SUSTAINABILITY MANAGEMENT PLAN - 2016
Mövenpick Ambassador Hotel Accra

The Sustainability Management Plan ensures long-term profitability for the hotel, which will benefit its owners, its employees and the community.
Our Commitment:

Mövenpick Ambassador Hotel, Accra is committed to supporting and implementing MH&R’s Global Sustainability Policy and Program as part of our Vision and Culture. We aim to integrate sustainability into a business strategy that leads the hotel to be more resilient towards its challenges, while taking full advantage of opportunities which may arise. Our Sustainability Management Plan ensures long-term profitability for the hotel, which will benefit the owners, employees and the community.

General Manager

June, 2016
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1.0 Size and Scale

Mövenpick Ambassador Hotel is currently the largest five-star hotel in Accra. It is located in the Central Business District of Accra, in close proximity with The Accra Financial Centre, World Trade Centre, International Conference Centre and Government Ministries. It occupies a green and well landscaped area of 16 acres (6.5 hectares).

Mövenpick Ambassador Hotel is only 7km (10 minutes’) drive from the Kotoka International airport. The land area occupied by the hotel has 3 components: A 260 room hotel, 10 floors of Retail shops and offices and 18 Residential apartments.

The Sustainability Management Plan mainly covers the hotel component of the property, which has the following features:

- A 320 m² Presidential suite with a king-size bed, dining room and kitchenette;
- An 83 m² Ambassador suite with a king-size bed;
- Fifteen (15) 61 m² Junior Suites with a king-size bed;
- Thirty-three (33) Executive Club rooms with twin beds;
- Seven (7) 65 m² Executive suites with a king-size bed;
- Two-hundred and three (203) 33-40 m² Standard/Superior rooms with twin beds;
- 6 Food outlets;
- A 1000m³ swimming pool

Other amenities Services offered by the Hotel include:

- Five state-of-the-art meeting rooms and 2 pillarless Ballrooms with 30 – 750 guests capacity
- An executive lounge with private check-in and complimentary 24 hour access
- A fitness centre with 2 spa treatment rooms
- Laundry services
- A Business Centre
- Free Wi-Fi Internet access
- Airport shuttle services
- A 400m jogging track
- Disabled parking lot
- 2 Disabled guest rooms
- 3 Disabled toilets in the Public Area

We generously share our sustainability actions and achievements and aim for continuous improvement.
Our Sustainability Management Plan is supported by our Environmental Policy (Appendix A), and will be reviewed annually.

1.1 Objectives
Based on the recommendations of our Green globe audit in 2015, we have set the following objectives:

- Publish our Environmental Policy and sustainability initiatives on our Intranet annually;
- Develop a community development project in line with our Global sustainability program, shine;
- Implement the recommendations in our latest Energy review by the Energy Efficiency group;
- Continually train employees to internalize our Reduce, Reuse and Recycling policies;
- Develop a system to efficiently monitor, report and reduce our carbon emissions;
- Afford guests the opportunity to offset carbon emissions related to their events and travel;
- Increase awareness and understanding of sustainability among our guests, employees, owners, suppliers and community;
- Improve on our chemical management systems in the hotel;
- Implement Quality initiatives that will keep our brand as the most preferred in our region of operation; and

2.0 Key Areas
Our Sustainability Management Plan encompasses 4 key areas:

- Environmental;
- Socio-Cultural;
- Quality; and
- Health & Safety.

2.1 ENVIRONMENTAL
We will actively reduce pollution, conserve resources and biodiversity.

2.1.2 Resource Efficiency targets
We aim at utilizing resources more efficiently as a vital step in our quest for sustainability. This will in turn reduce the impact our business may have on neighbouring communities.

We seek to meet the following objectives:

- Set clear resource efficiency targets for water, waste, and energy, and continuously measure the progress:
  - Continually review and improve our energy reduction plan with the target of 1% reduction, on average, throughout the year measured against the base year 2015; and
- Create a water efficiency plan with the target of 1% reduction, on average, throughout the year measured against the base year 2014;
- Promote and develop the use of sustainable resources and contribute to the reduction of greenhouse gas emissions;
- Reduce our total waste generated by 5% by close of 2016, measured against the base year 2015; and
- Increase our Waste Diversion rate by 5% by close of 2016, measured against the base year 2015.

### 2.1.3 Harmful Substances and Chemical Usage

We aim at totally phasing out chemicals which may be harmful to the environment. We will actively promote the purchase and use of eco-labelled chemical products and insist on suppliers who have clearance from the EPA. We will measure chemical usage throughout the company in partnership with our suppliers and continuously strive to reduce the amount of chemicals used.

As part of our Chemical Usage Policy, all chemicals are to have clear dosing instructions furnished in the PIS and accompanied by an MSDS which will be transparently displayed wherever chemicals are used.

Refresher trainings on chemical usage and COSHH (Control of Substances Hazardous to Health) will be conducted for all employees. In addition to the Pesticide Management, Housekeeping and Laundry Plans, we have also developed a chemical Management plan to guide on storage of incompatible chemicals and promote their safe use.

### 2.1.4 Waste Management and Recycling

We have again realised improvements in our waste diversion rate from 23.34% in 2014 to 25.17% in 2015. The acquisition of a baling machine has greatly improved the management of our paper and carton waste, allowing for more efficient weighing and less frequent collection i.e. once every 2 weeks rather than twice every week. We aim to improve upon our segregation at source for food waste and plastic waste in particular, to reduce the occurrence of mixed wastes. We also plan to make a worm farm, using our food waste.

Additionally, we aim to fully incorporate glass recycling into our recycling program as the year unfolds. Our staff will be continually sensitized on the importance of reducing, reusing and recycling waste.

### 2.1.5 Sustainable Procurement

As a follow up to organizing yearly suppliers’ seminars, we plan to conduct visits of our suppliers’ premises periodically to verify their compliance to sustainability. As a first step on this mutual development we have invited all our suppliers to sign our Sustainability Purchasing Policy.

We will only buy from suppliers who comply with our anti-bribery policy. We will give preference to locally produce goods and services and purchase from suppliers within 160km distance from our premises where applicable. We will also give preference to eco-certified suppliers.
2.1.6 Food and Beverage
We will continue to feature vegan, vegetarian and “Go healthy” meals in our menu. Guests are notified about allergen-containing foods in our menu; a special corner called the “Gluten free” corner has also been introduced as part of our breakfast buffet.

Our menu will also detail the nutritional content of selected food items, and will be soon expanded to indicate half-portions. Our herb garden supplies us with fresh herbs (parsley, mint, lemon grass) to supplement what is locally procured. To celebrate culinary diversity, we have introduced “theme nights” which feature Lebanese, Indian, Mediterranean, Asian and African buffets from Monday to Friday respectively. We also serve fair-trade coffee in our menu.

We opt for filleted fish to reduce our waste generation and do not serve dishes from any endangered species named in the IUCN red list and WWF Sassi. To ensure no endangered species is purchased, our Purchasing team and Executive chef refer to the following websites:


Food generated in our outlets is utilized in a food compost program via our waste contractor.

Fresh Produce From Our Organic Herb Garden

2.1.7 Harmony with Nature
We recognize the respect for nature as an important tool in the success of our business. We therefore aim to reflect this harmony in all our current and future infrastructural developments.

The latest inclusion to our property, The Ambassador Heights, has therefore been carefully integrated into our scenic landscape, setting the stage for one of the greenest locations in the central business district of Accra!
2.1.8 Biodiversity
While acknowledging the very origins of our brand name, Movenpick, in our work, we will not only conserve nature, but actively improve biodiversity in our neighbourhoods by:

- Promoting the use of wood from sustainably managed forests (FSC) in all products and construction;
- Avoiding the display or sale of souvenirs produced from endangered plant and animal species;
- Supporting local biodiversity and conservation efforts; and
- Interacting with our guests to raise their awareness of these issues, by informing them of the local challenges and opportunities and encouraging them to contribute to a positive change.

2.1.9 Landscaping
We recognize the importance of landscaping in harmony with nature in new developments and prioritize the use of indigenous plants. We do not use invasive alien species in gardening or landscaping.

We also employ biologically friendly options such as cow dung in place of artificial fertilizers.

2.1.10 Wildlife Management
As proof of our commitment to Wildlife Management, we recently renewed our corporate partnership with the Ghana Wildlife Society (GWS), to ensure that our business does not negatively impact wildlife or plants on our property site or surrounding area, notably those cited on the IUCN Red list. We will rebrand our conservation education billboard as per our partnership agreement with the Ghana Wildlife Society.

The hotel fully sponsored a GWS Lunch meeting with its corporate members in June 2015, and remains committed to fostering initiatives that will keep the business eco-friendly. We are working with the GWS to host a stakeholders’ conference for the Wildlife Society, Africa in 2017 this time at knocked down rates.
2.2 SOCIO-CULTURAL

We aim to partake in corporate social responsibility actions, community development, local employment, fair trade, support local entrepreneurs, respect local communities, implement a policy against commercial exploitation, equitable hiring, employee protection and last but not least, that our business does not jeopardize the provision of basic services, such as water, energy, or sanitation to neighbouring communities.

As part of our cultural interpretation program, there is an on-going “represent your region” culinary event, where employees are encouraged to learn more about their indigenous culture, and showcase it through a rich display of dance, orations, music and native food. Four out of ten regions have so far completed their projects.

During our African theme nights, restaurant staffs wear beautifully tailored African prints in an atmosphere of savouring local music from flute performers.

2.2.1 Community Development

We will actively work together with the community in order to contribute to their sustainable development and will develop a specific engagement towards the community. We will educate and encourage our employees to actively engage in the local society in line with our Global Sustainability Programme, Shine. We will encourage our guests to support local produce and services. We will share best practice and partner with local organizations in social responsibility initiatives and contribute to the sustainable development of the society by openly sharing our training material with schools and universities and other businesses.

Specific Initiatives:

- The hotel invited hotel management lecturers from the Accra Polytechnic to interact with the Head of Department of the Housekeeping team to obtain a feel of how standards are
implemented in a 5 star hotel, to help improve their teaching curriculum. This will be replicated with other departments in the hotel throughout the year.

- We will implement donation schemes for guests and team members. As part of this initiative, an auction was held for staff of the hotel in April, 2016. The money from the auction will be used to support a selected organization during the year;

- As part of our Corporate Social Responsibility, the hotel will organize a blood donation campaign for the Korle Bu Blood bank on the 28th of July, 2016.
- We will encourage and actively promote a philosophy of volunteerism. A health walk and environmental awareness exercise has been planned as part of our 5th Anniversary celebration this year;
- We will organize and support fundraising initiatives;
- The hotel hosted autistic children from the Woodfield Manor Special Needs School in December 2015 during our Christmas lighting ceremony and aims to do same in the coming year;

Lecturers from Accra Polytechnic interacting with our Executive Housekeeper

A picture with children from the Woodfield Manor Special Needs School during our Christmas Lighting Ceremony

An Auction event held to raise funds from staff to support our CSR activities
2.2.2 Employment
The MH&R Code of Conduct states: To sustain our effort to become a sustainable employer we will:

- Continue to celebrate our diverse workforce and provide equal opportunities to learn, develop, and make promotions from within;
- Improve employee engagement and job security;
- Ensure fairness and transparency in terms of hiring and promotion as well as compensation and benefits; and
- Encourage communication and a sense of entrepreneurship.

Specific employer objectives:

- Establish MH&R as the preferred employer through excellence in talent management practices;
- Provide a motivating and value-based work environment, living our values and core behaviours;
- Embrace and celebrate diversity as part of our hire and promotion philosophy; and
- Maximize employee engagement and satisfaction by sharing information frequently and openly.

2.2.3 Non-Exploitation:
In accordance with Children’s Act, 1998 of Ghana (Act 560), we will not support the use of child labour. We have developed an Exploitation Policy in order to provide a strong local leadership and effective systems to tackle child sexual exploitation; raise awareness of exploitation among employees, guests and community; establish working practices that enable us safeguard the vulnerable and support victims; and establish a framework for a flow of intelligence and information to assist agencies to disrupt, arrest and prosecute offenders.

We have chosen this year to support “Chance for Children” an accredited non-governmental organisation (NGO) according to Ghanaian law and a non-profit organisation according to Swiss law. The organisation was founded in 1999 by Daniela Rüdisüli Sodjah and Amon Kotey, who both lead it until today together with Daniel Awuley Narthey. By now there are 40 Ghanaian and 2 European employees working on accompanying the children into a self-dependent life with a promising perspective.

At the moment Chance for Children is supporting approximately 140 children and adolescents. So far more than 47 former street children have completed school as well as professional training with the support of CFC and are now living self-dependently.

“There are more than 90,000 STREET CHILDREN in ACCRA. Roughly HALF of them are GIRLS. Three-quarters of the street children originate from OUTSIDE of ACCRA. They left their families in SEARCH of MONEY and WORK. 5% of the street children were already BORN ON THE STREETS. Forty-percent dropped OUT OF SCHOOL. 60% have NEVER VISITED one. STREET BOYS work mainly as CARRIER, WASTE PICKERS, SHOE SHINE BOYS or CAR WASHERS. STREET GIRLS often sell WATER, FOOD and in some cases also their BODIES” (Census on Street Children, 2011)

We will promote the problem and the charity with the following actions.

- Add a screen message to show on the in-house TV’s highlighting the problem and the charity
- Raise money through team events to donate to the charity
- Donate goods to the drop in centre and encourage others to do the same
- Inform and educate people on the problems and encourage them to donate time and or money
- For further information on the work of Chance for Children and how you can help, please go to www.chanceforchildren.org

We will also provide safe and fair working conditions for all employees and will only work with suppliers that meet national standard working conditions, at a minimum. All of our suppliers have been asked to undersign such policies.

**2.2.4 Anti-discrimination**

MH&R’s “Code of Conduct” states:

We believe in treating all people equally with the same level of respect and dignity regardless of ethnicity, religion, gender, age, sexual preference or origin. We support a work environment, which promotes diversity, trust, respect, and care. For this reason, no employee will ever be subject to verbal, physical, sexual, or psychological abuse. We are fully committed to providing equal opportunity in every aspect of employment and will not tolerate any discrimination and harassment.

**2.2.5 Cultural Heritage**

MH&R supports a responsible approach in our effort to make culturally and historically interesting and sensitive sites available to our guests.

We respect the local cultures and historic locations and do not exploit the cultural intellectual property of the local communities. We are committed to stop any illegal trading of historical or archaeological artefacts or objects. We will promote the local intellectual property and strive to add a local flavour to our properties by adding elements of local art, culture, and history in the design. We currently exhibit 1,500 different pieces of local artwork throughout the hotel.

We understand and actively seek to minimize the impact on built and natural environments caused by increased visitor activity. In our communication to guests, we seek to educate them about local people’s cultural customs, norms, and beliefs as well as appropriate verbal and non-verbal behaviour in order to contribute to the overall appreciation of the site and local community pride.

We have therefore incorporated our rich history and culture into an Interpretation program for guests which will kick-start this year.
2.3.0 QUALITY:
Quality forms an integral part of the Values and Strategic Objectives of our brand. We show passion in the delivery of our products and services, and continuously search for creative opportunities to improve our service delivery.

We will provide authentic products and quality experiences that will exceed our guests’ expectations.

Quality Initiatives:

- Implementation of our guest experience Quality standards;
- Ensure we create the ultimate atmosphere for a seamless guest experience;
- Maintain healthy business ethics among staff, management and business contacts; and
- Continuously measure and review quality through guest feedback (e.g. mystery guest, Internal Quality reports, VEOS (Video Enhanced Online Surveys) etc.

2.4.0 HEALTH AND SAFETY:
The hotel complies with all established health and safety regulations, and ensures that both guest and staff protection instruments are in place. We will actively engage with all relevant authorities to ensure the hotel remains updated with all health and safety laws applicable to our scale of business.

Health & Safety Initiatives:

- General safety & security issues i.e. safe deposit boxes, double locks, admittance keys, medical emergency services, emergency phones on floors and provision of facilities for guests with disabilities;
- Guest Room Emergency instruction complete with hotel layout;
- Provide Employee handbook to all employees;
- Implementation of a Food Safety System based on HACCP (Hazard Analysis and Critical Control Points);
- Formation of a Health, Safety, Security and Environment Committee (Green Team);
- Yearly Health Screening for Kitchen Staff and F&B staff (Food Handler’s Screenings);
- Emergency evacuation response training and drills for all staff;
- Daily safety checks on guest floors by Duty Manager;
- Provision of first aid stations at vantage locations in the hotel;
- Trained first aiders by WARA (West African Rescue Association);
- In-house clinic and medical insurance policies for staff;
- Swimming pool marked with depth and stand-by life guard;
- Provision of PPE for staff in all areas of the hotel to ensure their safety;
- Emergency generator in case of power shut down;
- Quarterly Legionella sampling;
- Monthly water quality tests; and
- Our fire systems are certified annually and it consists of fire protection (fire doors, dumpers between rooms, suppression system in kitchen hood, anti-panic doors at the emergency exits), detection (smoke detectors), warning (alarms, sounders, strobes) and fighting system (manual and automatic extinguishers, sprinklers, fire blankets); Controlling and monitoring of systems in the building is done by a Building Management System (BMS);
Appendix A: Environmental Policy

At Mövenpick Ambassador Hotel Accra, we are committed to implementing green hotel policies to help maximise profitability and protect the environment for future generations.

We recognize the potential impact of our operations on the environment and strive to minimize any detrimental effects that may occur as a result of our business.

By working together we will contribute to preserve the environment and ensure environmental issues remain a focal point of our attention.

We recognize sustainability is an on-going journey; therefore the Environmental Policy will be reviewed annually.

Our commitment will ensure:

Continuous improvement of our procedures and programmes to prevent environmental pollution due to solid and liquid waste generation; and electricity, diesel, LPG and water consumption;

All our activities will comply with the relevant local and international environmental legislations and standards;

Monthly reviews of relevant local and international environmental legislations and standards;

We monitor and record our environmental performance: solid and liquid waste generation; and electricity, diesel, LPG and water consumption to ensure continual performance improvement;

Our established environmental purchasing policy leads to minimum environmental impacts;

We continuously encourage our suppliers to implement environmentally sustainable practices;

We provide our employees with the necessary environmental training and resources required to implement and achieve the environmental objectives;

Implement the necessary activities to reduce our 2016 energy consumption by 1%, measured against the base year 2015 and water consumption by 1% measured against the base year 2014;

We maintain activities to reduce, reuse, recycle and recover waste and increase our waste diversions rate by 5% measured against the base year 2015;

We give priority to employing and hiring locally;

We give preference to services and products of Ghanaian origin;

We support community environmental and sustainability training initiatives in line with our Global sustainability programme “Shine”

Our Environmental Policy is documented, implemented, and annually reviewed.