2018 Sustainability Management Plan
Our Commitment:

Part of the values of Mövenpick Hotels & Resorts has always been to conduct its business in a responsible and caring way; encouraging a personal touch in its relationships with all its stakeholders. The values of quality, reliability and care are fundamental in guiding the company towards sustainable business practices.

For Mövenpick Hotel West Bay Doha, sustainability is about meeting current needs, whilst at the same time preserving and contributing to the future for generations to come. We aim to reduce and optimise our consumption through the use of basic measures, such as energy-efficient lighting, water conservation and a better management of waste and chemical use. Our commitment goes beyond environmental and employee sustainability, to also encompass social sustainability.

Part of our key social objectives is to positively contribute to the countries and communities in which our hotels are present, in a way that is mutually beneficial and sustainable. All our activities and efforts are part of Shine, which is the global sustainability programme of the company that aims to give back to the communities where the company operates. Shine focuses on three pillars – Environment, Employer and Sustainability.
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1.0 Analysis
Tourism is one of the world's largest industries, and with Qatar quickly becoming one of the top destinations in the Middle East and GCC, more and more visitors are arriving each year. The country received more than 2.8 million visitors in 2014, representing an 8.2% growth over 2013. Since 2009, international visits to Qatar have increased 91% with an average annual growth rate of 13.8%. Sustainable and responsible operations enable the tourism industry to continue growing and developing, whilst ensuring the implementation of sustainable practices. Qatar Tourism Authority has announced The Qatar National Tourism Sector Strategy 2030, which is a long-term strategy that will help advance the tourism industry in Qatar through a series of plans, programmes, projects and policies that will be developed based on international best practices and following a nation-wide review process. Sustainable tourism is fast becoming an interest of frequent travellers. It has become an important factor as travellers make decisions when booking flights and hotels, and planning their trips and holidays overall. International organisations and businesses continue to lead the movement to support the industry and government in adopting and implementing sustainable tourism principles and best management practices.

Green Globe Partnership
Mövenpick Hotels & Resorts is one of the largest hotel groups to commit to Green Globe certification for all its properties worldwide. With the partnership with Green Globe, we underpin our ambition to set an example in the industry. The strategy is part of a company-wide programme to establish a common and global approach to environmental, employee and social sustainability. Mövenpick Hotels & Resorts aims at setting a new benchmark for sustainability by committing to a certification partnership with the internationally acclaimed Green Globe.

Our aim at Mövenpick Hotel West Bay Doha is to continue maintaining our compliance with the Green Globe indicators.

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 Strategy and Tools

A. Size and Scale

Mövenpick Hotel West Bay Doha is located in the heart of the city, and Qatar’s prominent residential and commercial district. The hotel is approximately 20 minutes away from Hamad International Airport, and is in close proximity to many points of interest in the city. Architects from GHD Global designed the 26-storey tower; the vision was to create the perfect destination for travellers who require the highest quality of leisure and corporate facilities.

The five-star hotel is made up of 347 guest rooms, 40 of which are suites, and ranging from 40 sqm. to 72 sqm. Reflecting the vibrant lifestyle and colour of modern Qatar, the rooms feature a kitchenette, seating area, state-of-the-art in-room technology and stunning views of the Doha skyline and Arabian Gulf. The hotel includes three dining options, including an all-day dining restaurant and a speciality restaurant. The hotel’s spa, Bay View Spa is located on the top floor and houses an indoor pool, treatment rooms, a beauty salon and state-of-the-art gym.

Guest Rooms:

347 Rooms:
- 164 Deluxe Rooms (43 sqm.), offering a king-sized bed or twin beds, as per guest’s preference, comfortable seating area, work desk and stunning city views.
- 44 Deluxe Panoramic Sea View Rooms on the upper floors, offering unobstructed and stunning sea views of the Arabian Gulf.
- 43 Executive Rooms (40 sqm.), featuring one king-sized bed, comfortable seating area, a sea view and access to the Executive Lounge.
- 9 Junior Suites (48 sqm.), with one king-sized bed and dining area
- 28 Executive Suites (62 sqm.), with one king-size bed
- 3 West Bay Suites (72 sqm.), with one king-sized bed, living room and dining area and overlooking the Arabian Gulf
- 28 Family Rooms (40-43 sqm.), offering interconnecting rooms with a king-sized bed and twin beds

Amenities and Services:
- All rooms include a full kitchenette
- Complimentary WiFi connection in all rooms and public areas
- Executive Lounge located on the second floor
Laundry services
• 24-hour room service
• Airport shuttle service
• Flower/Gift shop located at the lobby
• Male and female prayer room
• State-of-the-art gym and fitness centre
• Ladies fitness centre
• Chlorine-free indoor pool, offering swimming classes
• Business Centre
• Meeting and event assistance with technical support
• Five meeting rooms on the second floor
• Meeting rooms with natural daylight, Wi-Fi and built-in screens for LCD projection
• An Arabic speciality restaurant, a lobby lounge and a 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
• To achieve financial results for the hotel against the set budget
• To continue positing the property as a leading business hotel in the local, regional and international markets
• To continue promising our guests and clients an upscale and high level of service, every time they visit the hotel
• To deliver our vision “We make moments” to our guests
• To ensure meeting the quality standards of the hotel, as per the guidelines set by the corporate office

C. Quality Assurance
Mövenpick Hotels & Resorts has certain tools to assure quality, consistent service and product delivery. Some of these tools include:
• Guests Response:
  This is received through VEOS, TrustYou, TripAdvisor, Booking.com and many other channels that allow the hotel to focus on areas that need attention. Guests’ feedback gives us an indication of where we need to improve and hotel the chance to recognise the hard work and efforts of our employees.
• Quality Audit:
  A third-party inspection is performed twice a year by Hotel IQ to evaluate compliance of guest experience quality standards in the hotel. This includes all aspects of rooms, food and beverage outlets, health club and service.
• IFH – Mystery Calls and Coaching Sessions:
  The German training company, IFH, performs regular checks and reviews to ensure that the quality of service and products provided complies with the required company standard.
• Mövenpick Hotel & Resorts:
  The Middle East Area Office conducts operational and departmental audits to gauge the performance of the hotel on quality, as set by the brand.
• Governmental Entities:
  Reviews, inspections and regular visits by government entities, such as the municipality, Civil Defence, QTA and others help to ensure quality.
Other Accreditations:
Awards and certifications from TripAdvisor, Booking.com and HACCP attest to the quality and standards of the hotel.
D. Health and Safety

Mövenpick Hotel West Bay Doha complies with all established health and safety regulations, and ensures that both guest and staff protection instruments are in place. We follow strict laws, regulations, policies and procedures that are set to conserve and protect the environment, whilst creating a workplace that brings out the best in our employees and avoids injuries. All employees must undergo the proper training needed to carry out their daily tasks, and keep them safe and healthy. This includes and is not limited to the following:

- All kitchen staff members are trained and must undergo a mandatory food hygiene course in food handling.
- All supervisory kitchen staff and HACCP committee members are HACCP Level 3 certified.
- The Hotel Hygiene Officer is HACCP Level 4 certified.
- The hotel has a dedicated Health and Safety Officer.
- The hotel has trained and certified First Aid and emergency evacuation teams.
- Quarterly fire drills and evacuations are performed, in coordination with Qatar Civil Defence.
- A detailed plan for Disaster and Crisis Management is in place, and necessary trainings are conducted for the hotel emergency evacuation team.
- The hotel has been certified under Health and Safety by Qatar Civil Defense Department for another two years.
3.0 Sustainability Management Plan

3.1 Policy
We are committed towards effectively managing, conserving and preserving the environment, keeping it healthy for future generations, fulfilling our pledge to sustainability. It is the overall policy of Mövenpick West Bay Doha to conduct its operations responsibly, with a major focus on sustainable operations as well as spreading awareness on living green. The property is a driver of sustainability, and is considered to be a leader in sustainable tourism.

3.2 Sustainability Criteria
For Mövenpick Hotels & Resorts, sustainability is about meeting current needs, whilst preserving and contributing to the future for generations to come. We are convinced that the combination of our values and global approach to sustainability will help the company be recognised as one of the world's most trusted hotel management companies. Our values and efforts focus on three elements – environment, society and employees.

A. Environmental Sustainability
Mövenpick West Bay Doha prides itself on being a Green Hotel, with a major focus on sustainable operations and spreading awareness on living green.

The hotel supports local Go Green initiatives, in coordination with the Qatar Green Building Council, partnering up on several occasions and projects such as 'No Paper Day' and 'Recycling Week'.

The employees of the hotel are also living green; led by the property’s Green Team, the hotel organizes numerous green activities annually, including Earth Hour and Sports activities such as Jog and Run and table tennis for the employees.

B. Employer Sustainability
Employer sustainability means achieving excellence in human resources and leadership practices, whilst embracing and celebrating diversity. By uplifting quality, reliability and care, Mövenpick Hotel West Bay Doha is committed to fostering a culture that consistently improves employee engagement, development, well-being, safety and security. Mövenpick Hotel West Bay Doha’s key employer sustainability objectives are to:

- Become a preferred employer by developing a motivating and value-based work environment, which promotes and embraces the application of its values and core behaviours;
- Provide equal opportunities to all employees and maximise employee engagement and satisfaction;
- Ensure that employees are encouraged to learn and have equal access to learning and development opportunities in order to grow both inside and outside the work place;
- Contribute to the education of local communities by actively working to hire and train local people for positions at all levels;
- Take measures to guarantee fairness and transparency with regards to compensation and benefits; and
- Enable people with physical or other limitations to become part of the work force.
The hotel currently employs full-time employee from the Shafallah Centre for the Disabled. Also, Mövenpick Hotel West Bay Doha teams up with Right4Children, an organisation that helps disadvantaged youths the opportunity to train and work in the hospitality industry. They undergo basic training in their departments and to improve their English skills, service and more, until they are ready for a full-time job at the hotel. The hotel is the number one property in the company that utilises this programme, and gives members of the Right4Children organisation opportunities, training and employment to better their future.

C. Social Sustainability
Mövenpick Hotel West Bay Doha’s commitment goes beyond environmental and employee sustainability to also encompass social sustainability.

Mövenpick Hotel West Bay Doha’s key social sustainability objectives are to:
- Positively contribute to the communities in Qatar in a way that is mutually beneficial and sustainable;
- Share best practices and work hand in hand with local and global partners;
- Encourage, actively promote and enable the practice a philosophy of volunteerism;
- Identify and support local charity partners at local and area levels;
- Organise fundraising events for recognised and approved international charities;
- Implement donation schemes at hotel and area levels;
- Take measures to prevent negative impact on wildlife, whether indirectly by the operations of the business or by their capture or encouraging their captivity; and
- Prohibit the use of invasive alien species in landscaping and prevent the introduction of pests and exotic species.

4.0 Social Corporate Responsibility (CSR) Programmes
Mövenpick Hotels & Resorts’ key social objectives are to positively contribute to the countries and communities in which its hotels are present, in a way that is mutually beneficial and sustainable.

All our activities and efforts are part of Shine, which is the global sustainability programme of Mövenpick Hotels & Resorts that aims to give back to the communities where the company operates. Shine focuses on three pillars – Environment, Employer and Sustainability.
• **Garangao Ramadan Celebration**
  The hotel celebrated and spread awareness on the traditions of Qatar. It brought joy to children during this year’s Garangao, by distributing special goody bags, and invited its guests to be part of the rich cultural heritage that comes with the day.

• **Go Green: Carpooling**
  As a driver of sustainability, our hotel staff and management constantly carpool to work, showing their passion and dedication to sustainability. This has become an on-going practice, and our entire team is encouraged to carpool to work, proving that we are living green.
• **Qatar CSR Award for Hospitality Sector**  
Mövenpick Hotel West Bay Doha’s efforts were recognized by the governing body of the Qatar CSR Award, wherein the hotel was awarded the CSR Award for the Hospitality Sector in Qatar.

• **Qatar Green Building Council**  
Our continued partnership with the Qatar Green Building Council (QGBC) is proof of our commitment to green efforts and sustainability in Qatar. The hotel and our general manager, Ghada Sadek, were recognised as the QGBC’s sustainability partner at the QGBC Exhibition that was held in April. Moreover, all events and press conferences held by the QGBC were hosted by the hotel. Recently, the hotel participated in a special case study created by QGBC, where the hotel was named as a truly sustainable hotel in Qatar.

• **Diabetes Reverse Walk**  
The hotel was one of the main partners and sponsors of the first ever Qatar Reverse Walk in support of diabetes, which spread awareness for the Qatar Diabetes Center.
• **Removal of Hammour**
  The hotel is proud to announce that it is the first and only hotel in Qatar to remove the specific type of fish, Hammour, from all its hotel menus, as it is an endangered species. As a driver of sustainability, this decision has been made to ensure that the hotel operates responsibly, and promotes awareness on the matter.

![Image of fish](image1)

• **Light it Blue for Autism**
  The hotel supports Autism and participated in Light It Blue, the world wide initiative that spreads awareness about autism. The hotel turned on its façade lights in the blue colour in support of that day.

![Light it Blue](image2)

• **Educational Projects: Year-long**
  The hotel’s HR team and Heads of Department regularly host students at the hotel for talks, workshops, seminars. University students also have the chance to train at the hotel, should they show interest in the hospitality sector, in order to prepare them for jobs after graduation.

![Educational Projects](image3)
• **Social, Sports and Welfare Committee**
The hotel’s internal Social, Sports and Welfare Committee organized a fun and healthy activity ‘Jog and Run at Corniche’, encouraging employees to have a healthy lifestyle through physical activities and healthy eating. The activity ended with a healthy breakfast.

- [Image of employees jogging and running]

• **Shafallah Centre for the Disabled Graduation**
Mövenpick Hotel West Bay Doha hosted the graduation ceremony for the Shafallah Centre for the Disabled. In addition to the ceremony, the hotel also prepared a lunch buffet for the event.

- [Image of catering setup and graduates]

• **Global Wellness Day**
As a healthy and sustainable hotel, Mövenpick Hotel West Bay Doha celebrated Global Wellness Day, where guests enjoyed yoga, swimming and mini facials and more. This will become an annual event at the hotel.

- [Image of yoga class and guests]

• **The Middle East Hotel Awards**
The hotel has been named a finalist in the 2016 Middle East Hotel Awards, for the Best Community Engagement category. “We are happy to be recognized for the work that we do
in CSR, and hope that next year we come out as winners,” commented Ghada Sadek, General Manager

**‘A Kilo of Kindness’ Charity Drive**
Mövenpick Hotel West Bay Doha welcomed the Holy Month of Ramadan by launching a month-long campaign to support the local community. The hotel invited guests to donate unperishable and dry food for those in need. The hotel was able to collect more than 500 kilos of food donations and donated them to Qatar Charity.

**AFIF Charity Foundation**
The hotel was recognized by AFIF Charity Foundation for its community outreach programs.
• **Gold Green Globe**
Mövenpick Hotel West Bay Doha is proud to receive the Gold certification and plaque from Green Globe. This prestigious status is awarded to members that have been certified for five consecutive years, by meeting all requisite criteria, standards and audits with success. The recertification is part of the hotel and the company's global commitment to uphold the pillars of its Shine programme: social, environment and employer. In its efforts to develop responsible operations and spreading awareness about green living, the hotel has adopted the best environmental practices as recognised worldwide in the tourism industry.

![Gold Green Globe Certificate and Plaque](image)

• **Qatar Sports Day**
The hotel supports the yearly Qatar Sports Day with activities such as table tennis, darts and chess; enhancing the camaraderie and sportsmanship of the employees.

![Qatar Sports Day](image)

• **Earth Hour**
The hotel celebrated Earth Hour with 60 minutes of darkness and a special celebration of ‘Live Green’ at the hotel lobby area. To celebrate this momentous occasion, the Gold Green Globe certified hotel turned off all unnecessary lights and lit candles to conserve
energy as a part of the annual global initiative to reduce greenhouse emissions across the planet. Guests were encouraged to join the celebration and enjoy snacks and refreshing beverages, as well as light candles.

- **No Paper Day**
  Qatar Green Building Council honoured Mövenpick Hotel West Bay Doha for the fourth year with a certificate of appreciation for our valuable participation in the 2017 No Paper Day Campaign.

- **Recycling Week**
  Mövenpick Hotel West Bay Doha continuously incorporate its sustainability commitment through activities such as ‘Recycling Week’; encouraging employees to reduce, reuse and recycle materials. The collected materials were given to Qatar Green Building Council which they will send to their recycling factory.
• **Breast Cancer Awareness Month**
  Mövenpick Hotel West Bay Doha invited its guest to ‘Think Pink’ during the Breast Cancer Awareness Month in October. Our pastry team created delicious pink ribbon treats for our daily Chocolate Hour, which were specially served at the Lime Tree Lobby Lounge for guests to enjoy, to help spread the message about Breast Cancer Awareness month.

• **Blood Donation Drive**
  As part of its continuing efforts to give back to the community, Mövenpick Hotel West Bay Doha, in cooperation with Hamad Medical Centre and Regency Group Holding, participated in the blood donation drive. The blood donation drive aimed to spread awareness amongst hotel employees on the benefits of donating and encourage them to support their community. Moreover, donating blood effectively serves the needs of the local community and truly saves lives.
Qatar Sustainability Awards
Mövenpick Hotel West Bay Doha’s efforts and commitment to sustainable business practices has been recognized by Qatar Green Building Council; the hotel recently received the ‘Green Hotel Award’ in the 2017 Qatar Sustainability Awards.

4.1 Shine Programme
The global sustainability programme of Mövenpick Hotels & Resorts is Shine, which focuses on supporting education initiatives. Through Shine, Mövenpick aims to give back and contribute to the prosperity of each destination where the hotel company operates. Shine’s practices are grouped around three key pillars – Environment, Employer and Social Sustainability, with Education forming the common thread as a key focus. All of the events and programs at Mövenpick Hotel West Bay Doha are created and crafted around the Shine programme.

5.0 Environmental Sustainability Procedures
By nature, the hospitality industry is a large consumer of resources. Mövenpick Hotel West Bay Doha aims to reduce and optimise its consumption through the use of basic measures, such as using energy-efficient lighting, reducing the use of water and implementing better management of waste and chemical use. This is done throughout two levels:

A. Management level
B. Employee level

A. Management Level

• Train and educate all of its employees to develop awareness and understanding of key environmental issues, and share best practices throughout the company based on the globally recognised "Four System Conditions" framework (introduced by The Natural Step). This framework provides guidelines to companies and individuals on how to live in a sustainable way without damaging nature and life-supporting natural structures and functions.
• Apply environment awareness to its purchasing practices. The focus is to reduce the company’s carbon emissions by favouring local suppliers, requiring minimum transportation. In parallel, Mövenpick Hotels & Resorts will combine waste management and purchasing practices, by selecting suppliers who offer reduced packaging options.
• Measure, target and monitor progress as part of quarterly reporting at a hotel level.
• Reduce and monitor energy consumption by implementing technological changes and behavioural improvements amongst users.
• Contribute to water efficiency and conservation throughout the hotel.
• Turn waste materials into a valuable resource through efficient and improved waste management.
• Protect biodiversity by establishing and adapting practices to protect endangered species and sea life.
• Introduce a system for sustainable construction practices for all new buildings and refurbishment projects.
• Minimise emissions, effluents and harmful wastes by adopting measures to minimise gas, pollutant sprays and unpleasant noise.

B. Employee Level
Mövenpick Hotel West Bay Doha employees approximately 243 employees, 13 of which are part of the management.
• Encourage employees to participate in Green Team activities and programmes.
• Encourage employees to actively participate in waste segregation and management throughout the hotel.
• Participate in events, fundraising drives and CSR campaigns that support the community, to raise money and awareness.
• Inspire employees to adopt a green and environment-friendly living practices at home.
• Encourage all employees to continue educating themselves on the positive impacts of sustainability.

6.0 Plans and Actions towards Sustainability
• Training is consistently delivered to all employees, under the heading ‘Sustainability Orientation’.
• Green Board and Employee Digital Signage at hotel back areas are continuously updated with hotel sustainability goals, KPIs and tips for green living.
• Purchasing policy is updated and includes commitment towards sustainable and eco-friendly suppliers.
• All reduction goals are communicated to all team members.
• Reports are in place to ensure that correct recording and communication are in place.
• Consistent actions are communicated through the energy management plan, which includes the replacement of high-efficiency energy star devices.
• Waste reduction goals and waste management plan are communicated to all team members and actively monitored by the team.
• Through our water management plan, water reduction goals are set and monitored daily.
• By working with a local and reliable waste recycling partner, we ensure that our wastes are recycled and reused in the best way possible.
• The list of endangered species in Qatar is communicated to all decision-makers involved in food production, purchasing and selling, and is continuously updated to include any new information.
• All refurbishment projects and property enhancements are created using green and sustainable building best practices, including the replacement of non-Energy Star equipment and lighting and fixtures.
• By increasing awareness on energy conservation and, as well as consistent monitoring of emissions, the negative impact of emissions is reduced.
7.0 Pollution Management Plan
As part of Mövenpick Hotels & Resorts, Mövenpick Hotel West Bay Doha aims at reducing pollution and managing wastes in the most optimum manner, through a detailed and comprehensive Pollution Management Plan, for the successful long-term existence of the company.

The hotel ensures that all departments analyse their activities and a related level of pollution is controlled and monitored. In order to achieve this, our three objectives are:

1. To minimise environment pollution by reducing the consumption of energy and water;
2. To set procedures and methods in place in order to control effluents in treatment systems; and
3. To reduce waste by effective waste management activities and programmes.

7.1 Departmental Actions:

Engineering Department:

a. Improvement of Energy Savings & Sustainable actions
   • Energy Performance 2016 vs 2015

<table>
<thead>
<tr>
<th>3. OptiTrend 2016 Energy Analysis Overview</th>
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<tbody>
<tr>
<td><strong>Unit</strong></td>
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<tr>
<td>-----------</td>
</tr>
<tr>
<td>Total Energy Consumption [kWh]</td>
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<tr>
<td>Total Energy Cost [USD]</td>
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<tr>
<td>Energy Use Intensity [kWh/pe*year]</td>
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</table>

Comments:
- Previous year’s genuine performance was: -1.11%.
- Genuine Performance this year: -7.46%.
- Genuine Savings this year: The property saved by USD 24,753 which is equivalent to 1,030,779 kWh.
- Other: The performance of the property in the year 2015 compared to 2014 resulted in overall cumulative savings of 1,184,613.98 kWh.
- Energy Use Intensity: The energy use intensity decreased by 8.07% in the year.
- Comparison of Daily Electricity Consumption Month of August against year’s 2014/2015/2016 & 2017 (Peak Summer)/ With our positive efforts we were able to save the energy past few years.

- Comparison of electricity and water consumption for the years 2017, 2016, and 2015.

### Utility Meter Reading & Energy Performance 2015, 2016, & 2017

<table>
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<th>Year</th>
<th>Meter 1 (187255)</th>
<th>Meter 2 (187254)</th>
<th>Meter 3 (187252)</th>
<th>Meter 4 (187253)</th>
<th>Meter 5 (187251)</th>
<th>Meter 6 (187250)</th>
<th>Water</th>
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<td></td>
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<tr>
<td>January 01 2017</td>
<td>7,614,980</td>
<td>8,900,317</td>
<td>3,308,317</td>
<td>7,560,223</td>
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<td>3,966,934</td>
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<td><strong>1,505,401</strong></td>
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<td>January 01 2016</td>
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<td>September 30 2016</td>
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<td>3,085,546</td>
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<td><strong>707,937</strong></td>
<td><strong>2,651,784</strong></td>
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### Energy Performance

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<tr>
<td>Electricity (kWh)</td>
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<td>Water (m³)</td>
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</tr>
<tr>
<td>Energy ref. area (m²)</td>
<td>39,520</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Energy Performance (kwh/m²)</td>
<td>205</td>
<td>216</td>
<td>235</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
New initiatives, improvements and activities for Energy and Sustainability Programs for 2017

b. Energy Saving’s best practices Implemented
   • Projects related to the Optimization of Energy
     All the guestrooms and public areas had been covered with the PHILIPS LEDs. Total project cost was QAR 308,000 and was completed last 31 July 2017.
   • Indoor Environmental Quality
     Cleaning and fumigation of complete Ventilation System and Air-quality Test:
     - LPO has been released on 9 January 2017 and work has started on 29 February 2017. Cleaning had been completed last 12 August 2017.
     - Waiting for the Calibration Certificate of air-quality testing equipment to continue the Air-Quality Test.
     - Introducing of new Activated Carbon Filters for fresh air system is in progress.
     - Total project cost – QAR 283,000/= 
   • Installation of Waster Saving Aerators
     - Installation of 5.5l/min water aerators in vanity counter wash basin in following areas, water saving aerators had been installed in all the rooms and public areas
       - Wash basing : 6.0 lpm (Recommended by Green Globe -6.6lpm)
       - Hand spray (Bidet) : 4.0 lpm (Recommended by Green Globe -6.6lpm)
       - Hand shower : 9.5 lpm (Recommended by Green Globe -9.5lpm)
       - Kitchen faucets : 7.5 lpm (Recommended by Green Globe -8.3lpm)
- Electronic sensor taps: All public & staff wash rooms
- Dual flush toilet: 6/3 Liters per flush

- Waste Oil Collection agreement has been signed with Green Brokerage for Oil W.L.L (GBO). GBO is recycled cooking oil for biofuel production according to the Directive 2009/28/EC1 under ISCC EU.
  - ISCC (International Sustainability and Carbon certification)
  - ISCC Annual Audit report by SCS sustainability global services USA

- Signed contract with Elite Paper Recycling Co. to recycle all the papers and cartons.

- Waste Management & Recycling Program
  - Engaged with Averda Environmental Services (Qatar) to run the waste management & recycling program.
• Swimming Pool Water Treatment System

Swimming pool is covered with 100% Chlorine Free Technology System (Natural Oxygen Purification and High Frequency Ionization- E Clear Technologies).

• Implementation of Energy Management Project with Quimera Energy Efficiency Company

IT Department
a. Symphony II implementation
A cloud based Point of Sales system that saves maintenance with cloud technology and makes compliant with printing of Arabic and English invoices for guest. Project had been completed last 21 September 2017.

b. Opera Cloud
Cloud based Property Management System (PMS), that simplifies IT infrastructure, centralize and secure data. Completed last 24 April 2017.

c. Transferred TV channels to Ooredoo
This has removed our TV head (Server, satellite disc and switches) which saves us maintenance and hardware. Completed last 15 June 2016.

d. Cloud back implementation
Cloud based backup systems which replace tape backup system. Completed last 28 July 2016.

e. Skype and OneDrive for business implementation
Skype has reduced cost for overseas calls and OneDrive is a cloud based storage for all employees. Completed last 30th March 2017.

f. Virtualization
Creation of Virtual Machines rather than using physical servers which will save cost of hardware, electricity and heat management from the server room – on going.

g. Less paper registration card and billing has been budgeted for 2018.

All above leads to the removal of servers, routers and switches in control room and it will support to reduce the electricity and thermal load on the air-conditioning system.

**Housekeeping Department**

a. All guest amenities are Eco-M brand.

![Certificate of Conformity](image1)

b. Segregates plastic water bottles.

c. Two rooms (Room 404 and 416) were converted to Green Rooms and all amenities are eco-friendly.

d. Minimizing of chemical usage
   
   Comparison of Chemical/ Cleaning Supply - 2016 = QR 37,574 vs 2015= QR 54, 404.73

e. Best practices
f. Discarded linen reused for cleaning room purposes.
g. Material Safety Data Sheet (MSDS) and first aid kits had been provided in laundry (beside the machine).

h. Telephone directory replacement
   Telephone directories were provided every floor and giving/placing upon guest request only.
i. First aid kit and Personal Protective Equipment (PPE) had been provided in chemical room.

j. Minimize the chemical contamination of water using methods in chemical room.
Front Office and Concierge Department
a. Requested Festival City to provide shuttle bus from and to hotel with specific timings thus guests would opt to go for shuttle bus instead of separate cars.

b. Placed iPad on desk which is used to show direction on the map and stopped issuing printed maps that resulted to significant decrease of paper and ink usage.
c. Utilized one truck instead of two for two different outside catering functions. Increased effectiveness of coordination and communication with kitchen and banquet team.

d. Updated information about Green restaurants.
e. Efficient guest transportation improvements, less pick-up and drop-off and offering guests to ride shuttle bus instead of private cars.
f. Paper saving programs, stopped printing any backups and saving them on the computer as a soft copy instead.
g. Less paper usage for check-in/out. Signage placed at the reception desk and started to send invoices via e-mail.
h. Printing practices to save paper. All print-out are done on used papers, re-using key card holder, and stopped printing passports.
i. Implemented new box to collect the key back from guests and to be re-used. Educating guests about Green Globe by sending letter for scheduled days of cleaning rooms and changing linen.
Health Club Department
a. Collecting plastic bags from towel laundry delivery and reusing it as in the stores and manager’s office instead of using new plastic bags. Thus, reducing the usage of plastic.

b. Using water dispensers to avoid offering plastic bottles. Three water dispensers with recyclable paper cups are located in the men’s spa, ladies’ spa and gym.

c. Damaged towels are reused as cleaning material.

d. Since October 2016, Health Club is using a Spa software wherein all client bookings and staff schedules will be done through the system. Thus, no more paper printing is required.

Food & Beverage Department
a. Received the 2017 World Luxury Restaurant Awards for ForKnife restaurant.
b. Replaced hammour fish with Nile Perch.

c. Practicing garbage segregation – food, plastic, paper and cans

d. Water and juice glasses for both banquet and breakfast buffet have been replaced with smaller glasses from 225ML to 94ML per glass, which helped reduce water and juice consumption. Currently using water jars to prevent use of plastic water bottles.
e. Replaced all table flowers at the restaurant with green plants. Started using fake plants for coffee break set-up and at Lime Tree Lobby Lounge display which can be reused endlessly.

f. Chair covers are not sent to the laundry after each function unless it is required.
g. Leftover food from coffee breaks goes down to the cafeteria rather than trashing it.

Purchasing Department
Purchasing Policy and Anti-Bribery Policy is in place and being implemented.

Commitment to Sustainability in Purchasing:
- To maintain a list of suppliers who are Eco-friendly or have similar certificates.
- Encourage purchasing quality products and services at competitive prices while ensuring they follow best environmental and social practice over the entire life-cycle of the product or service.
- Support the locally manufactured products, and local handicrafts.
- Support the fair trade certified products, food items anti-biotic free.
- Purchasing bio-based and biodegradable products.
- Minimise packaging materials and applying take back policy if possible.
- Deliveries using fuel efficient transportation.
- Hotel does not procure or display products of endangered species/items stemming from unsustainable practice nor is it consumed in the hotel.

HR and Training Department
- Continued Partnership with Stenden University
  To further continue commitment to education and supporting educational institutions, the hotel hosted two students to complete their management studies and their ten months internship programme.
b. Training
The new vision of Mövenpick Hotels & Resorts was launched and communicated through posters and gatherings. The vision was changed into ‘we make moments’ wherein a launching event in the hotel, participated by the General Manager, was held to create awareness for the employees and to let them start embracing the change. Training materials are shared in general drive for easy access to employees to go back and check the information that has been communicated.

Employees who has access to computers were all required to complete the IT Security Awareness training, in partnership with Trustwave, to enhance the cyber security knowledge of the employees as well as to avoid the widespread threat and risk of electronic fraud and disruption to both hotel system and the customer data.

c. Continued Partnership with Right4Children
The hotel continuously supports the Right4Children, where the underprivileged or less fortunate students are given opportunities to develop. Last year, the hotel hired and employed five students from the organization and one of them was recognized as Employee of the Month.

d. Employee Engagement Survey
In partnership with Customer Survey Technologies (CST) International, the Employee Engagement Survey was conducted to know the employee feedback to Mövenpick Hotel West Bay Doha as an employer. This is an important tool to listen to the employees and acknowledge their feedback and opinion. The number of respondents on this survey increased to 201 employees, comparably higher than the previous year which was only 163. Key figures are shown below:
- Score for Overall Satisfaction: 86
- Net Promoter Score (NPS): 57
- Response/ Participation Percentage: 93%

e. Employee Recognition
HR department spear head various programmes and platforms to recognise and showcase the achievement and hardwork of employees who goes extra mile and help achieve the vision of ‘we make moments’. An employee who gets recognised by guests in the hotel satisfaction survey receives a personalised appreciation letter from the General Manager and HR Manager with a cash incentive.

HR department also recognises special performers on a monthly basis as Employee of the Month and the awards and certificates are presented during the employee gathering. Each month, two employees of the months are selected one from Front of the House and one from the Back of the House operations. From the entire lot of employee of the months, one employee of the year gets selected through a voting process which involves the
management and all the employee of the month winners. The Employee of the Year is awarded to attend the special Employee of The Year program on Switzerland which is organized by the corporate office; hosting all the employee of the year's from 88 different hotels of the company.

8.0 Targets and Goals (Key Performance Indicators)

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Target/KPOs</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Sustainability Plan</strong></td>
<td>5% Increase on improvement Green Globe V1.7 Score per year</td>
<td>81%</td>
<td>83%</td>
<td>85%</td>
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<td>Minimize the land filed by 2% with the support of reductions of waste</td>
<td>2 % reduction in Landfill per year</td>
<td>2 % reduction in Landfill per year</td>
<td>2 % reduction in Landfill per year</td>
</tr>
<tr>
<td></td>
<td>Increase the waste diversion ratio by 2%</td>
<td>2% increase of waste diversion ratio</td>
<td>2% increase of waste diversion ratio</td>
<td>2% increase of waste diversion ratio</td>
</tr>
<tr>
<td><strong>Energy Targets</strong></td>
<td>Minimize the Water Consumption</td>
<td>Total Consumption YTD - 43,240 m³</td>
<td>Saving 1.0% against 2016 YTD</td>
<td>Saving 1.5% against 2016 YTD</td>
</tr>
<tr>
<td></td>
<td>Saving of energy (Electricity)</td>
<td>Total Consumption YTD - 10,850,569kWh</td>
<td>Saving 2.00% against 2016 YTD</td>
<td>Saving 3.00% against 2016 YTD</td>
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<tr>
<td></td>
<td>Minimize the Electricity Consumption per guest night (kWh/guest night)</td>
<td>Total Consumption YTD - 235,353Ltrs</td>
<td>Saving 1.0% against 2016 YTD</td>
<td>Saving 1.5% against 2016 YTD</td>
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<tr>
<td></td>
<td>Minimize the Fuel (heating) Consumption per Sqm. (kWh/m²/year)</td>
<td>615.98 (kWh/m²*year)</td>
<td>508.00-600.00 (kWh/m²*year)</td>
<td>&lt; 580.00 (kWh/m²*year)</td>
</tr>
</tbody>
</table>

9.0 Landscaping
- Landscaping is done using drought-resistant and native plants.
- Plants with similar water requirements are grouped together on the same irrigation line.
- The property is landscaped with trees and plants that tolerate the climate, soil and water availability of Qatar.
- Sidewalks, drives and parking lots are swept, rather than watered.
- Organic fertilisers and soil amendments are used when possible.
- Fertilisers are applied once a month and/or as per required.
- For outdoor plants and landscapes, we use Urea and NPK (granular fertiliser/nutrients).
10.0 Our Sustainability Partners

- Qatar Green Building Council (QGBC) is a non-profit, membership-driven organisation providing leadership and encouraging collaboration in conducting environmentally sustainable practices for green building design and development in Qatar. QGBC also aims to support the overall health and sustainability of the environment, the people, and economic security in Qatar for generations to come.

- The Shafallah is a centre of excellence that provides comprehensive services and care to individuals with intellectual disabilities and autism spectrum disorders, their families, and the community. We nurture the acquisition and application of unique skills and talents through the commitment of a dedicated team of professionals.

- Right4Children (R4C) is an NGO based in Pokhara, Nepal, that gives children and young people the opportunity to have the life they want to live. R4C supplies the tools needed to make the change they are looking for.

- Having been established in the UAE since 1980, Farnek Services LLC/Farnek Middle East LLC is part of the Zurich-based Priora Group, an international full service property management company. Farnek is also a leader in sustainability and member of the US Green Building Council. It has associations with international organisations such as Green Globe.
11.0 Environmental Sustainability Committee
Ms. Ghada Sadek: General Manager
Mr. Ruwan Upajeewa: Chief Engineer
Mr. Kuruvila Manipadam: Personnel and L&D Manager
Mr. Shankar Ram: Financial Controller
Mr. Ronaldo Parlan: IT Director
Mr. Roni Zarour: Front Office Manager
Mr. Ameer Al Ali: Executive Chef
Mr. Bassel Baath: Assistant F&B Manager
Mr. Nitin Pandere: Executive Housekeeper
Ms. Nermine Kharma: Senior Meeting & Events Manager
Mr. Suresh Nair: Purchasing Manager
Ms. Fatima Elhaniephkir: Hygiene Officer
Ms. Aprille Balbin: Senior PR & Marcom Executive
Ms. Marian Fernando: Learning and Development Coordinator

February 7, 2018

Ghada Sadek
General Manager