that can be adequately treated using topical wound cleaning, topical



medications, ice, heat, nonprescription medications (at nonprescription strength), temporary splinting during transport, simple splinter removal or blister drainage, tetanus immunization, adhesive bandages or wound closures, non-rigid splints, eye irritation for a foreign body, and/or the use of eye patches or finger guards will be facilitated by the Hotel Nurse or the certified first aider available in the hotel.

A.10 Disaster Management & Emergency Response:

Mercure Hotel Suites & Apartments follows the Disaster and Emergency plan as recommended by Accor Brand guidelines the UAE government. The mock drills and emergency response team are well trained to handle the situations. The safety equipment and the alarms are tested on periodic basis for effectiveness. The review and assessment on mock drills are done on periodic basis.

ALL SAFE – Accor Brand guidelines for COVID Response and Protocols:

Mercure Hotel Suites & Apartments follows the ALL Safe the Accor brand guidelines for protecting our guest and heartist against the Covid Protocols. The guide lines are and the implementations are reviewed by the Accor and Validations are done.

Each department have protocols to follow and all safe, temperature checks for the guests and staff. The Masks and gloves are mandatory for all the members. The disinfection of the high touch areas in all the areas in rooms and Public areas are done.

B. SOCIAL / ECONOMIC

B.1 Community Development

Mercure Hotel Suites & Apartments commits to using the revenues generated from the recycling initiatives through Garage sale aids to sponsor and assist to support in the local community. Whereby this money will be managed by Talent and Culture Manager. Every quarter the hotel generates funds from recycling of waste items. 90% of this money can be given back to the community to help groups / individuals struggling each month. Thus the money will be placed in a corporate responsibility fund to help an individual or specific charity.

Major Focus of CSR Activities:

1. Over Ramadan look at a charity to offer the revenue too
2. Charity events or funding activities to support the society.
3. Activities for disabled People through Rashid Centre organizations to support them.
4. Activities to support the Dubai Foundation for the Woman and Children
5. Clean Up the world with support of Dubai Municipality.
6. Activities to support the environment through EEG.
7. Blood donation drive as part of Support to the hospital for patients

CSR Activities:

1. Accor Group's initiative of Planet 21 has Ethical and CSR charter in supporting the CSR activities.
2. Planet 21 has CSR charter is developed the hotels to support the People, Guest, Partners and Communities.
3. CSR calendar for the year is designed and the activities will be executed accordingly.
4. Mercure Hotels Suites and Apartments participates in the CSR activities of cc by giving the recycle waste such as Cans, glass bottles and toners.
5. Every 6 months the Guest refuse that is collected will be auctioned off to raise additional revenue for fund raising and local support and CSR activities.
6. There are activities to support Dubai Foundation for Women & Children.
7. Mercure Hotel Suites and Apartments participated in the Tree Plantation organized by the Emirates Environmental
8. Breast cancer awareness is done for the staff and guests. Funds are raised and donated to Al Jalila Foundation.
9. Soap for Hope is done through the association with Diversy. They remanufacture the soaps and give to the developing countries.
10. Mercure Hotel Suites & Apartments has a corporate responsibility clothes donation is done to the Beit Al Khair society.
11. Clean Up the World –Clean-up campaign is being done in association with Dubai Municipality EEG has awarded Mercure Hotel Suites and Apartments

CSR Activities: 2022



Dubai Foundation for Women and Children
10th November - 2022



Can collection 11th November- 2022



Can collection 11th November- 2022



Beat Diabetes Walk – 12th November 2022



Tree plantation– 17th December 2022



Clean Up Campaign – 10th December 2022



Soap for Hope – 29th December 2022

Mercure Hotel Suites & Apartments as part Accor initiatives for Planet 21 and its roles and responsibilities in contributing to the sustainable development of the communities in which it operates. This aims at maximizing the return on community investments and their impact on the local community. Through our community investment program, we have identified unique areas of involvement where we can actively support our local communities and engage in a mutually rewarding way with our Employees, partners, stakeholders and Communities.

- **Healthcare:** Supporting initiatives aimed at enhancing the health and well-being of local communities.
- **Education:** Supporting initiatives focused on vocational training and skills development that improve employability in the tourism and hospitality sector.
- **Cultural Preservation:** Supporting initiatives aimed at preserving local culture, heritage and promoting cultural diversity.
- **Economic Development:** Supporting initiatives aimed at enhancing the ability of small and medium enterprises (“SMEs”) that are strategically linked to business needs to perform more effectively in order to create economic growth.
- **Environmental Protection:** Supporting initiatives that help protect the integrity of the environment. We also want to support initiatives that use innovative products and services to help solve environmental problems.

B.2 Local Employment

Mercure Hotel Suites and Apartment prefers and supports local employment and gives all possible preferences for sourcing workforce in order to support the local community. As part of initiatives it has mentioned as UAE national preferred in specific Job advertisements. As per the hotel’s annual road show calendar, Mercure Hotel Suites and Apartments has planned to participate in all relevant local career road shows and events. As a part of sustainability plan we have approached several Hotel management colleges to support recruitment of locals as employees and interns.

Business conducts and ethics policy

- Recruit and select colleagues policy
- UAE Federal Law no 8, for 1980/ Federal Decree-Law No 33 of 2021

B.3 Fair Trade

Mercure Hotel Suites & Apartments ensure the use of right methods to select suppliers and procure goods and service at the right quality, price, time, source and delivery while protecting the company. The main focus is on the suppliers with eco-friendly products and promote on the green purchase. Purchasing is done only through local suppliers and preference given on the basis of the needs and requirements of the hotel. The Green procurement policy will design the requirements of Purchase of the hotel through the local vendors, eco-products used Amenities and Chemicals, FSC certified for paper and wood. Low or Zero VOC for the paints. Fair trade coffee and other products are used.

B.4 Local Entrepreneurs

Mercure Hotel Suites & Apartments as a part of Accor group where in our aims to experience the local produce and local culture through the sustainability journey. Mercure Hotel Suites & Apartments do not engage with local entrepreneurs dealing with historical artifacts moreover it is not permitted by law.

It is worthwhile to state that, at Mercure Hotel Suites & Apartments we do engage in organizing events and activities that portray the local culture, especially during Ramadan, Eid and UAE National Day.

B.5 Respect Local Population

As stated earlier UAE is predominantly a Muslim country and as such guests and employees are made aware of the local culture. Information of the same is provided through multimedia or through books and magazines and also to the guest service directory. Local culture awareness presentation is done during employee Induction and also presented in the Employee Handbook. Local cultural information booklet is also available at the concierge desk. Rules and regulations following local culture are also placed in swimming pool and recreation area Do and Don't of UAE is mentioned in the service directory of the guest.

B.6 Exploitation

Mercure Hotel Suites & Apartments strictly complies with the UAE Federal Law no 8, for 1980 section 2 on the Regulation of Child labor. Mercure Hotel Suites & Apartments has Child exploitation policy and Watch programme, the hotel does not encourage any type of exploitation in regards to the labor, sexual abuse or harassment and child trafficking within the hotel premises as a part of the Sustainability Management Plan. Accor's watch initiative enables the employees to know the escalation process training when they notice any type of Child exploitation. Appropriate policies are in place against the employment of children, sexual harassment, and exploitation. Mercure Hotel Suites & Apartments has included Watch Programme, child exploitation awareness as part of the internal training conveyed to all employees through customized training material and videos. Mercure Hotel Suites & Apartments are willing to liaise with all relevant organizations to support and protect children from sexual abuse and trafficking. Child exploitation awareness campaigns have been included in the CSR calendar. We will support the Dubai Foundation for Women and Children through conducting educations programs and funding activities to support them.

B.7 Equitable Hiring

Mercure Hotel Suites & Apartments promote diversity and equality on all levels of the business, and no employees or applicants are discriminated against in any way. All positions are filled on the basis of competence. Our hotel adheres to all local laws and regulations concerning labor laws, and offer conditions and wages superior to the minimum requirements.

Hotel employs people of many nationalities – currently we have 28 different nationalities in the group. Women candidates are encouraged to apply across all levels of the business. 12 are covered by women; Director of sales, Sales Manager, Sales Manager Corporate, Marketing Manager, Quality and Hygiene Manager, F&B Manager, Duty Manger, Asst. Reservation Manager and 3 Outlet Asst. Managers and Executive Secretary. UAE has strict labor law related issues, which we adhere to in full. 25.53% of Female management teams are represented at Mercure Hotel Suites and apartments.

B.8 Employee Protection

Salaries and benefits meet national regulations, and all payments required by law into insurance and holiday funds are made on behalf of all employees. Overtime is paid for hours worked beyond the established work in accordance with UAE labor law. Week hours and working hours do not exceed the legal maximum established by the labor law, but being a hospitality industry at times a need might arise to work additional hours, colleagues are accordingly remunerated as per the policies outlined. The employees are given career development plans and cross training exposure to preferred areas to motivate the moral of the employees.

B.9 Basic Services

The activities of the business have not impacted or jeopardized resources or services in the local area or neighbouring communities in any negative manner. The activities of the business generate a number of secure jobs and reflect positive influence in the community.

B.10 Local Livelihoods

Mercure Hotel Suites & Apartments has designated runoff from buildings and parking lot. As it's the building structures are designed according to legal compliance and appropriate mitigation. The building structure is in Tecom area and follows the regulations in line with DTCM and Dubai Municipality norms.

B.11 Bribery & Corruption

Mercure Hotel Suites & Apartments strictly prohibit all forms of bribery taken directly or indirectly. It prohibits its employees from soliciting, arranging or accepting bribes intended for the employees benefit or that of the employee's family, friend associates or acquaintances. The management reviews on fair practices based on the selection of vendors and materials that are eco-friendly and support the vendors with best environmental practices. Not gifts can be accepted from any supplier or third party partner. Mercure Hotel Suites & Apartments adhere strictly on anti-bribery and corruption and no forms of bribes or gifts are encouraged. As per Mercure Hotel Suites & Apartments policy charitable contributions and sponsorships are not used as a subterfuge for bribery.

C. CULTURAL HERITAGE

C1.Code of Behaviour

C2.Historical Artifacts

C3.Protection of Sites

C4.Incorporation of Culture

The company policy code of conduct includes established guideline on the code of behavior concerning the protection of local cultures and the guests are provided with relevant information of local culture, customs and tourisms of UAE.

The employees at Mercure Hotel Suites & Apartments are trained to guide guests towards the cultural sights and events and/or entertainment/restaurants that the guests are most interested in. Local UAE culture and idiosyncrasies can be explained and discussed with guests, but mainly the culture is significantly different from anywhere else in the western/developed part of the world, from where we have a substantial amount of guests coming from. Guests can read through the basic do's and don'ts in their complimentary tourist guide 'Discover Dubai'. The hotel also provides pick and drops for selected locations to promote tourists.

Historical and archeological artifacts are not sold, traded, or displayed. Business complies with laws, standards and regulations concerning the protection of historical sites and cultural heritage.

Mercure Hotel Suites & Apartments places great emphasis on being a part of the local environment in regards to cultural and social activities, as well as incorporating use of local food and competencies from local businesses. We take great pride and spend a lot of time and energy explaining our collaboration with local suppliers and businesses to interested parties.

Mercure Hotel Suites & Apartments represent the local cultural and heritage by offering dates and Arabic coffee to all guests arriving at the hotel.

D. CONSERVATION OF RESOURCES, REDUCTION OF RESOURCES AND CONSERVATION OF BIODIVERSITY

In line with Mercure Hotel Suites & Apartments Sustainability Development plan, the use of Environmentally Preferable Purchasing (EPP) helps Mercure Hotel Suites & Apartments “buy green,” and in doing so, uses the buying power to stimulate market demand for green products and services. However, this statement should not be key deciding factor in making a commercial buying decision. Mercure Hotel Suites & Apartments offers green meeting package as well, as a part of our sustainability initiative.

- Biodiversity:** As part of Accor group policies, Mercure Hotel Suites & Apartments environment commitment we are not purchasing, using or promoting any products originating from unsustainable practices or serving food from endangered species prescribed by ICUN Red list. Endangered species or items stemming from unsustainable practices are not used or consumed as per company’s purchasing policy. Mercure Hotel Suites & Apartments will support the biodiversity through EWS-WWF in participating in their activities.
- Mercure Hotel Suites & apartments prohibits the use of invasive alien species in the landscaping or the available potted plants. Native plants and low water plants are used to minimize water in the indoor and outdoor garden.
- Preserving the environment is one of our core values and we will extend our continuous efforts to raise awareness and encouraging not only our employees, but also our guests to be more conscious about the environmental sustainability. In order to reduce the typical for the MENA region and the hospitality industry carbon footprint we have partnered with environmental organizations to guide us to our goal



CONSERVATION OF RESOURCES, REDUCTION OF RESOURCES

Black and gray waste water is managed by the city in a non-polluting way, and does not affect public health. This is mandatory and unavoidable by UAE law. Major of the areas are provided with the LED lights and water savers to conserve the majors resources like energy and water and outdoor lighting is controlled by a timer.

We minimize our output of printed matter, and prefer to communicate through our website (which is CO2 neutral). Our suppliers often bring their products in crates and cases, which are reused and taken back. Every attempt is made to increase the awareness of the suppliers to avoid using crates and cases where ever possible.

Refrigerator and freezer temperatures are measured and monitored on a constant basis by the culinary staff of food. Energy usage is specified and recorded. Motion sensors are established in some of the areas, feasibility to cover more area is considered. All rooms need room key in order to turn on lights – whereby all electric appliances are turned off when guest is not in room. The BMS controlled helps in maintaining the ambient temperature in all locations.

Energy efficient equipment is purchased wherever available, and only used when needed. Bed linen, duvets and towels that are used for hotel use but still usable, the old ones are donated to charity. No disposable cutlery or other eating utensils are used in the hotel.

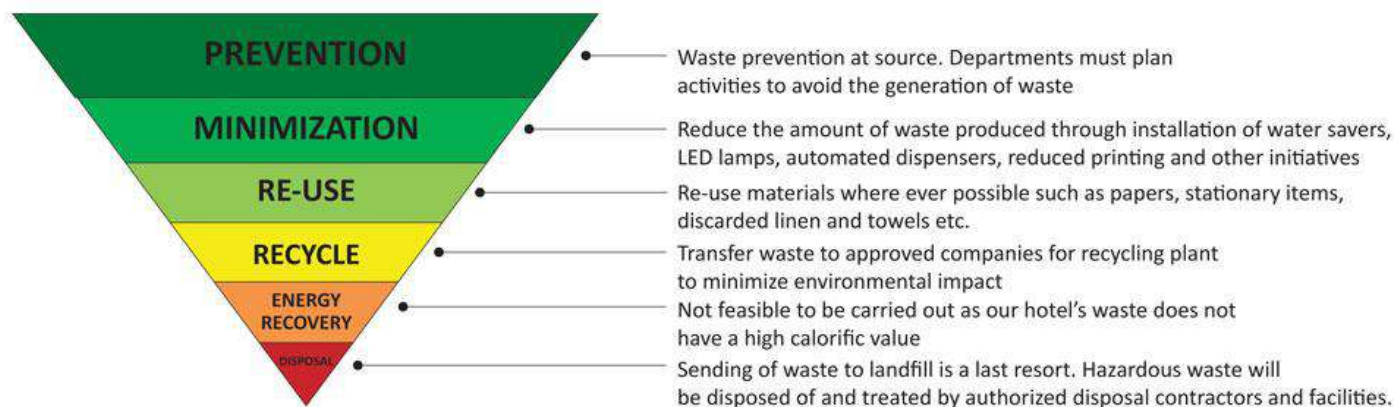
Active system in place to detect and repair leaking toilets, faucets and showerheads in guest rooms, and is run in co-ordination with housekeeping department and engineering department. Active system in place to detect and repair all machinery and equipment on a regular monthly basis, and is run by engineering department.

Native plants or low water plants used in landscaping are used to minimize water in the outdoor garden to use minimum water.

Mercure Hotel Suites & Apartments recycles waste and are looking for more improvement. We have asked for specific glass, cardboard and paper recycle bins, and encourage guests to help us with our recycling. In the first level we try to reduce the waste generation, secondly preference for reusing the items and lastly donated to the charity organizations. Using reusable crate for vegetables and bakery products to minimize waste generation. We attempt to produce as little waste as possible, and nothing is thrown out, that can be used again.

WASTE MANAGEMENT AT MERCURE HOTEL SUITES & APARTMENTS

As far as is reasonably practicable, waste management and waste minimization will be practiced through the following waste hierarchy approach:



Waste Hierarchy

Waste Segregation

Waste streaming is a highly effective way of reducing waste. The segregation of waste plays a role in reducing, reusing and recycling the waste. In current days due to the COVID the segregation has a huge challenge as the

members are required to say for the safety and only over all segregation is very little when compared to the other years.

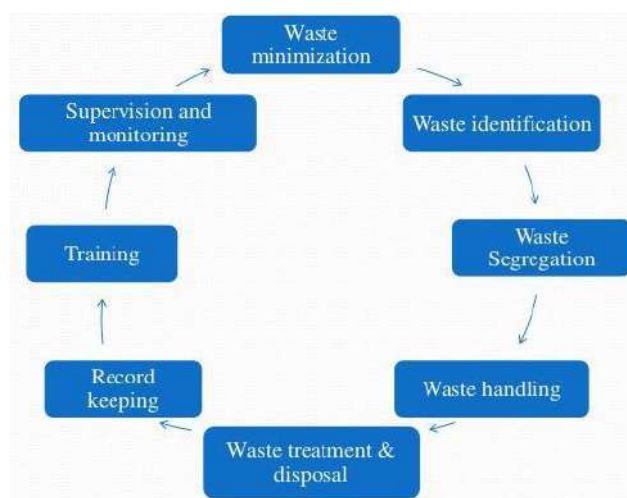
- All kitchens, restaurant, café and banquet areas are provided with color coded bins are for proper segregation of waste in the specified areas
- Guest rooms waste bins: The guest rooms are placed with two bins one in the bed room and the other one in the bathroom in order to segregate the waste
- Housekeeping staff: - In the floor level the segregation of the waste is done for general waste and can and plastic bottles.
- The garbage chute is operational and the waste segregation of landfill is thrown in the garbage shoot. The recycle items needs to be segregated on the floor and brought separately to the garbage room.
- Guest room’s waste collection: Two separate bags are used to collect general waste and the cans and plastic bottles from all the guest rooms to increase the recycle waste and measure for proper segregation
- All hazardous wastes like battery and bulbs are been separated and stored in designated area and monitored by engineering and IT department. The waste is disposed to the approved suppliers.
- All new joiners are fully briefed about the benefits of segregation, procedures for collection waste and also aware of the Hotel’s environmental policies
- The masks and gloves has a segregated bins.
- All recycled and non-recycled waste have to be sorted, collected and stored at separate segregated areas in the garbage room



- GREEN = Plastics
- BLUE = Papers
- YELLOW = Cans
- RED = Glass
- BLACK or GREY = General waste/ Food Waste



Color bins for public areas



Waste Management Cycle

Mercure Hotel Suites & Apartments recycles waste and are looking for more improvement. We have specific glass, cardboard and paper recycle bins, and encourage guests to help us with our recycling.

We attempt to produce as little waste as possible, and nothing is thrown out, that can be used again.

A food-saving program will be established wherein we will come up with strategies to reduce food wastage. Since such a program might interfere with the operation of the culinary department, the establishment of the same will be done in consultation with the F & B department. Other initiatives could be to decompose the food waste by installing food waste composting machine and using the product as manure for the trees within the property. We have introduced the Food crusher were introduced in the new renovation and it's a great step of minimizing the food waste.

No bin day is introduced for our employees to reduce the food waste. The menu designing is planned where very little food waste remains are found. The waste bin is not kept on the NO bin day. It is advised the employees to consume only the food they require and to prevent the food wastage.



All employee laundry is washed in-house with environmental friendly detergents. All back-office computer and electronic equipment is shut down when work-day is over. Meeting room's lights and equipment's are shut down when not in use. All appliances are set at the most efficient level, to save energy, money and appliances. Our concrete aim is to reduce our use of water, electricity and waste in the course of the next year, some of the targets and initiatives to achieve the same are:

- To raise awareness of the environment within the guest rooms by way of environmental information on the room television and room information brochures.
- In partnership with the EEG, to collect recycle waste to ensure that zero waste goes to Dubai landfill site.
- Measure emphasis on sustainability development for continual improvement.
- Implement for energy saving projects.

WASTE COLLECTION CAMPAIGN – EMIRATES ENVIRONMENTAL GROUP (EEG)

Mercure hotels as with great efforts has segregated the recycle waste and collected 135kg of aluminium cans and obtained certificates from EEG. Mercure Hotel Suites & Apartments is actively participating on Emirates Environmental Group aluminium can collection campaign monthly and also in the Tree Plantation.



Mercure – Oasis In house water bottle project

Mercure Hotel Suites and apartments, largest Mercure hotel in Accor portfolio with 1015 keys, using an average hotel in Accor portfolio with 1015 keys, using an Average 266228 PET bottles of water in a year, while we were operating 525 keys. With the full inventory of rooms of 1015 we would use 52456 PET bottles of water in a year above 600000 bottles of water.

A systematic in house water project Oasis as spearheaded to provide safe drinking water to all our guest and support sustainability by eliminating PET bottles. The programme introduces an integrated system of water purification and filtration using UV-based processes. The Aqua sense bottle-free drinking water system not only helps reduce the use of plastic, but also diminishes the effects of storing, transporting and distributing bottles.

The 'Our Oasis' plant set up within the hotel has a dispenser programmed to fill two one-liter glass bottles every 20 seconds to avoid water wastage during the refilling process. There is also a dedicated glass bottle washer machine to ensure zero cross contamination.

We believe that it is our duty to help both the community and the environment. Our campaign is built on the guidelines from Dubai Municipality and Dubai Sustainable Tourism, with a collaborative approach and sustainable development as the main focuses. Our intention is simple; we want to help make our planet a better place for all."

We had the inauguration of the bottling unit with the support of Dubai Municipality and also Dubai Sustainability Tourism.

"We initiated this sustainable project based on the Planet 21 requirements to eventually reach zero single-use plastic within the hotel. Sustainable living is at the heart of our efforts and Dubai Tourism's recognition of these activities motivates and enables the team to spearhead more initiatives.

Oasis – Drinking water Unit



In house water bottle Process flow

Washing and Sanitization of the bottles



Filling



Labelling



Arranging in Crates



Transportation



We are very aware that sustainability is an ongoing journey; therefore, the Sustainability Management Plan will be reviewed annually. Our Sustainability Management Plan is supported by the following policies and procedures along with other supporting documents:

Sustainability Competition

Mercure Hotel Suites & Apartments has taken part in a significant month-long Sustainability Competition in the month of May, to show how we can do more than what is expected for a better and more sustainable future. The hotel's internal departments participated in the competition by showcasing the creativity and innovation used to bring the management's sustainability vision to life. Using waste and recycled material generated in their departments, we created items with new functions as well as decorative pieces. To cultivate organic herbs like bay leaf, rosemary, thyme, cherry tomatoes, and even maize, the Culinary and Stewarding team created a Chef's Garden out of recycled cans and plastic bottles. Recycling has always been a top priority for the housekeeping department and used linen is upcycled by the laundry team and used as floor mops, laundry bags and pillows; an innovative way to reduce costs. The engineering team's sustainability initiative included both innovative and useful goods, and helped them win the competition.



Decorative items made from used papers



Laundry bag made from discarded bedsheet



Packaging material and waste paint cans are used to grow plants



Tables and chairs made from waste electrical drums

Achievements of Mercure -2022

- World Luxury Awards 2022 Luxury City Serviced Apartments (Regional winner Middle East and North Africa)



- Arabian Travel Awards 2022 for Best Luxury Suite Hotel and Best Hotel Apartments



- Middle East Cleaning, Hygiene and Facilities Awards for Excellence in Kitchen/Food Safety



- Trip.com Group Award for Top Producing Hotel



REFERENCES

Green Globe Certification Standard & Guide to Certification and Planet 21 Practices on Sustainability

C. DEFINITIONS, TERMS & ABBREVIATIONS

SMP	Sustainability Management Plan
Sustainable development	Development that meets the needs of the present without compromising the ability of future generations to meet their own needs
Environment	Surroundings in which an organization operates, including air, water, land and natural resources, flora, fauna, humans, and their interrelation
Environmental Aspect	Element of an organization's activities or products or services that can interact with the environment
Environmental Impact	Any change to the environment whether adverse or beneficial, wholly or partially resulting from organizations environmental aspects.
P & P	Policies and Procedures
UAE	United Arab Emirates
EWS-WWF	Emirates Wildlife Society in associated with Worldwide Fund for Nature

REV. NO.	REV. DATE	DESCRIPTION OF AMENDMENT	EFFECTIVE DATE
1	21 Dec 2016	2017 Goals for SMP included, Pictures of activities and initiatives of 2016 is included.	21-Dec -2016
2	June 2017	Management Change to Accor Group	18-6-2017
3.	Jan 2019	Inclusions of ISO 9001/14001 and Top management change.	9-1-2019
4.	Jan 2020	New initiatives like No more Plastic bottles and Sustainability Awards and review of the SMP plan	29-1-2020
5.	18 Feb 2021	New Awards and updates for the COVID protocols	18-Feb 2021
6	18-1-2022	No major changes in the SMP plan. Obtained two awards from World Luxury hotel awards and A Gold Grade from Dubai Municipality.	18-1-2022
7.	18-1-2023	Initiatives for the reducing the Single use plastics of Take away containers.	18-1-2023

AMENDMENT RECORD

DESCRIPTION	NAME/TITLE	SIGNATURE	DATE
PREPARED BY	KAVITHA KANICHETTY SAI- Quality and Hygiene Manager	 18/1/2023	1-18-2023
REVIEWED BY	MAHER EI KHODR – Hotel Manager	 25/1/23	1-18-2023
APPROVED BY	TASBAS LEVENT- General Manager		1-18-2023