



Sustainability Management Plan – 2018



Mövenpick Hotel Casablanca



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Purpose

The primary objectives of the Sustainability Management Plan are:

- To guide decision-making, management and the daily operations of the business in a sustainable manner, considering prevailing issues about the environment, socio-cultural concerns, quality, health and safety;
- To demonstrate management's commitment to comply with the environmental laws and regulations of Morocco;
- To develop an audit programme to ensure compliance to the Sustainability Management Plan and relevant environmental legislation, as well as the early identification of any significant environmental impacts from business activities;
- To outline mitigation measures in order to minimize the impact of business activities on the surrounding environment;
- To present mitigation strategies and actions to control pollution, minimize waste and conserve resources, by effectively practicing Reduce, Reuse and Recycle, wherever possible;
- To establish a framework for environmental management to ensure the implementation of the identified mitigation measures.

Scope

- The Sustainability Management Plan covers all activities at Mövenpick Hotel Casablanca and its integration with all team members, guests, business partners, owners, shareholders and environmental communities.

Reference

- Green Globe Certification Standards & Guide to Certification v1.7

About Green Globe

The origin of the Green Globe organization 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 with in the travel and tourism sector and provides certification, training and marketing services in 83 countries. For information visit www.greenglobe.com



Green Globe Partnership

Mövenpick Hotels & Resorts is to become one of the largest hotel groups to commit to Green Globe Certification for all 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 programme to establish a common and global approach to environmental, employer and social sustainability.

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

Our aim at Mövenpick Hotel Casablanca is to maintain our compliance with the Green Globe indicators.

Design and Structure

The Mövenpick Hotel Casablanca is centrally located within the business district of Casablanca and only a short distance from the Old Medina. The hotel is also easily reachable from both Casablanca Mohamed VI Airport and Casablanca Voyageurs Train Station.

Key Features

- Within the business district close to the Medina
- Modern and contemporary design
- Free Wi-Fi
- Exclusive hotel car parking available
- Large variety of reception and meeting spaces
- Luxury rooftop outdoor swimming pool & spa
- A fitness Centre with spa treatment rooms, Sauna, Hammam and Gym
- Laundry services
- A Business Centre
- 4 Disabled guest rooms
- 1 Disabled toilets in the Public Area



Rooms

The 184 rooms and suites in the Hotel are all designed to a high standard and fully equipped with the latest technology such as a flat screen TV and free Wi-Fi. From generously sized double rooms to luxurious suites and family rooms there's a room type to suit all guests. All guests also have access to our wellness and gymnasium facilities.

All our rooms include:

- Spacious 27-40 sq. m.
- In-room safety deposit box
- Tea and coffee making facilities
- Large desk with sitting area
- Complimentary Wi-Fi



Restaurants

Mövenpick Hotel Casablanca offers several exciting dining options within the heart of this buzzing Moroccan city. Restaurant Casablanca Café is open seven days a week for breakfast, lunch and dinner, offering a wide variety of international cuisine. In the evening, the guests can indulge themselves with the finest and tasty Moroccan dishes while enjoying the vibrant oriental music. The hotel bars 16ème and XO Lounge are the ideal location for relaxation after a long day in the city or at the office and has become Casablanca's place to be.



Restaurant Features

- International Restaurant
- Business breakfast
- XO Lounge / Executive Lounge
- Snack Bar on the 16th floor next to the Swimming pool
- Moroccan Restaurant



Management Plan

Mövenpick Hotels & Resorts' vision "*we make moments* for our guests and partners around the world." Our Sustainable Management Plan ensures long-term profitability for the hotel, which will benefit its employees, guests, owners, shareholders and the environment at large.

Part of the values and spirit of our brand has always been to conduct our business in a responsible and caring way, encouraging a personal touch with all our stakeholders. It is the value of care that has and continues to guide the company towards sustainable business practices.

As part of Mövenpick Hotels & Resorts, our central idea is to operate our business as a corporate citizen, committed to effective environmental management and with concern for the well-being of our communities. Our goal is to ensure that company facilities and operations are in compliance with environmental standards. We believe that an appropriate balance can and should be achieved between environmental goals and economic health.



With our partnership with Green Globe, our strategy is part of a company-wide programme, to establish a common and global approach to environmental, employee and social sustainability.

Our aim at Mövenpick Hotel Casablanca is to maintain our compliance with the Green Globe indicators and enforce environmental initiatives that will have a long-lasting impact on our community.

Our Sustainability Management Plan encompasses five key areas:

- **Environmental**
- **Socio-Cultural**
- **Quality**
- **Health & Safety**

Environmental – minimize any damage to the environment (i.e. plants, animals, water, soil, energy and such), protect the environment, conserve natural resources and run a business in a way that does not destroy the resources – natural, cultural or economic – on which it depends.

Our commitment:

❖ **Energy Savings :**

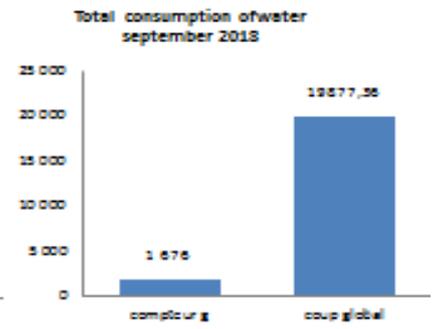
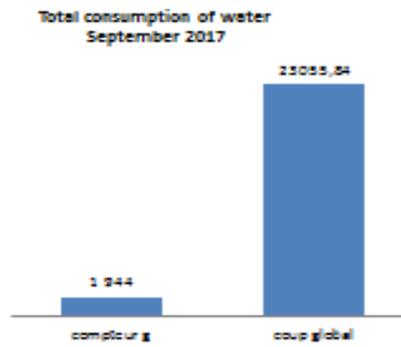
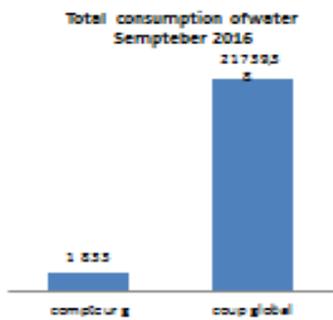
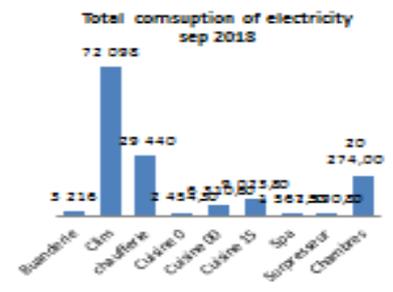
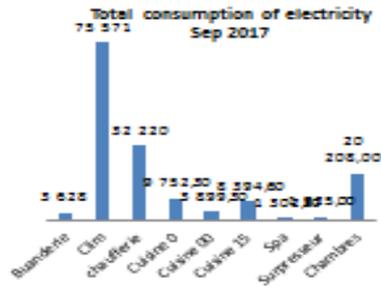
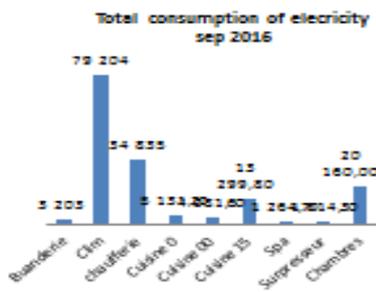
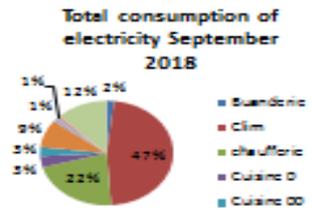
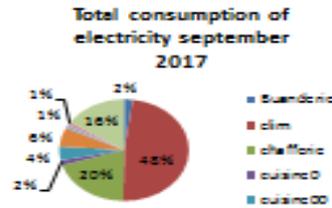
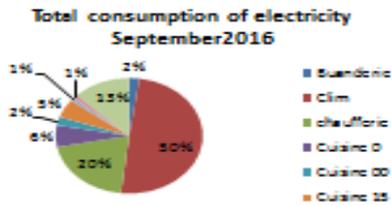
In terms of energy savings, we are conducting both a global policy on our equipment and an individual policy with our associates. Our success in this area will result from the joint efforts of the company and our employees

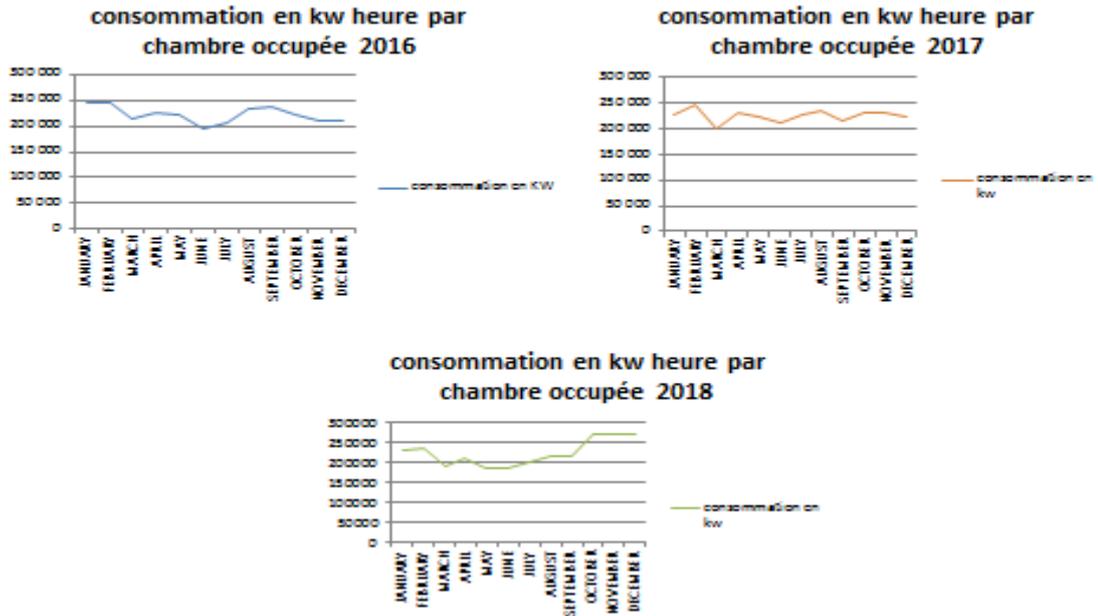
- Reduce energy consumption by undertaking plans such as :
 - ✓ Centralized technical management facility for room air conditioning
 - ✓ Centralize the electric control on all room equipment including the air conditioning, mini bar and TVs.
 - ✓ Encourage the replacement of electrical equipment by eco energy ones
 - ✓ Ensure a schedule of operation of the boilers and balloons according to the occupancy rate
 - ✓ Centralize the main kitchen and turn one into pantry.
 - ✓ Implement a daily follow up and monitoring of water and energy consumption by room
 - ✓ Replacement of all halogen lamps by LED lamps (50w to 5w)



- ✓ Replacement of the main switch in each room by energy savers devices
 - ✓ Implement timers or light switch motion sensors in corridors floors, outdoor lighting and pool surrounds
 - ✓ Set a schedule for operation of the strong sources of consumption by shifting energy use to cheaper time as per energy use rates (off-peak hours instead of peak or full hours)
 - ✓ Provide a circuit for the recovery of water from the pool or back wash of the filters to the fire cover instead of draining it to the sewer
 - ✓ Reduce the flow of water in locker rooms, toilets and kitchen (eg push-tap)
 - ✓ Under study the technical feasibility for the use of solar energy
 - ✓ Raise staff awareness of the good environmental habits, so that each of them can help us reduce our energy consumption.
- Through training and awareness posters, we will encourage our staff to:
- ✓ Reduce lighting in various locations: employees' hallway, offices, room offices etc.
 - ✓ Turn off lights in unused or daylight-lit areas
 - ✓ Turn off hot passes, plate heaters, ovens and all unused kitchen equipment
 - ✓ Plan floors to assign based on occupancy to reduce energy in unsold floors
 - ✓ sensitize the housekeepers to turn off the fan coils of the AC of the unoccupied rooms and draw the curtains to maintain the room's temperature
 - ✓ Before leaving a room, to make sure that all the lights are out
 - ✓ Use the right linen weight in washing and drying machines
 - ✓ A good cleaning can be obtained by only with some water, a rag or a brush and more awareness

This strategy, if well observed by all stakeholders, will help reduce energy consumption by 10% to 15% by the end of 2018.





❖ Waste management

The hospitality sector being by nature a big consumer of resources is, consequently, also a big producer of waste. Mövenpick Hotel Casablanca has set the objective to implement a rational and well organized waste management policy.

Our commitment will be then:

To reduce waste emissions by implementing selective sorting at source (kitchen, housekeeping, restaurants) and by setting up bins dedicated to this purpose.

For the period from September 2017 to September 2018, we have recovered 869 kg of plastic, 1721 kg of cardboard and 204 kg of glass and 159 kg cans and metal. We have also recycled 290 liters of used oil and 153 printer ink cartridges.

The effective recycling of the waste is tracked by certificates delivered by the recycling.



❖ Biodiversity

The Mövenpick Casablanca Hotel is also committed to the conservation and preservation of biodiversity, ecosystems and landscapes. For this purpose, the hotel is prohibited from owning wild animals in captivity or from using exotic species.

We strive to support and contribute, whenever possible, in the management of the natural area, whether public or private and within our perimeter of influence and we avoid any interaction that may be harmful to any form of wild life or plants.

Social – get involved in corporate social responsibility actions, develop the community, support local entrepreneurs, respect local communities and ensure that our company activities do not jeopardize the provision of basic services, such as water, energy, or sanitation to neighboring communities.

Our commitment:

- To observe an eco-responsible purchasing policy, favoring as much as possible local suppliers engaged in an ecological approach
- Ensure compliance with all local laws and regulations to stay in compliance
- Promote the local community by supporting SOS Village within the frame of a privileged partnership.

In 2018 we have participated once again in the «Kilo of Kindness" campaign which took place from 1st to 15th September 2018. We were able to collect about 474 kg of donations of clothing and linen.





We have also conducted a blood donation campaign in favor of the Moroccan Red Cross to help save lives.



Foster a culture that constantly improves staff engagement, development, well-being and safety. Promote excellence in human resources and leadership practices while embracing and celebrating diversity.

Employer – implement and celebrate a diverse workforce, provide equal opportunities, employee engagement, well-being and security, and ensure fairness and transparency.

Quality – sustain ourselves economically through creating a competitive advantage within the industry, with inspired service that not only meets, but also exceeds guest expectations.

Our commitment:

- Continually improve the satisfaction of our customers and involve them to meet their expectations through a satisfaction survey at the end of each stay
- Carry out quality monitoring through audits conducted by our new partner Safety Culture.
- Perfect the quality of our service by integrating sustainable development approach that will be communicated on all our media platforms.
- Set a complete, regular and transparent communication on our networks (internal and external) and our website.



Health and Safety – comply with all established health and safety regulations and assure the safety of guests and team members.

Our commitment:

- Reduce noise pollution by installing double glazing in all rooms overlooking the street
- Increase health and safety, both through new rearrangements of the kitchens and through awareness and training.
- Close monitoring of HACCP via an independent laboratory. The Mövenpick Hotel Casablanca has also embarked on the HACCP certification process.
- Fire safety and hygiene training, awareness and regular training of staff
- Promote health at work through the establishment of a health and safety committee, a nursery; providing protection equipment; training for the prevention of work risks and diseases (gesture and posture training, first aid).
- Employee social protection, Health and work accident insurance.

