



Mövenpick Hotel City Star Jeddah

Sustainability Management Plan 2017-2018

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1. Introduction

Featuring a **classic interior design** with a great location in the heart of the city, Mövenpick Hotel City Star Jeddah offers 5-star service in elegant surroundings. Along with vibrant city views and soundproof windows, our **228 rooms and suites** offer free WiFi, a work desk, media hub, HD LED TV, mini fridge, tea and coffee making facilities. Savour breakfast, lunch and dinner at Al Deira, or enjoy our famous Mövenpick coffee amidst palatial glamour in Al Moltaqa Café. Relax at Al Zohoor Garden next to our rooftop swimming pool, which offers shisha and fantastic views over Jeddah. Book a massage, de-stress in the sauna and keep up your fitness regime at Al Maha Health Club & Spa.

For your conferences, weddings and events, we offer **eight meeting rooms** of various sizes and an impressive Palladian-style ballroom for up to 600 guests. All the venues are bathed in **natural daylight**, with the latest audio-visual technology and high-speed Internet connection.

Award-winning hotels

As a committed hotel company, Mövenpick Hotels & Resorts dedicates itself toward sustaining the environment. We are constantly working on achieving milestones in the areas of environment, employer and social. Now, we are proud to present a selection of hotels that have been awarded for turning their ideas into unique results.



2. Our vision

The vision of Mövenpick Hotels & Resorts is to be the preferred and most enjoyable, upscale hotel management company of Swiss origin, for guests, employees, hotel owners and shareholders.

Part of the fabric and 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 toward sustainable business practices.

In the spring of 2010, Mövenpick Hotels & Resorts 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. Mövenpick Hotels & Resorts has thereby begun the long journey that will ultimately affect and benefit people and the planet.

3. Environmental Sustainability

Part of the fabric and 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 Hotels & Resorts sustainability is about meeting current needs while at the same time preserving and contributing to the future for generations to come. Mövenpick Hotels & Resorts is convinced that the combination of its values and global approach to sustainability will help the company to be recognized as one of the world's most trusted hotel management companies.

The success of the sustainability efforts of Mövenpick Hotels & Resorts lies in its integration into the company's business strategy, operating processes and quality standards.



Mövenpick Hotels & Resorts believes that people want to be part of the solution and want to contribute to a positive future.

By nature, the hospitality industry is a large consumer of resources. Mövenpick Hotels & Resorts aims to reduce and optimize its consumption through the use of basic measures, such as energy efficient lighting, water consumption reduction and a better management of waste and chemical use.



Environmental Policy

In our role as a leading worldwide chain, we are committed to apply environmental sustainability activities that ensures reduction of undesirable environmental impact, with careful use of our limited resources. Within its Environmental Policy and commitment to the environment, Movenpick Hotel City Star Jeddah will continuously focus on the following measures:

- Complying with the requirements of environmental legislations.
- Wise consumption of water, energy and other resources with efficient use and constant evaluation.
- Raising sustainability awareness for our employees and clients.
- Modification of our Purchasing Policy to be in line with sustainability.
- Priority to use chemical products that are not aggressive to the environment.
- Participate in local community associations, charities and providing support to business by a variety of methods.
- Implementing and applying waste management and recycling program within the hotel.
- Continuous improvement of our environmental, social performance.

Our aim is to create better environment through implementing efficient and positive sustainability management program that benefit customers, staff and our owners. We aspire to be role model in the hotel industry for environmental policy and actions.



4.Social Sustainability

The commitment of Mövenpick Hotels & Resorts goes beyond environmental and employer sustainability to also encompass social sustainability.

The key social objectives of Mövenpick Hotels & Resorts are to:

- Positively contribute to the countries and communities in which hotels are present in a way that is mutually beneficial and sustainable.
- Support local environmental societies & participate in environmental conferences and events **(Earth Hour)**
- Identify and support local charity partners at an area level. **(Orphanage).**
- Implement donation schemes and organize fundraising activities. **(donate school bags)**



A we care about communities “Back to school – Bags Donation”



Almadinah ALmonawara Orphans Girls house.



Earth Hour 25 March 2017



School Bag donation at Nema Charity



5. Employer Sustainability

Sustainability as an employer means achieving excellence in human resources and leadership practices while embracing and celebrating

diversity. Through the application of the values of quality, trust and care, Mövenpick Hotels & Resorts is committed to fostering a culture that consistently improves employee engagement, development, wellbeing, safety and security.

The key of employer sustainability in Mövenpick Hotels & Resorts are to:

- Support and empower communities in which our hotels are present.
- Encourage team members to volunteer.
- Search opportunities to implement local productions and handicrafts.
- Introduce renewable energies.
- Decide for sustainable construction solutions.
- Provide equal opportunities to learn and develop.
- Develop sustainability citizen awards.



**Hospitality Sales
Training**



**How to be an Ideal
Training**



**Professional
Hotelier Program**



6. Quality, Health & Safety

Movenpick Hotel City Star Jeddah has identified, implemented and maintained a health and safety system, which is in-line with the local authority requirements, and international hotel operation standards.

- Fire drills are conducted on a regular basis, fire alarm system is tested and maintained, standard operating procedures are in place and also employees are trained to ensure safety of our valuable guests and associates.
- All our kitchens and the goods used in production are certified by Cristal standards. These international and local standards are followed strictly, to ensure we deliver safe food to our guests and that the work environment is also safe and desirable for guests, employees, suppliers and contractors.
- Scheduled preventive maintenance is carried out to ensure safety, efficient and proper operation of the equipments.
Complete water system – Hot and cold, closed and open loops are disinfected twice in a year for Legionella prevention and also third party laboratory is conducting independent and multiple analysis to detect Legionella contamination on a quarterly basis.
- Risk analysis is done for the complete building / activities in order to evaluate the associated risk, and to come out with a management plan.
- A minimum of 20% of the hotel work force are trained in First Aid information to allow a fast response in a medical crisis.



Fire & Safety Training



Evacuation Drill



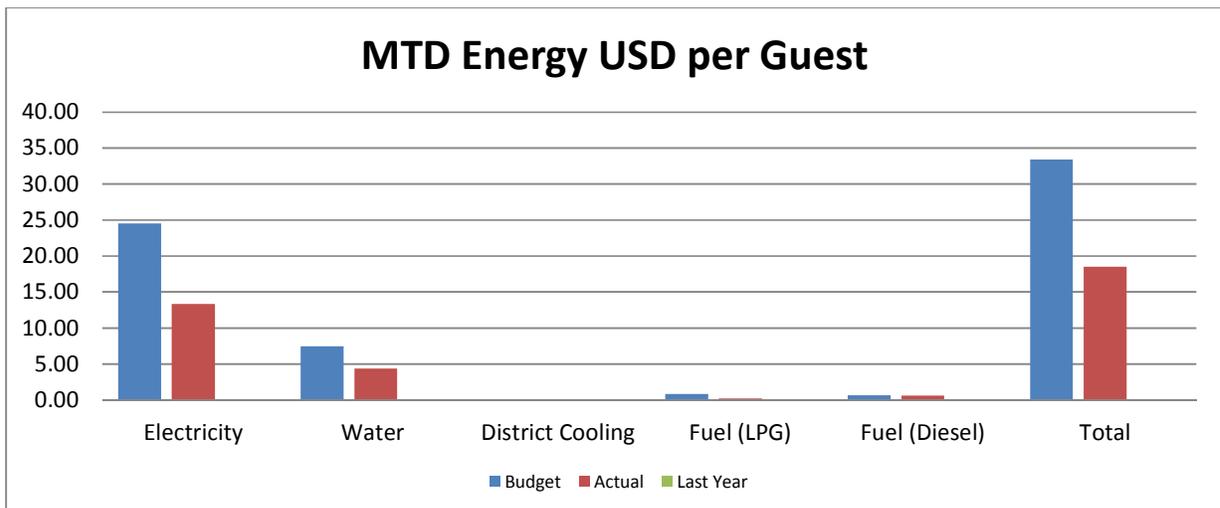
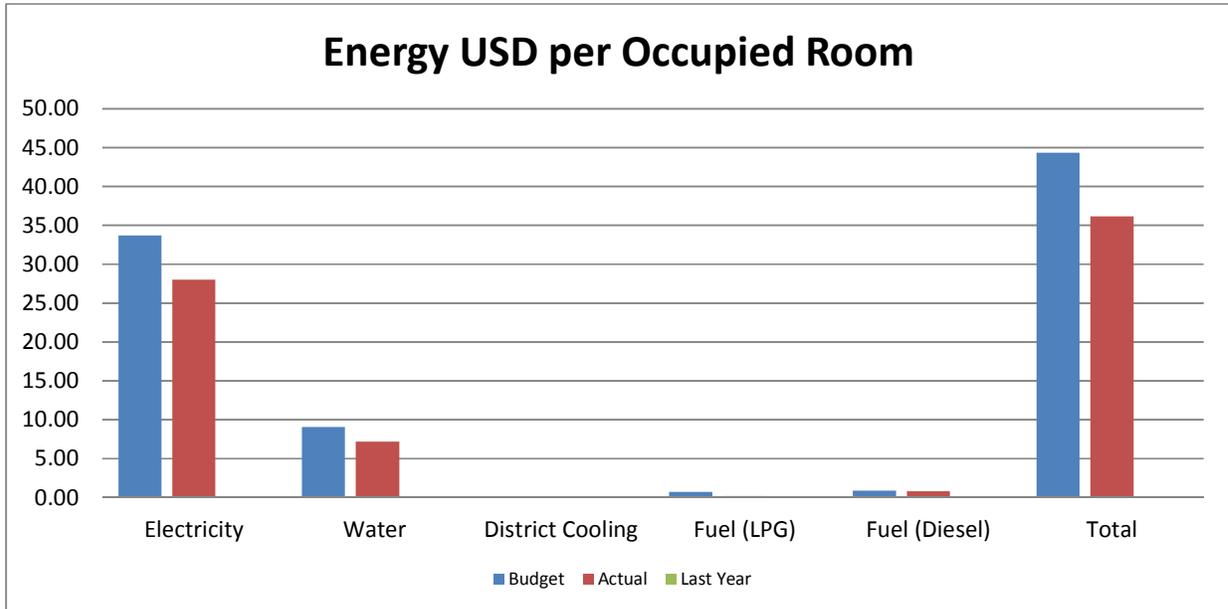
First- Aid Training

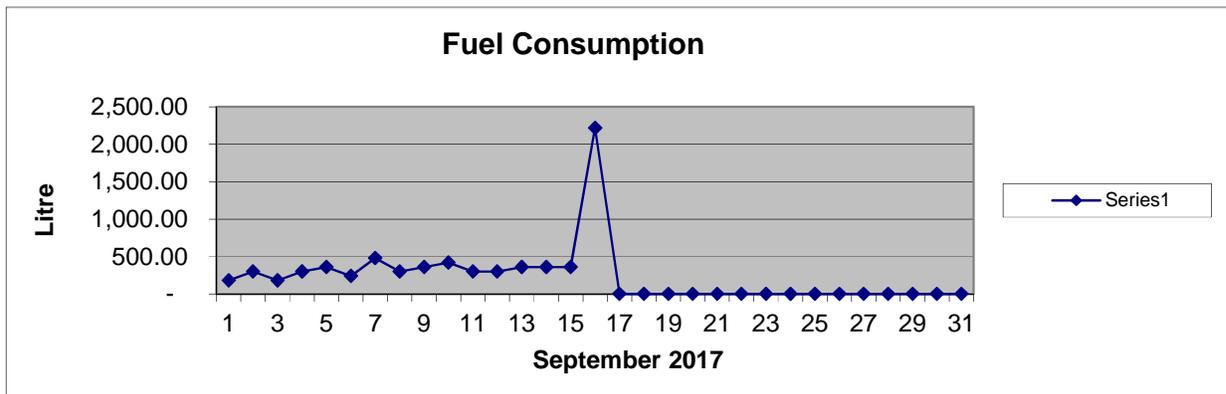
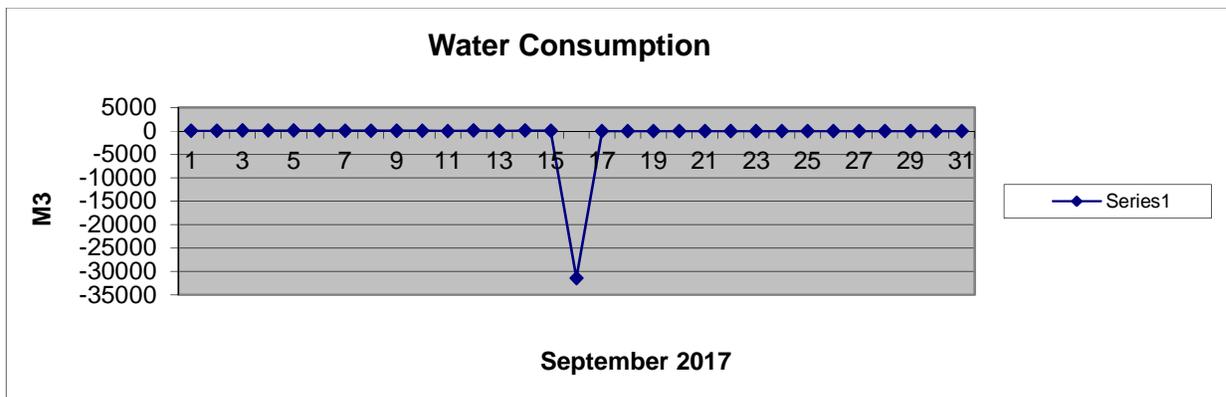
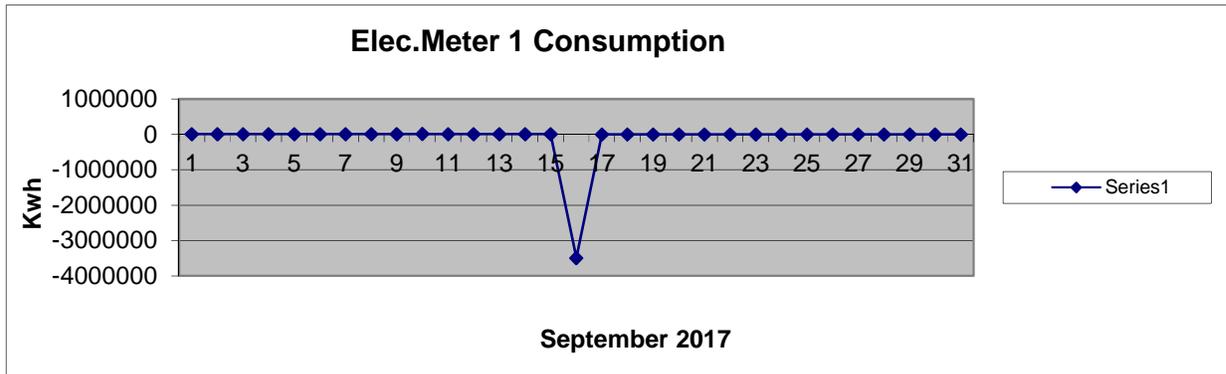


7. Energy Saving Plan

Energy saving in commercial, public and industrial facilities is becoming a very important and necessary element that cannot be avoided.

The concern of mainly owners, Management is to consider energy saving as one of the primary criteria in a newly built project.







Energy Action Group

- | | |
|----------------------------|-------------------|
| 1. General Manager | Ramzi Shaban |
| 2. Director of Engineering | Hani Hamouda |
| 3. Ex. Chef | Jihad Omar |
| 4. Front Office Manager | Loay Baher |
| 5. Ex. Housekeeping | Mohamed Alkhoully |

Objectives of the Energy saving studies

- The main objectives of energy saving study is to perform a detailed examination of the difference parts, sections and systems of the hotel and come out with the solutions that will induce a decrease in the use of energy thus diminishing the total energy costs.
- To make available to the hotel operators the information on which they can act to significantly reduce energy consumption in their properties without adversely affecting present guest service and comfort.
- The improved efficiency should lead to an effective level of reduction of 3% by the end of 1st year program
- This plan will make a positive contribution to resolving our energy and water problems and that it will improve the effectiveness of the hotel working in managing these resources.

8.Green Globe Partnership

Mövenpick Hotels & Resorts is one of the largest hotel groups to commit to Green Globe Certification for all of its properties worldwide. We underpin our ambition to set an example for the industry. The strategy is part of a company-wide programme to establish a common and global approach to environmental, employer and social sustainability.

Mövenpick Hotels & Resorts is aiming to set a new benchmark for sustainability by committing to a certification partnership with the internationally acclaimed Green Globe. The aim is inspiring: to certify 20% of operating Mövenpick hotels, resorts and cruises by the end of 2015 as well as all properties of the company over the following 24 months. In cooperation with Green Globe, clear and measurable objectives for environmental sustainability are set.

Environmental awareness is nothing new to Mövenpick Hotels & Resorts. With Swiss heritage and values at its heart, the company celebrates practices that demonstrate environmental responsibility. So far, several properties of the hotel group have been awarded local and global prizes for their commitment to sustainability.

A handwritten signature in black ink, appearing to read "Ramzi Shaban".

Ramzi Shaban
General Manager