Mövenpick Hotel West Bay Doha
Sustainability Management Plan
2016/2017
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, Employees 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 in 2013. Since 2009, international visits to Qatar have increased by 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. Recently, the 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, in 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.

![Hotel Interior](image1)

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 26 Wellness Centre 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-sized 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 Wi-Fi 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
• State-of-the-art gym and fitness centre
• 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
• A Lebanese speciality restaurant, lobby lounge, and 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 profit for the hotel against the set budget
• To continue positioning 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 “Natural Enjoyment”
• 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:

• Guest Responses:
  Guests provide feedback through VEOS, TrustYou, TripAdvisor, Booking.com and many other channels that allow the hotel to focus on areas that need attention. The feedback gives an indication of where the hotel needs to improve and recognise the hard work and efforts of hotel employees.

• Quality Audit:
  A third-party inspection is performed twice a year by Hotel IQ to evaluate the level of quality that guests experience in the hotel. This includes all areas of the hotel, including 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 standards.

• 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.
Government 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. For 2016, the hotel has been awarded the following accolades:
- Best City Hotel in Qatar – 2016 Haute Grandeur Awards
- Luxury City Hotel – 2016 World Luxury Hotel Awards
- Qatar’s Leading City Hotel – World Travel Awards
- Luxury International Restaurant for ForKnife restaurant – 2016 World Luxury Restaurant Awards
- Favourite Qatar Café – 2016 Fact Dining Doha Awards
- Best Community Engagement (finalist) – 2016 Middle East Hotel Awards

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. The hotel follows strict laws, regulations, policies and procedures that are set to conserve and protect the environment, whilst creating a workplace that avoids injuries and brings out the best in its employees. 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 training courses are conducted for the hotel emergency evacuation team.
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 and spreading awareness on living green. The property is a driver of sustainability and 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 “Art from Trash” and “No Paper Day”, as well as hosting the council’s events at the hotel. The employees of the hotel are also living green. Led by the property’s Green Team, the hotel organises numerous green activities annually, including Earth Hour, Beach Clean-Ups and Tree Planting projects.

B. Employee Sustainability
Employee 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. The hotel’s key employee 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 workplace;
• 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 workforce.

Mövenpick Hotel West Bay Doha currently employs two full-time employees from the Shafallah Centre for Children with Special Needs. Also, the hotel 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 different departments in order to improve their English skills, services 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. The hotel’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 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, Employee and Sustainability.

ACTIVITY HIGHLIGHTS OF 2016

Qatar CSR Award for the Hospitality Sector:
January 2016
Mövenpick Hotel West Bay Doha’s efforts were recognised 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:
Year Long
Our continued partnership with the Qatar Green Building Council is proof of our commitment to green efforts and sustainability in Qatar. The hotel and general manager, Ghada Sadek, were recognised as the Qatar Green Building Council’s sustainability partner and Sustainability Pioneer at the QGBC Exhibition. Moreover, all events and press conferences held by the QGBC are hosted by the hotel.
Shafallah Centre for Children with Special Needs – Training Students:
Yearlong
Mövenpick Hotel West Bay Doha trains students from the Shafallah Centre in the basic skills and functions of housekeeping and food and beverages. During the two-month training programme conducted at the property, students learn the importance of teamwork and time management, whilst nurturing self-confidence. The hotel aims to continue its collaboration with the centre, and bring in more trainees on a regular basis.

Right4Children:
Yearlong
Mövenpick Hotel West Bay Doha teams up with Right4Children, an organisation that helps disadvantaged youth and provides them the opportunity to train and work in the hospitality industry. They undergo basic training in different departments in order to improve their English skills, services 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.
Go Green – Carpooling: Yearlong
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.

Educational Projects: Yearlong
Our HR team and department heads regularly host students at the hotel for talks, workshops and 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.

Removal of Hammour: March
Mövenpick Hotel West Bay Doha 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.
Shafallah Centre for Children with Special Needs – Graduation: March
Mövenpick Hotel West Bay Doha hosted the graduation ceremony for the Shafallah Centre. In addition to the ceremony, the hotel also prepared a lunch buffet for the event. It is worth noting that the hotel has employed two full-time employees at the hotel over the past two years.

Diabetes Reverse Walk: March 2016
Mövenpick Hotel West Bay Doha was one of the main partners and sponsors of the first ever Qatar Diabetes Reverse Walk to raise awareness for the Qatar Diabetes Centre and in support of diabetes patients.

Earth Hour: March
The hotel celebrated Earth Hour with 60 minutes of darkness and a special celebration of “Live Green” at the Lime Tree Lobby Lounge on the ground floor.
Light It Up Blue for Autism:
April
Mövenpick Hotel West Bay Doha supports autism and participated in Light It Blue, the worldwide initiative that spreads awareness about autism. The hotel installed and turned on blue facade lights in support of that day.

No Paper Day:
April
Qatar Green Building Council honoured Mövenpick Hotel West Bay Doha for the third year with a certificate of appreciation for the hotel’s valuable participation in the 2016 No Paper Day Campaign.

The Middle East Hotel Awards:
June
Mövenpick Hotel West Bay Doha was recently named as finalist in the Middle East Hotel Awards, for the Best Community Engagement category.
“A Kilo of Kindness” Ramadan Charity Drive:
June
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 people in need. The hotel was able to collect more than 500 kilos of food donations and handed them over to Qatar Charity.

Garangao Ramadan Celebration:
June 2016
For the third consecutive year, the hotel celebrated and spread awareness on the traditions of Qatar and brought joy to children during this year’s Garangao, by distributing special goody bags. Hotel guests were invited to be part of the rich cultural heritage that comes with the day.

Global Wellness Day
June 2016:
As a healthy and sustainable hotel, Mövenpick Hotel West Bay Doha celebrated Global Wellness Day on Saturday, 11 June 2016 at Bay View 26 Wellness Centre, where guests enjoyed yoga, swimming, mini facials and more. This will become an annual event at the hotel.
Charity Donation:
September 2016:
Mövenpick Hotel West Bay Doha partnered with a local charity and donated old uniforms, linen and other materials from the hotel that were used by the charity foundation to support those who need it.

Diabetes Cooking Class:
November 2016
Mövenpick Hotel West Bay Doha organised a cooking class for the local community in support of World Diabetes Day and showcased a number of recipes that can be used to eat better and healthier.

4.1 Shine Programme
Shine is the global sustainability programme of Mövenpick Hotels & Resorts, which focuses on supporting educational 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, Employee and Social Sustainability, with Education forming the common thread as a key focus. All of the events and programmes 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 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 a quarterly reporting at the 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 safeguard endangered species and sea life.
- Introduce a system for sustainable construction practices for all new building 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 employs 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, as well as to raise money and awareness.
- Inspire employees to adopt “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”.
- The 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 communications 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 the hotel's 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 following the best green and sustainable building practices, including the replacement of non-Energy Star equipment and lighting and fixtures.
• By increasing awareness on energy conservation and consistently monitoring 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 to reduce pollution and manage wastes in the most optimal manner, through a detailed and comprehensive Pollution Management Plan, for the successful long-term existence of the company.

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

1. To minimise environmental 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 implementing effective waste management activities and programmes.
7.1 Departmental Actions:

**Engineering Department:**
- Monitor, record and communicate energy and water consumption levels, on a daily basis.
- Upgrade capacitor bank to improve power factor, thereby reducing electrical energy consumption.
- Install Variable Frequency Drive (VFD)-controlled CFC-free chillers.
- Install efficient Chiller Management Systems to reduce energy usage.
- Consistently upgrade the entire Building Management System to ensure operational efficiency.
- Replace LCD TV sets with Energy Star LED TV sets.
- Replace all picture lights with LEDs.
- Replace 25W G9 incandescent mirror lamps with 2.5W LEDs.
- Use only non-VOC paints, which release low levels of toxic emission into the air for years after application.
- Renovate and refurbish projects to ensure sustainable responsible operations and practices.
- Fit all water taps with flow regulators to control water usage.
- Install water-saving aerators to further reduce water consumption.
- Fit all bathrooms with low-flow shower heads.

**Housekeeping and Stewarding Departments:**
- Segregate wastes and rubbish at the point of collection, to support the hotel recycling programme.
- Use eco-certified chemicals to reduce pollution and minimise exposure to chemicals.
- Follow safe practices and correct procedures when disposing hazardous wastes.
- Frequently monitor, record and communicate chemical usage.
- Dilute chemicals, as per the Material Safety Data Sheet (MSDS) before draining for disposal.
- Train staff to correctly mix and dilute chemicals, to ensure safety and reduce wastage.
- Make sure the towel and linen re-use programme is available in all guest rooms, since this positively impacts the environment.
- Close blinds in non-occupied guest rooms during peak summer times to save energy consumption.

**Food & Beverage and Kitchen Departments:**
- Segregate wet rubbish at the point of collection, to support the hotel recycling programme.
- Follow best practices to lower waste levels, as kitchen staff members are all HACCP certified.
- Collect and recycle used cooking oil.
- Do not sell plastic bottles within hotel premises.
- Serve plastic straws only upon request.
- Make sure half portions of dishes are available in our menus.
- Make it an option for guests to choose whether to have linen on their table or not, as well as observe minimal linen change in the meeting rooms.
• Make Green Meeting packages available to guests, which help in saving energy and reduce wastage.
• Provide recycle bins in all meeting rooms, so that guests can participate in the hotel’s recycling programme.
• Use potted plants and reusable decoration materials to reduce wastes.

**Purchasing Department:**
• Prefer local suppliers to reduce pollution due to transportation, as much as possible.
• Prefer eco-certified and biodegradable materials in items procured for hotel usage.
• Source and purchase recyclable trash liners for use in hotel operations.
• Prefer suppliers who will take back reusable packaging and shipping containers.
• Collect and recycle all carton boxes used in the hotel.
• Collect and refill all used printer cartridges, and return to the supplier at a reduced price.

**Training and Communications Departments:**
• Train all employees on waste segregation and support recycling programmes in the hotel.
• Set a sustainability orientation programme in place, to make employees aware of the dangerous effects of pollution, globally.
• Coordinate and implement sustainable activities in the hotel by involving as many employees as possible.
• Communicate to guests and employees about the pollution control and sustainability initiatives taken by the hotel.

**All Staff and Management**
• Reuse paper, and make sure double-side printing is followed in all computer printers, as a default setting.
• Implement the auto shutdown policy for all administration computers at a set time.
• Follow the best energy and water-saving practices and tips, both at work and at home.
• Follow appropriate measures to evaluate and minimise environment pollution of air and water, using carbon footprint offsetting tools, if and when applicable.
8.0 Targets and Goals (Key Performance Indicators)


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<th>Target/KPOs</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
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<tr>
<td>Sustainability Plan</td>
<td>5% increase on improvement Green Globe V1.7 Score per year</td>
<td>75%</td>
<td>78.75 (79%)</td>
<td>82.5 (83%)</td>
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<td></td>
<td>Minimise the landfill by 2% through the reduction of wastes</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>
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<td></td>
<td>Increase the waste diversion ratio by 2%</td>
<td>2% increase in waste diversion ratio</td>
<td>2% increase in waste diversion ratio</td>
<td>2% increase in waste diversion ratio</td>
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<td></td>
<td>Minimise water consumption per</td>
<td>372.74</td>
<td>325.00-350.00</td>
<td>&lt;325.00 l/guest</td>
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## Energy Targets

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<th></th>
<th>guest night (l/guest night)</th>
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<tr>
<td>Minimise electricity consumption per sqm (kWh/sqm/year)</td>
<td>324.72 kWh/sqm/year</td>
<td>277.00-300.00 kWh/sqm/year</td>
<td>&lt;277.00 kWh/sqm/year</td>
<td></td>
</tr>
<tr>
<td>Minimise electricity consumption per guest night (kWh/guest night)</td>
<td>87.22 kWh/guest night</td>
<td>83.00-85.00 kWh/guest night</td>
<td>&lt;83.00 kWh/guest night</td>
<td></td>
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<tr>
<td>Minimise fuel (heating) consumption per sqm (kWh/sqm/year)</td>
<td>615.98 kWh/sqm/year</td>
<td>508.00-600.00 kWh/sqm/year</td>
<td>&lt;580.00 kWh/sqm/year</td>
<td></td>
</tr>
<tr>
<td>Minimise fuel consumption per cover (kWh/cover)</td>
<td>51.04 kWh/cover</td>
<td>35.00-50.00 kWh/cover</td>
<td>&lt;35.00 kWh/cover</td>
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## Waste Recycling Targets:

## Environmental Benefits – October 2016

As a result of Averda’s experience, expertise, and commitment to caring environment, we were able to deliver unparalleled result and inspired Movenpick Hotel West Bay Doha to recycle and contribute in saving our environment.

<table>
<thead>
<tr>
<th>Environmental Savings</th>
<th>January</th>
<th>February</th>
<th>March</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>August</th>
<th>September</th>
<th>October</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trees</td>
<td>4.0</td>
<td>3.0</td>
<td>4.0</td>
<td>2.0</td>
<td>0.4</td>
<td>0.0</td>
<td>2.4</td>
<td>1.6</td>
<td>1.4</td>
<td>5.9</td>
<td>24.7</td>
</tr>
<tr>
<td>Oil (US Gallons)</td>
<td>627.0</td>
<td>574.0</td>
<td>407.0</td>
<td>308.0</td>
<td>300.9</td>
<td>297.5</td>
<td>163.2</td>
<td>166.3</td>
<td>94.7</td>
<td>175.6</td>
<td>3114.2</td>
</tr>
<tr>
<td>Water (US Gallons)</td>
<td>1477.0</td>
<td>1330.0</td>
<td>1701.0</td>
<td>707.0</td>
<td>154.0</td>
<td>0.0</td>
<td>1022.0</td>
<td>672.0</td>
<td>602.0</td>
<td>2478.0</td>
<td>10143.0</td>
</tr>
<tr>
<td>Landfill Space (m³)</td>
<td>5.0</td>
<td>5.0</td>
<td>4.0</td>
<td>3.0</td>
<td>2.5</td>
<td>2.4</td>
<td>1.6</td>
<td>1.5</td>
<td>0.9</td>
<td>2.0</td>
<td>27.9</td>
</tr>
<tr>
<td>Energy (Kilo Watts Hours)</td>
<td>6181.0</td>
<td>5649.0</td>
<td>4370.0</td>
<td>3011.0</td>
<td>2709.3</td>
<td>2597.5</td>
<td>1916.4</td>
<td>1775.1</td>
<td>1116.6</td>
<td>2724.7</td>
<td>32070.6</td>
</tr>
<tr>
<td>Air Pollution (Lbs)</td>
<td>13.0</td>
<td>11.0</td>
<td>15.0</td>
<td>6.0</td>
<td>1.3</td>
<td>0.9</td>
<td>8.8</td>
<td>5.8</td>
<td>5.2</td>
<td>21.4</td>
<td>87.5</td>
</tr>
</tbody>
</table>
## 2015

### Environmental Savings against Waste Recycling

<table>
<thead>
<tr>
<th>Item</th>
<th>2015</th>
<th>2016</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trees</td>
<td>55</td>
<td>24.7</td>
<td>Able to minimize the wastage with the support of the reduction goals.</td>
</tr>
<tr>
<td>Oil (US Gallons)</td>
<td>10,433</td>
<td>3,114.20</td>
<td></td>
</tr>
<tr>
<td>Water (US Gallons)</td>
<td>24,360</td>
<td>10,143</td>
<td></td>
</tr>
<tr>
<td>Landfill Space (m$^3$)</td>
<td>95</td>
<td>27.9</td>
<td></td>
</tr>
<tr>
<td>Energy (kWh)</td>
<td>107,316</td>
<td>32,070</td>
<td></td>
</tr>
<tr>
<td>Air Pollution (Lbs.)</td>
<td>211</td>
<td>87.5</td>
<td></td>
</tr>
</tbody>
</table>
9.0 Landscaping

- Landscaping is done using native and drought-resistant 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, people and economic security in Qatar for generations to come.

The Shafallah Centre for Children with Special Needs is an institution 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 Committee:
Ms. Ghada Sadek – General Manager
Mr. Ruwan Upajeewa – Chief Engineer
Mr. Kuruvila Manipadam – Personnel and L&D Manager
Ms. Sara Assad – Marketing and Communications Manager
Mr. Roni Zarour – Front Office Manager
Mr. Ameer Al Ali – Executive Chef
Ms. Alina Andrei – Health Club Manager
Mr. Bassel Baath – Assistant F&B Manager
Mr. Suresh Nair – Purchasing Manager

November 2016
Ghada Sadek
General Manager