



<b>Title</b>	Green Globe – Sustainability Plan
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### Sustainability Management Plan 2017

As a part of Mövenpick Hotels & Resorts vision is to create natural enjoyment for all our partners around the world, we're aiming to promote and support environmentally responsible management, as part of its central idea, to reduce pollution and safeguard the long-term existence of its businesses.

Part of the fabric and values of MH&R 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 the fundamentals in guiding the company towards sustainable business practices.

In spring of 2010, MH&R introduced its company wide sustainability program to establish a common and global approach to sustainability, which addresses three focus areas: environmental, employer and social sustainability.

MH&R has thereby begun the long journey which will ultimately affect and benefit people and the planet.



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## **1.0 Analysis**

Tourism is one of the world's largest industries. In all regions in Saudi Arabia, Al Khobar considered the Pearl of the Arabian Gulf and the Bride of the Eastern Province. Al Khobar is distinguished for its thriving business centers, making it the most beautiful city on the Arabian Gulf.

When visiting Saudi Arabia, tourist can explore the beauty and diversity of its most fascinating places. This is the land of generosity and kindness, and we invite you to experience the country and its people through several amazing tourism trips that place Saudi Arabia right into your hands, travel to the desert, climb the mountains, catch fish, dive into the sea of beauty and surprises, experience the history and civilizations of different eras, taste the delicious cuisine, and enjoy the most beautiful folk dances and art.

“Sustainable tourism is tourism that is economically viable, but does not destroy the resources on which the future of tourism will depend, notably the physical environment and the social fabric of the host community.”

### **Green Globe Partnership**

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

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

Our aim at Mövenpick Hotel Al Khobar is to maintain 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](http://www.greenglobe.com).



## **2.0 Sustainability Criteria**

**A. Environmental** – The activity minimizes any damage to the environment, i.e., plants, animals, water, soil, energy use, contamination, etc. and benefits the environment through protection and conservation, and running a business in a way that does not destroy the natural resources – natural, cultural or economic – on which it depends.

**B. Social** – The activity does not harm and may revitalize the social structure or culture of the community where it is located.

**C. Employer** – Mövenpick Hotel Al Khobar hires talents with good personality; people with passion to grow in hospitality. We promote and actively embrace diversity, culture, generations, backgrounds and thoughts. Our growth offers many career opportunities to talents who live out our company values and core behaviors.

## **3.0 Policy**

It is the policy of Mövenpick Hotel Al Khobar to be an active participant, as far as the protection of the environment is concerned. We are acting with responsibility for the benefit, confidence and safety of our guests, hotel staff and neighboring community, and for the protection of nature and the environment.

### **Our General Environmental Objectives are:**

To satisfy guests and meet all their necessary demands regarding comfort, safety, health, hygiene and an intact environment;

- To comply with all local and national environmental legislations and regulations, and continuously improve the environmental management of the hotel, as well as to prevent ecological pollution caused directly or indirectly by the hotel or its stakeholders;
- To set objectives and targets according to the identified environmental impacts, and to implement and maintain an environmental management system to meet international standards.
- To constantly monitor environmental impact and advance the efforts and methods for improvements and quality assurance management;
- To save freshwater using an efficient management and consumption controls;
- To improve energy efficiency, conservation and management by regular controls, staff training and implementing modern and regenerative or other best available technologies, wherever reasonably possible and feasible;
- To reduce, reuse and recycle waste materials and avoid any hazardous substances, in order to minimize harming the environment;
- To reinforce our employee's ecological and social sensitivity, and ensure environmentally safe and sound working conditions with motivation, information and training;
- To take into account ecological and social aspects in our relationship with investors, suppliers and subcontractors, and strive for the most environmentally sound solutions;
- To cooperate with environment-friendly organizations, influence authorities and support special projects in the local region, in order to keep the economic, social, environmental and cultural situation intact, or improve existing conditions. It is the



policy of the hotel to operate in an environment-friendly manner, protecting resources, the environment and the cultural heritage in which they are located; and to ensure the implementation of WWF and wildlife species guidelines on protection of rare species.

**Our aim is to:**

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

## **4.0 Strategy & Tools**

### **A. Design and Structure**

Mövenpick Hotel Al Khobar is situated near Al Khobar Corniche, provides 143 comfortable guest rooms, all-day dining restaurant, indoor pool, fitness center and 10 well-appointed meeting venues.

Mövenpick Hotel Al Khobar has 121 spacious rooms and 42 luxurious suites, all of which are designed to create an unparalleled ambience of exclusivity and comfort. All rooms enjoy high-quality furnishings, satellite televisions, modern workstations, high-speed Wi-Fi, tea and coffee facilities, minibars, safes, two twin beds or a king-size bed and spacious marble bathrooms. Located at the heart of business hub of Al Khobar City and Main Shopping Mall, 45 minutes from King Fahd International Airport

101 deluxe rooms, ranging from 30 to 31 M<sup>3</sup>

20 Premium rooms, ranging from 60 to 76 M<sup>3</sup>.

20 Executive suites, ranging from 80 to 100 M<sup>3</sup>.

Complimentary Wi-Fi connection in all rooms and public areas.

24-hour room service.

Executive services at the business center

Meeting and event assistance with technical support.

Four meeting rooms on the Mezzanine floor

All meeting rooms have natural daylight, Wi-Fi and built-in screens for LCD projection

A 1600 M<sup>3</sup> ballroom, dividable into four sections

One contemporary all-day dining restaurant provides international buffets for lunch and

Theme nights for the dinner.

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



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

1. To achieve financial results for the hotel;
2. To re-position the property for certain other market segments;
3. To consistently exert the best efforts in order to enhance the overall guest experience;
4. To align our training efforts for each associate with the expected performance in order to achieve qualitative and business targets;
5. To protect profit by making all efforts possible to reduce any related costs to certain areas, for instance, in energy consumption, the actual energy bills for the year 2016 should be minimized to 6% less than the energy bills in 2015, as a result of using LED bulbs which covering a 97% of the hotel areas and through using chiller adiabatic cooling system.
6. To ensure meeting the quality standards of the hotel, as per the standards set by the Area Office.

### **C. Effective Sustainable Management**

The hotel has implemented a sustainability management system that is suitable to its reality and scale, and that considers environmental, socio-cultural, quality and safety issues. The hotel is in compliance with all relevant legislations and regulations (including, amongst others, the areas of health, safety, labor and the environment).

The hotel conducts staff training on environmental and socio-cultural management issues. Customer satisfaction is measured and corrective action taken, where necessary. Promotional materials are truthful and do not promise more than can be reasonably expected by customers.

Design and construction of buildings and infrastructure complies with local zoning and protected or heritage area requirements; the hotel respects the surrounding natural or cultural heritage in its design and impact, and uses locally appropriate principles of sustainable construction; provides access to the handicapped.

### **D. Maximizing Economic Benefits to the Community**

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

### **E. Minimizing Socio-Cultural Harm**

- There is an appropriate code of behavior with respect to activities in indigenous and local communities, as well as in culturally sensitive sites, established by mutual consent or following established guidelines.
- Cultural interpretation or education is provided to customers.
- The hotel is equitable in hiring women and local minorities, even in management positions.
- All employees are under contract and are paid a fair wage.
- Properties and permits access to them by local residents.



- Historical and archaeological artefacts are not sold, traded or displayed, except as permitted by law.
- The business contributes to the protection of local historical, archaeological and cultural properties and permits access to them by local residents.

## **CORPORATE SOCIAL RESPONSIBILITY PROGRAM (CSR) – SHINE**

Shine is the CSR program of Mövenpick Hotels & Resorts that guides all of the team members to take part in the company's initiatives in social responsibility. There are certain activities that engage our associates with the local community in terms of assistance, volunteering, awareness raising, charity and supporting noble causes of other organizations on a large scale.

- "A Kilo of Kindness" – A scoop of delicious ice cream is given out, in return of the books donated to this campaign, which further generated a certain amount for 'Itaam' The Saudi Food Bank.
- Blood Donation Drive King Fahad Specialist Hospital
- Women's International Day – Saad Specialist Hospital
- Mother's Day – with coordination of Saad Specialist Hospital
- Cooking Classes – French School
- Junior Academy for The French School Children
- Professional Hotelier Program among MH&R with Saudi Employees
- Charity Run – Staff participated to support the community.

## **F. Minimizing Environmental Harm**

- Conserving resources
- Implementing a purchasing policy that favors environment-friendly products for building materials, capital goods, food and consumables.
- Measuring non-renewable energy consumption and implement procedures to reduce it
- Measuring potable water consumption and implementing procedures to reduce it
- Reducing contamination
- Measuring Green House gases and working on ways to reduce them
- Effectively treating wastewater, including grey water
- Implementing a solid waste management plan with quantitative goals to minimize waste that is not reused or recycled



- Minimizing the use of hazardous substances including pesticides, paints, swimming pool disinfectants and cleaning materials, or substituting them with safe products
- Implementing policies to reduce noise, light pollution, runoffs, ozone depletion, air pollution and soil contamination
- Using local plant species/varieties for landscaping and green areas
- Implementing a contingency plan
- Providing environmental interpretation or education to staff and customers

### **G. Quality Assurance**

The Mövenpick brand has certain tools for assuring quality in services and product delivery for the properties. Some major tools are:

- Hotel IQ Audit is a third-party audit done twice a year to evaluate overall guest experience in Rooms and Food & Beverages.
- Guests' responses through certain channels, such as TrustYou, VEOS, TripAdvisor and Booking.com, amongst others, give an indication of the areas that need attention on a daily basis and enhance the existing procedures.
- Regular quality assurance meetings engage all department heads with the GM, to evaluate all issues related to quality and proactively address them not to happen again.
- Mystery Shopper-IFH is an outsourced company doing audits to check the quality of reservations department assistance, as well as meeting and events assistance.
- The Area Office conducts operational and departmental audits to gauge the performance of the hotel on the quality aspects as set by the brand.
- Certain government entities, such as the municipality, DTCM and DPS, ensure quality assurance by making regular visits.
- Certain other accreditations, such as Green Globe and HACCP, assist in maintaining the quality standards of designated areas.

## **5.0 Procedures**

This procedure establishes the guidelines by which the program for the protection of the environment in which we operate shall be carried through two levels.

- A. Hotel level
- B. Employee level

### **A. Hotel level**

- Mövenpick Hotel Al Khobar will take the following approach:
- Form an employee "Sustainability Committee".
- Use only environmentally guest supplies and amenities.
- Consider purchasing only from certified suppliers if the process is comparable / acceptable.
- Set development cooperation with "green and environment-friendly" local farms and inform guests about it.
- Use wherever possible only organically grown vegetables and fruits in the hotel kitchen and support suppliers/farmers who organically grow vegetables and fruits.



- Use recycled papers, tissues, toilet papers and printed materials, wherever available at competitive prices.
- At each opportunity, consider retrofit, environmentally sound, energy-saving devices subject to appropriate ROI.
- A special accent on using renewable energy, whenever applicable and available.
- Enlist guest support for environment-friendly activities through PR actions
- Participate in community projects and drive environmental awareness by sharing the knowledge and experience, as well as volunteer in awareness campaigns for different sectors of community such as schools and colleges.

### **B. Employee level**

We have almost 85 associates working in the property, 13 of which are part of management whilst 62 are non-management.

- Establish "Green Duties" for employees.
- Encourage employees to influence community decisions towards an environment-friendly approach.
- Support community programs to raise money for commercial green efforts.
- Spread the information about the necessity for separated garbage collection.
- Support the community in efforts to restore/preserve historical sites.
- Encourage employees to adopt an environment-friendly approach also in their use holds.

## **6.0 Environment Plans & Actions**

### **A. Ensure Environmentally Responsible Management**

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

#### **Actions**

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

### **B. We want to achieve measurable results**

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



### **Actions**

- Conserving energy and using renewable energy through our Optimizers and partnership with Avireal ME.
- Replacing halogen bulbs with LED bulbs in guest rooms to reduce electricity consumption
- Installing water-saving aerators in guest rooms.

### **C. Providing reliable information**

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

#### **Actions**

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

## **7.0 Waste Management Plan**

The hotel industry generates various types and large quantities of waste daily that require adequate management. Last year's total wastes generated measured to 309,969 tons and next year, we will be reducing 5% from the total wastes generated in 2014, by focusing on these steps below.

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

- Buying in bulk quantities whenever possible;
  - Use of refillable, bulk dispensers (e.g. toiletries) rather than individually packaged products;
  - Working with suppliers to limit use of, and establish recycling for, product packaging;
  - Avoiding use of polystyrene foam in all operations;
  - Providing in-room recycling procedures and appropriate receptacles;
  - Use of glass or durable plastics instead of disposable plastic items (e.g. straws, cups);
  - Implementing organic-waste composting; and disposing of waste materials only after all waste prevention and recycling strategies have been explored and maximized.
- The waste management plan includes the role of each and every staff member of the hotel in carrying out the prescribed recycling practices in their work area, wherever possible.

### **7. a. Garbage category**



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

### **7. b. Departmental responsibility**

#### **Housekeeping:**

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

#### **Stewarding:**

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

#### **Offices and administration:**

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

#### **Engineering and technical services:**

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

### **7. c. Details on the waste removal companies:**

- General waste and recycling: Abdullah A.M. Al-Khodari Sons Company
- Grease trap cleaning: Kanooz Industrial Services,

### **7. D. Interesting Facts about Recycling**

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



- Producing recycled paper requires about 60% of the energy used to make paper from virgin wood pulp.
- Recycling aluminum saves 95% of the energy needed to produce new aluminum from raw materials. Energy saved from recycling one ton of aluminum is equal to the amount of electricity the average home uses over 10 years.

## **8.0 Major Projects Completed & KPIs per departments**

### Waste Separation

All hotel wastes are separated as follows:

1. Aluminum, metals and cans
2. Plastics, candles, corks, crown corks and such
3. Glasses, broken china and drinking glasses
4. Papers and cardboards
5. Food, fat/oil and organic wastes

Electrical Savings – to ensure 5% savings from electrical consumption

1. All the technical equipment are maintained regularly and inspections documented through our Dynawin System (in progress).
2. Energy consumption is calculated in relation to turnover and number of guests, through the online optimizer.
3. Energy consumption is recorded every day by the engineering department.
4. A precise monitoring system has been installed.
5. An automatic switch on/off air-conditioning system is in place.
6. Low-energy lamps and LED bulbs are fitted in all suitable places, according to a replacement plan by the engineering department.
7. Corridors are lit by a timer-operated day/night lighting system.
8. Card-operated door locks fitted with low consumption batteries.

### **Water Conservations – To achieve savings from water consumption**

1. Water consumption is recorded daily by the engineering department.
2. All water taps are fitted with flow regulators.
3. Bathrooms are fitted with low-consumption shower heads.
4. Water Saving Aerators are installed to reduce consumption.

### **Housekeeping & Stewarding – To maintain waste diversion rate above 2.0**

1. Johnson Diversey Company supplies our hotel with ECO cleaning materials.
2. Employees are trained by Johnson Diversey Company to optimize usage of materials.
3. A hygiene concept to be set up in the entire hotel.
4. All the cleaning chemicals in use have environmental certificates.
5. All the chemicals are kept locked in a separate room.
6. All product descriptions are available for all the cleaning materials used (MSDS).

### **Hotel Rooms**

1. All hotel rooms are fitted with heating thermostats and regulators.
2. Rooms for non-smokers are available.
3. The main switch turns off the lights in the guest rooms.



4. LED lamps and Energy-saving lamps are in place.
5. Motion detector switches are in place for low occupied spaces in public toilets since 2014.

### **Food & Beverages Management**

This procedure establishes the guidelines for an ecologically sound operation. This helps the Food and Beverages manager and assistants in reviewing their operations with a view towards reaching the essential food safety and environmental tasks.

The Food and Beverages manager is responsible in carrying our environment-friendly operations in his area of accountability. Encourage staff to participate in activities and trainings to protect people and the environment on the following topics:

- Food Hygiene and Safety Levels 1, 2 and 3
- Food Waste Management

### **9.0 Landscape**

- Test irrigation system will ensure proper operation and watering schedule. Adjust sprinklers for proper coverage to optimize space and avoid runoffs on paved surfaces.
- Install a drip irrigation system that uses low volume irrigation.
- Adjust sprinkler times and/or durations according to season; water during non-daylight hours to limit evaporation.
- Use drought-resistant and native plants in the Landscape.
- Group plants with similar water requirements together on the same irrigation line, and separate plants with different water requirements on separate irrigation lines.
- Landscape the property with trees and plants that tolerate the climate, soil and water availability.
- Specify that sidewalks, drives and parking lots are swept, rather than watered.
- Use organic fertilizers and soil amendments.
- Fertilizers will be applied once a month and/or as per required.
- For outdoor plants and landscapes, we use Urea and NPK (granular fertilizer/nutrients).

### **Precautionary Statements (MSDS):**

If spilled on eyes or skin, immediately flush with plenty of water for at least 15 minutes, whilst removing contaminated clothing and shoes. Wash clothes before reusing. If victim ingests the material but remains conscious and alert, give two to four capfuls of milk or water. Never give anything by mouth to an unconscious person. Get medical aid.

Company policy prohibits use of invasive alien species in gardens, landscapes and other areas of operation. Company only utilizes products that are certified by the Dubai municipality and government. Also used by the company are certified seeds and other products that are non-hazardous to the environment.



## **10. Environment Committee**

Mr. Peter Hoesli  
General Manager

Mr. Majdi Amareen  
Front Office Manager

Mr. Francis Xavier Patrick  
Financial Controller

Mr. Hadi Almashama  
Human Resources Manager

Mr. Ali Shan  
F&B Manager

Mr. Olivier Catora  
Executive Chef

Mr. Sajid Iqbal  
Engineering supervisor