



SUSTAINABILITY MANAGEMENT PLAN 2019

Mövenpick Resort & Residences Aqaba
(Updated March, 2019)

Mövenpick Resort & Residences Aqaba
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As part of Mövenpick Hotels & Resorts and Mövenpick Resort & Residences Aqaba aims to promote and support environmentally responsible management with its central idea to reduce pollution and safeguard the long-term existence of its businesses.

We support environmental measures that are pioneering for the catering business and take into account reasonable interests of the economy as a whole. We encourage our staff to undergo trainings, in order to protect the environment; keeping our guests, customers and employees informed about our environmental protection initiatives, whenever they are worth reporting.

Therefore, Mövenpick Resort & Residences Aqaba is committed to environmental, social and employee sustainability. Our hotel thrives to implement sustainable environmental initiatives that will have a long-lasting impact on the community. We, therefore, consider key operational aspects in maintaining sustainable environment, society and employees, and compliance for the hospitality industry.

Environmental Sustainability

At Mövenpick Resort & Residences Aqaba, we desire to be part of the ecological solution and to ensure that we are making the right choices with positive impact for the future generations.

Social Sustainability

Care is one of our values. We extend our support to society by participating in events such as the Dead2Red Marathon, Room for Hope, Dream Come True and Coin Boxes (King Hussein Cancer Centre). We encourage sustainability initiatives and continuously educate the team through trainings, to accept social responsibility and show solidarity wherever necessary.

Employee Sustainability

We also aim to achieve excellence in human resources and leadership practices. We are committed to creating a culture amongst our employees that consistently improves employee engagement, development, health, safety and security.

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1.0 Analysis

Tourism is one of the world's largest industries. As one of the most politically stable countries in the region, Jordan's main focus remains on developments and economic stability, rather than on interfering in the political issues in the Middle East.

	Total KW	Water	Diesel	Gas
2017	6,658,385	54,142	278,341	30,369.6
2018	7,363,807	53,617	302,128	32,037.6
	Total KW / Occ	Water M3 / Occ	Diesel L / Occ	Gas L / Occ
2017	111.19	0.90	4.64	0.51
2018	111.11	0.81	4.55	0.48

	Room Occu	Person
2017	59,884	121,681
2018	66,275	131,979

	Electricity	Water	Diesel	Gas
Saving Occ	0.07%	10.52 %	1.92%	4.68%

Green Globe Partnership

Mövenpick Hotels & Resorts is to become one of the largest hotel groups to commit to Green Globe certification for all its properties worldwide. With the new partnership, we underpin our ambition to set an example for the industry. The strategy is part of a company-wide program to establish a common and global approach to environmental, social and employee sustainability.

Mövenpick Hotels & Resorts is aiming to set a new benchmark for sustainability, by committing to a certification partnership with internationally acclaimed Green Globe.

Our aim at Mövenpick Resort & Residences Aqaba is to maintain our compliance with the Green Globe indicators.



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About Green Globe

The origin of Green Globe can be traced back to the United Nations Rio de Janeiro Earth Summit in 1992, where 182 heads of state from around the world endorsed the Agenda 21 principles of sustainable development. Two years later, the Green Globe membership was established. The Green Globe brand represents the best in sustainable practice within the travel and tourism sector, and provides certification, training and marketing services in 83 countries.

For more information, visit www.greenglobe.com.

2.0 Sustainability Criteria

- A. **Environmental** – The activity minimizes any damage to the environment, i.e., plants, animals, water, soil, energy use, contamination, etc. and benefits the environment through protection and conservation, and running a business in a way that does not destroy the natural resources – natural, cultural or economic – on which it depends.
- B. **Social** – The activity does not harm and may revitalize the social structure or culture of the community where it is located.
- C. **Employee** – Mövenpick Resort & Residences Aqaba hires talents with good personality; people with passion to grow in hospitality. We promote and actively embrace diversity, culture, generations, backgrounds and thoughts. Our growth offers many career opportunities to talents who live out our company values and core behaviors.

3.0 Policy

It is the policy of Mövenpick Resort & Residences Aqaba to be an active participant, as far as the protection of the environment is concerned. We are acting with responsibility for the benefit, confidence and safety of our guests, hotel staff and neighboring communities, and for the protection of nature and the environment.

Our General Environmental Objectives are:

- To satisfy guests and meet all their necessary demands regarding comfort, safety, health, hygiene and an intact environment;
- To comply with all local and national environmental legislations and regulations, and continuously improve environmental management, as well as to prevent ecological pollution caused directly or indirectly by the hotel or its stakeholders;
- To set objectives and targets according to the identified environmental impacts, and to implement and maintain an environmental management system to meet international standards;
- To constantly monitor environmental impact and advance the efforts and methods for improvements and quality assurance management;
- To save freshwater using an efficient management and consumption controls;
- To improve energy efficiency, conservation and management by regular controls, staff training and implementing modern and regenerative or other best available technologies, wherever reasonably possible and feasible;
- To reduce, reuse and recycle waste materials and avoid any hazardous substances, in order to minimize harming the environment;
- To reinforce our employee's ecological and social sensitivity, and ensure environmentally safe and sound working conditions with motivation, information and training;

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- To take into account ecological and social aspects in our relationship with investors, suppliers and subcontractors, and strive for the most environmentally sound solutions;
- To cooperate with environment-friendly organizations, influence authorities and support special projects in the local region, in order to keep the economic, social, environmental and cultural situation intact, or improve existing conditions. It is the policy of the hotel to operate in an environment-friendly manner, protecting resources, the environment and the cultural heritage in which they are located; and
- To ensure the implementation of WWF and wildlife species guidelines on protection of rare species.

Our aims are to:

- Reduce the consumption of resources and meet our responsibilities in the field of public health and human safety; accept social responsibility and show solidarity wherever necessary in performing our activities. Our business units must be careful to spare and protect natural resources;
- Support environmental measures that are pioneering for the catering business and take into account reasonable interests of the economy as a whole:
- Encourage our staff to undergo training and awareness-raising in order to protect the environment; and
- Keep our guests, customers and employees informed about our environmental protection initiatives, whenever they are worth reporting.

4.0 Strategy & Tools

A. Design and Structure

Mövenpick Resort & Residences Aqaba is situated at the city centre, located adjacent to Ayla historical site.

The hotel provides 297 comfortable guest rooms, one-bedroom and two-bedroom serviced hotel apartment suites, a contemporary all-day dining restaurant, wide open beach, four pools, fitness centre, two Jacuzzis and saunas, and three well-appointed meeting venues.

Located just 10 km from King Hussein International Airport Aqaba with easy access to city centre, the hotel is ideal for business, leisure and long-staying guests

- 1 Presidential suite
- 9 Family rooms with king-sized bed and twin beds
- 16 Executive suite with king-sized bed and twin beds
- 7 One-bedroom suites with king-sized bed and twin beds
- 4 Duplex, three-bedroom suite with king-sized bed and twin beds
- 1 Duplex four-bedroom suite with king-sized bed and twin beds
- 142 Standard king-sized bed and twin beds
- 30 Superior king-sized bed and twin beds
- 39 Deluxe king-sized bed and twin beds
- 8 Studio apartments
- 34 Two-bedroom apartment king-sized bed and twin beds
- 6 Three-bedroom duplex apartments



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- Complimentary Wi-Fi connection in all rooms and public areas
- 24-hour room service
- Executive services at the business center
- Meeting and event assistance with technical support
- Three meeting rooms with high speed Wi-Fi and built-in screens for LCD projection
- One contemporary all-day dining restaurant that provides international buffets and à la carte meals for breakfast, lunch and dinner.

B. Hotel's Key Strategic Objectives for the Next Year

The management team, along with the owning company, has mutually agreed to align their efforts towards achieving the strategic objectives of the hotel, which are not limited to the following key major areas:

- To achieve financial results for the hotel;
- To reposition the property for certain other market segments;
- To consistently exert the best efforts in order to enhance the overall guest experience;
- To align our training efforts for each associate with the expected performance, in order to achieve qualitative and business targets;
- To protect profit by making all efforts possible to reduce any related costs to certain areas, for instance, energy consumption – the actual energy bills for the year 2020 will be minimized, as a result of using LED bulbs; and
- To ensure meeting the quality standards of the hotel, as per the standards set by the Area Office.

C. Effective Sustainable Management

- The hotel has implemented a sustainability management system that is suitable to its reality and scale, and that considers environmental, socio-cultural, quality and safety issues.
- The hotel is in compliance with all relevant legislations and regulations, including, amongst others, the areas of health, safety, labor and the environment.
- The hotel conducts staff training on environmental and socio-cultural management issues.
- Customer satisfaction is measured and corrective action taken, where necessary.
- Promotional materials are truthful and do not promise more than can be reasonably expected by customers.
- Design and construction of buildings and infrastructure comply with local zoning and protected or heritage area requirements; the hotel respects the surrounding natural or cultural heritage in its design and impact, and uses locally appropriate principles of sustainable construction; provides access to the handicapped.

D. Maximising Economic Benefits to the Community

- The hotel contributes to community development and infrastructure.
- Locals are employed, even in management positions.
- Local services and goods are purchased by the business.
- The hotel helps local small entrepreneurs develop and sell products that build on the areas of nature, history and culture (including food and drink, crafts, performing arts, agricultural products and others).

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Minimising Socio-Cultural Harm

- There is an appropriate code of behavior with respect to activities in indigenous and local communities, as well as in culturally sensitive sites, established by mutual consent or following established guidelines.
- Cultural interpretation or education is provided to customers.
- The hotel is equitable in hiring women and local minorities, even in management positions.
- Historical and archaeological artefacts are not sold, traded or displayed, except as permitted by law.
- The business contributes to the protection of local historical, archaeological and cultural properties, and permits access to them by local residents.

CORPORATE SOCIAL RESPONSIBILITY PROGRAMME (CSR) – SHINE

- Shine is the CSR program of Mövenpick Hotels & Resorts that guides all of the team members to take part in the company's initiatives in social responsibility. There are certain activities that engage our associates with the local community in terms of assistance, volunteering, awareness raising, charity and supporting noble causes of other organizations on a large scale.
- School painting and sea cleaning campaign with The Royal Marine Conservation Society of Jordan - JREDS (March 2019)
- Visit to the kids at Friends of Autism Center in Aqaba (World Autism Day – April 2019)
- Packed ramadan food parcel and assisted on serving meals at Tkiyat Um Ali organization on fight against hunger free Jordan (2019)
- Ramadan Iftar food bank charity organizations (May 2019)
- Support and empower communities in which our hotel is present, Labor Day and Jordan Independence Day (May 2018)
- Organize fundraising activities – Steps for Life (King Hussein Cancer Centre)
- Room for Hope (King Hussein Cancer Centre) – Guest donation of a JOD 1.00 (optional)
- Ramadan Parcel donation to underprivileged families in coordination with Tikiyat Um Ali
- International Charity Day donation in coordination with the Hashemite.
- Charity Commission "Clothing Bank"; back-to-school bags and stationery donation, International Charity Campaign (September)
- Collecting and donating empty cans and water bottle covers for the purpose of recycling, in coordination with GreenWheelz association where funds go to disabled children by presenting wheelchairs.
- Encourage team members to volunteer on the Clean Up the World Campaign – The Royal Marine Conservation Society of Jordan - JREDS (September)
- Soap for Hope, collection of soaps in collaboration with Johnson Diversey and Tikiyat Um Ali (August)
- EDAMA Energy, Water & Environment (Improving Solid Waste Management in Hotel Industry at Aqaba)



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F. Minimising Environmental Harm

- Conserving resources
- Implementing a purchasing policy that favors environment-friendly products for building materials, capital goods, food and consumables
- Measuring non-renewable energy consumption and implement procedures to reduce it
- Measuring potable water consumption and implementing procedures to reduce it
- Reducing contamination
- Measuring Green House gases and working on ways to reduce them
- Implementing a solid waste management plan with quantitative goals to minimize waste that is not reused or recycled
- Minimizing the use of hazardous substances including pesticides, paints, swimming pool disinfectants and cleaning materials, or substituting them with safe products
- Implementing policies to reduce noise, light pollution, runoffs, ozone depletion, air pollution and soil contamination
- Using local plant species/varieties for landscaping and green areas
- Implementing a contingency plan
- Providing environmental interpretation or education to staff and customers

G. Quality Assurance

- The Mövenpick brand has certain tools for assuring quality in services and product delivery for the properties. Some major tools are:
 - TrustYou and Online Reputation
- Guests' responses through certain channels, such as Trust You, TripAdvisor and Booking.com, amongst others, to get an indication of the areas that need attention on a daily basis and enhance the existing procedures.
- Regular quality assurance meetings engage all department heads with the GM, to evaluate all issues related to quality and proactively address them not to happen again.
- Mystery Shopper-IFH is an outsourced company doing audits to check the quality of reservations department assistance, as well as meeting and events assistance.
- The Area Office conducts operational and departmental audits to gauge the performance of the hotel regarding quality, as set by the brand.
- Certain government entities, such as the ASEZA and Ministry of Tourism ensure quality assurance by making regular visits.
- Certain other accreditations, such as Green Globe, Blue Flag, Green Key, ISO 22000 and HACCP, assist in maintaining the quality standards of designated areas.

5.0 Procedures

- This procedure establishes the guidelines by which the program for the protection of the environment in which we operate shall be carried through two levels.
 - A. Hotel level
 - B. Employee level

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A. Hotel Level

Mövenpick Resort & Residences Aqaba will take the following approach:

- Form an employee Sustainability Committee.
- Use only environmentally sound guest supplies and amenities.
- Consider purchasing only from certified suppliers, if the process is comparable / acceptable.
- Set development cooperation with green and environment-friendly local farms and inform guests about it.
- Use wherever possible only organically grown vegetables and fruits in the hotel kitchen and support suppliers/farmers who organically grow vegetables and fruits.
- Use recycled papers, tissues, toilet papers and printed materials, wherever available at competitive prices.
- At each opportunity, consider retrofit, environmentally sound and energy-saving devices subject to appropriate ROI.
- A special accent on using renewable energy, whenever applicable and available.
- Enlist guest support for environment-friendly activities through PR actions.
- Participate in community projects and drive environmental awareness by sharing the knowledge and experience, as well as volunteer in awareness campaigns for different sectors of community, such as schools and colleges.

B. Employee Level

We have almost seven associates working in the property, two of which are part of management, whilst five are non-management.

- Establish “Green Duties” for employees.
- Encourage employees to influence community decisions towards an environment-friendly approach.
- Support community programmes to raise money for commercial green efforts.
- Spread the information about the necessity for separated garbage collection.
- Support the community in efforts to restore/preserve historical sites.
- Encourage employees to also adopt an environment-friendly approach at home.

6.0 Environment Plans & Actions

A. Ensure Environmentally Responsible Management

Environmental protection is the responsibility of management. If business management is environmentally aware, it motivates hotel employees and their associated business partners, customers and suppliers to think and act in a more environmentally responsible manner. This process requires the time, conviction and commitment of managers and leaders at all levels of management.

Actions

- Inform employees about all the measures we implement and all aspects of environmental protection.
- Provide employees with further training in environmental matters, encouraging them to identify more strongly with and be more sensitive towards environmental protection goals.
- Include our customers and guests in our environmental protection measures, since they are our conscience. Involve them, if need be, in developing an environmental concept within our business, as well as examining and implementing their ideas and suggestions.

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B. Achieve Measurable Results

Environmentally aware business management is not just a question of fashion and frugality, but rather a prerequisite to future business growth. Over the next few years, we want to achieve tangible successes in the following areas:

Actions

- Conserving energy and using renewable energy
- Replacing halogen bulbs with LED bulbs in guest rooms to reduce power consumption.
- Installing water-saving aerators in guest rooms
- Using RO internal system from seawater for irrigation and pools
- Environmentally aware business management is a prerequisite for future business growth. Over the next few years, we want to achieve tangible successes in the following areas:

Total Energy : by the end of 2019 a 1 % saving vs 2018 on total energy per occupied rooms.

Water: by the end of 2019 a 1% saving vs 2018 on water per occupied room.

C. Providing Reliable Information

By providing concise and reliable information to our guests, suppliers and the general public, we intend to report on our environmental initiatives when these are worth mentioning, because they are over and above the usually expected measures.

Actions

- Regular updates for our website and internal and external collaterals
- Regular updates for local newspapers and magazines

7.0 Waste Management Plan

The hotel industry generates various types and large quantities of waste daily that require adequate management.

Solid Wastes

Hazardous and non-hazardous solid wastes are normally generated during construction and operational phases. Non-hazardous waste materials normally include paper and cardboard items, glass and aluminum products, plastic items, organic wastes, building materials and furniture, and used oils and fats. Hazardous wastes, on the other hand, may include batteries, solvents, paints, antifouling agents and some packaging wastes. Several principles of waste reduction in hotel facilities shall be considered as part of a formal waste management plan, which includes but not limited to the following:

- Buying in bulk quantities whenever possible;
- Using refillable, bulk dispensers (e.g. toiletries), rather than individually packaged products;
- Working with suppliers to limit use of, and establish recycling for product packaging;

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- Avoiding use of polystyrene foam in all operations;
- Use of glass or durable plastics, instead of disposable plastic items (e.g. straws, cups);
- Disposing of waste materials only after all waste prevention and recycling strategies have been explored and maximized. The waste management plan includes the role of each and every staff member of the hotel in carrying out the prescribed recycling practices in their work area, wherever possible.

7. a. Garbage category

- Dry waste (paper, plastic and aluminum)
- Wet garbage
- Glass garbage
- Waste oil (kitchen and engineering)
- Metal garbage
- Wood garbage
- Hazardous wastes
- Electrical and electronics waste
- IT scrap
- Tube lights and bulbs
- Expired chemicals
- Empty containers
- Cleaning wastes

7. b. Departmental Responsibility

Housekeeping:

- Waste segregation in every guest floor
- Reuse of paper
- Garbage segregation on floors

Stewarding:

- Use of biodegradable garbage bags
- Keeping track of wastage
- Recycling of paper and cardboards
- Recycling of glass
- Recycling of aluminum
- Recycling of plastic
- Recycling of used kitchen oil

Offices and administration:

- Recycling of papers
- Printing on both sides of a paper

Engineering and technical services:

- Controlling and measuring of emissions and effluents out from the property
- Hazardous waste recycling and disposal
- Grease traps cleaning twice a month

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7. c. Details on the Waste Removal Companies:

General waste and recycling: AVERDA waste company through ASEZA and Green city recycle company

7. d. Interesting Facts about Recycling

- Recycling one ton of paper saves 17 mature trees, 7,000 gallons of water, 3 cubic yards of landfill space, 2 barrels of oil and 4,100 kilowatt-hours of electricity enough energy to power the average American home for five months.
- Recycling paper instead of making it from new materials generates 74% less air pollution and uses 50% less water.
- Producing recycled paper requires about 60% of the energy used to make paper from virgin wood pulp.

8.0 Major Projects Completed & KPIs per departments

Waste Separation

All hotel wastes are separated as follows:

- Aluminium, metals and cans
- Plastics, candles, corks, crown corks and such
- Glasses, broken china and drinking glasses
- Papers and cardboards
- Food, fat/oil and organic wastes

Electrical Savings – to ensure savings from power consumption

- All the technical equipment are maintained regularly and inspections documented through our Message Box
- Energy consumption is calculated in relation to turnover and number of guests or occupancy
- Energy consumption is recorded every day by the engineering department.
- A precise monitoring system has been installed.
- An automatic switch on/off air-conditioning system is in place in the apartments and fixed in the main building
- Low-energy lamps and LED bulbs are fitted in all suitable places, according to a replacement plan by the engineering department.
- Card-operated door locks are fitted with low consumption batteries.

Water Conservations – to achieve savings from water consumption

- Water consumption is recorded daily by the engineering department.
- All water taps are fitted with flow regulators.
- Bathrooms are fitted with low-consumption shower heads.
- Water-saving aerators are installed to reduce consumption.

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Housekeeping & Stewarding – to maintain waste diversion

- Johnson Diversey Company supplies ECO cleaning materials.
- Employees are trained by Johnson Diversey Company to optimize usage of materials.
- A hygiene concept will be set up in the entire hotel.
- All the cleaning chemicals in use have environmental certificates.
- All the chemicals are kept locked in a separate room.
- All product descriptions are available for all the cleaning materials used.

Hotel Rooms

- All hotel rooms are fitted with heating thermostats and regulators.
- Rooms for non-smokers are available.
- The main switch turns off the lights in the guest rooms.
- Energy-saving lamps and light bulbs are in place.
- Motion detector switches and motion detectors are planned in 2020 in the back areas.

Food & Beverages Management

- This procedure establishes the guidelines for an ecologically sound operation. This helps the Food and Beverages manager and assistants in reviewing their operations with a view towards reaching the essential food safety and environmental tasks.
- The Food and Beverages manager is responsible in carrying environment-friendly operations in his area of accountability, and encourages staff to participate in activities and trainings to protect the people and environment on the following areas:
 - A. Food Hygiene and Safety
 - B. Food Waste Management
 - C. Individual guest food restrictions and allergies precautions are mentioned on menus.

9.0 Landscape

- Test irrigation system will ensure proper operation and watering schedule; adjust sprinklers for proper coverage to optimize space and avoid runoffs on paved surfaces.
- Use a drip irrigation system that uses low volume irrigations.
- Adjust sprinkler times and/or durations according to season; water during non-daylight hours to limit evaporation.
- Group plants with similar water requirements together on the same irrigation line, and separate plants with different water requirements on separate irrigation lines.
- Landscape your property with trees and plants that tolerate the climate, soil and water availability.
- Use organic fertilizers and soil amendments.
- Fertilizers will be applied once a month and/or as per required.

Precautionary Statements:

- A. If spilled on eyes or skin, immediately flush with plenty of water for at least 15 minutes, whilst removing contaminated clothing and shoes. Wash clothes before reusing. If victim ingests the material but remains conscious and alert, give two to four capfuls of milk or water. Never give anything by mouth to an unconscious person. Get medical aid.
- B. Company policy prohibits use of invasive alien species in gardens, landscapes and other areas of operation. Company only utilises products that are certified by the ASEZA and government. Also used by the company are certified seeds and other products that are non-hazardous to the environment.

10. Environment Committee

- A. It is hotel policy to have a sustainability team headed by the hotel manager within its organization. This committee establishes an environmental, employer and social concept, to be implemented by the hotel through a detailed action plan. The committee, therefore, would meet quarterly.
- B. The environmental team is headed by a safety officer, to be designated by the hotel manager. This officer will be regularly backed up by the HM and also has to report to him on a regular basis in writing about the status of the implementation.
- C. Within the different departments of the hotel. The environmental concept and yearly action plan will be sent to the head office yearly.

Environment Committee

Mr. Mohammad Mehdawi / Director of Engineering
Mr. Ayman Degway / Financial Controller
Mrs. Layali Nashashibi / Director of Public & Community Relations
Mr. Ahmad Abdullah / Food & Beverage Manager
Mr. Mohammad Majali / chef of Security
Mr. Majdi Bqaeen / Front Office Manager
Mr. Waleed Sara / Executive Sous Chef
Mr. Khalid Haboush / Housekeeping Manager
Mr. Emad Dahmous / Maintenance Engineer

Approved by:



Dan Benzaquen
General Manager

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