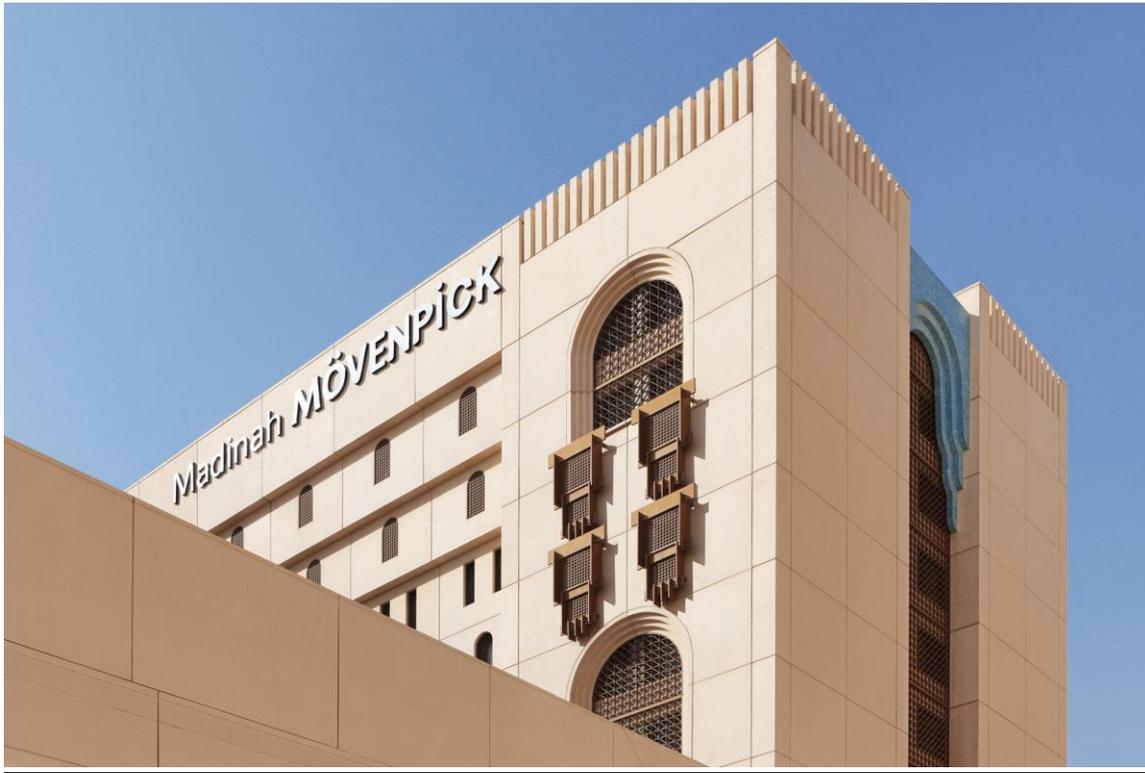


HOTEL MADINAH

MÖVENPICK



Sustainability Management Plan

Madinah Mövenpick Hotel

Our Commitment: An important part of the values of Movenpick 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 guide the company towards sustainable business practices.

Madinah Movenpick Hotel meets its current needs with a sound sustainability plan while contributing to the future for generations to come. We aim to reduce our consumption by optimizing our resource use by taking certain basic measures such as energy-efficient lighting, water conservation and a better management of waste leads to higher efficiency. Our commitment goes beyond to include social sustainability.



Green Globe Partnership

Movenpick Hotels & Resorts is one of the largest hotel groups to commit to Green Globe certification for all its properties worldwide. Green Globe partnership enables us to set an example of sustainable business practices in the industry. The strategy is part of a company-wide program to establish a common and global approach to environmental, employee and social sustainability.

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

Madinah Movenpick Hotel

Location

Madinah Movenpick Hotel is ideally located in the heart of the central area, right next to Prophet Muhammad's Masjid just five minutes' walk from Al Rawdah Al Sharif, the preferred praying place of Prophet Muhammad (PBUH). The hotel is twenty minutes from Prince Muhammad bin Abdelaziz International Airport.

Rooms and Amenities

206 luxurious rooms made up of 104 deluxe twin rooms, 40 superior king bedrooms, 14 ambassador suites, 40 executive suites, 7 family suites (with two bedrooms) and 1 royal suite. All rooms are provided with Prayer mats, Holy Quran, individually controlled air-conditioning, safe box, Mini Bar, and Internet access, Coffee Machine, Smart TV with satellite channels, Smart Telephones with messages and hairdryer.



Dining and entertainment

A variety of dining choices awaits you, including Al Arabi for authentic Arabic cuisine, Shiraz for traditional Persian cuisine, and an all-day dining in Al Salam restaurant for international buffet. Delicious Movenpick ice cream, snacks, cakes and coffee are available at the Rotana Café, and 24-hour rooms' service is also available.

Key Strategic Objectives

- Achieve financial results for the hotel against the set budget
- Positioning the property as a leading leisure hotel in the local, regional and international markets
- To continue delivering our promise to our guests and clients by providing quality service.
- To deliver “we make moment” to our guests.

Quality Assurance

Movenpick Hotels & Resorts uses certain tools to ensure quality & consistent service. Guests Feedback received through TrustYou, TripAdvisor, Booking.com, Google and 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 recognize the hard work and efforts of our employees.

Health & Safety

Madinah Movenpick Hotel 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, while creating a workplace that brings out the best in our employees with safety measures. All employees must undergo proper training needed to carry out their daily tasks and keep them safe and healthy. This includes but not limited to the following:

- All kitchen staff members are trained and must undergo a mandatory food hygiene course in food handling.
- Hotel is HACCP certified
- Periodic fire drills and evacuations are performed in coordination with Saudi Civil Defense.
- A detailed plan for Disaster and Crisis Management is in place, and necessary trainings are conducted for the hotel emergency evacuation team.



Sustainability Plans

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 shareholders. The values of quality, reliability and care are fundamental in guiding the company towards sustainable business practices.

In spring of 2010, Movenpick 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.

Madinah Movenpick Hotel has thereby begun the long journey which will ultimately Affect and benefit people and the planet.

For Madinah Movenpick Hotel, sustainability is about carrying out business in-line with its values, and in a responsible, resourceful and lasting way.

The aim of Madinah Movenpick Hotel global sustainability program is to increase awareness Regarding sustainability and share best practice ideas and initiatives within the company. The process is supported by clear and Measurable objectives, which underpin the three focus areas and will contribute to a more sustainable future.

The success of Madinah Movenpick Hotel sustainability efforts lies in its integration into the company's business strategy, operating processes and quality Standards. In order to achieve optimal results, all employees will participate in learning events, exploration and ongoing Communication to ensure the highest level of understanding and Engagement. Additional communication will be made available to Inform and engage guests, corporate customers and clients, job Seekers, hotel owners and other partners. Madinah Movenpick Hotel believes that people want to be part of the solution and want to contribute to a positive future. A significant investment will therefore be made into learning, exploration and transparent Communication to support this initiative.



Sustainability Criteria

Madinah Movenpick hotel's sustainability plan is to effectively manage, conserve and preserve the environment by adopting industry best practices and making strategic partnerships. We are convinced that the combination of our values and global approach to sustainability will help the company be recognized as one of the world's most trusted hotel management companies. Our values and efforts focus on three elements – environment, society and employees.

Sustainability Goals and Targets for 2018 - 2019:

Electricity Targets – to ensure 5% of savings from power consumption

1. All the technical equipment is maintained and inspected regularly for efficient use.
2. Energy consumption is monitored and analyzed using an online hotel optimizer system.
3. Building maintenance system in place to automatically control air conditioning units.
4. Low energy consumption LED lights are fitted throughout the hotel.
5. Motion sensors are installed in all public areas, Banquets, Masjid and Business center for lights.

Water & Fuel Targets – to ensure 6% of savings from water consumption

1. Water consumption is monitored daily by the engineering department.
2. All flush tanks are fitted with 2L water bags to reduce consumption.
3. Bathrooms showerheads and hand showers are all fitted with water savers.
4. Water-saving aerators are installed in all hotels to reduce consumption.
5. Fuel consumption is monitored daily for efficiency

Environmental Sustainability

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



Madinah Movenpick Hotel key environmental objectives:

- Train and educate all employees to develop awareness and Understanding of key environmental issues, and share best practices throughout the company by sustainability meeting is one of HOD`s monthly meeting schedule and its minuets are recorded and implementation and continuous improvement, doing the job in a sustainable way is part from departmental training plan for team members, we organize monthly energy competition between employees to encourage energy saving concept between them, sustainability is a part of orientation program for all new employees, a full day sustainability workshop took place for all employees, and certificates of attendance are granted to them.
- Apply environmental awareness to its purchasing practices. The focus is to reduce the company`s carbon emissions by favoring local suppliers requiring minimum transportation. In parallel, MH&R will combine waste management and purchasing practices, by selecting suppliers who offer reduced Packaging options (purchasing policy).
- Stop the use of harmful non-biodegradable chemicals and instead substituting these with environmentally friendly alternatives (Innu sciences and Johnson Diversey products).
- Reduce our energy consumption through power saving lamps, participating in yearly earth hour and energy competition.
- Contribute to water efficiency by introduction of intelligent saving and usage (water saving mixers), using grey water in irrigation.
- Turn waste from a cost to a valuable resource through efficient and improved waste management (recycling program has been implemented and we sale our sorted items).

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 quality, trust and care, MH&R is committed to foster a culture that consistently improves employee Engagement, development, wellbeing, safety and security.



Madinah Movenpick Hotel key employer objectives:

- Become a preferred employer by developing a motivating and Value-based work environment, which promotes and embraces the application of its values and core behaviors.
- Provide equal opportunities to all employees and maximize 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 within 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.
- Enable people with physical or other limitations to become part of the work force.

Social Sustainability Madinah Movenpick Hotel key social objectives:

- Support local environmental societies
- Participate in the environmental conferences and events
- Identify and support local charity partners at an area level
- Promote and engage in local production and handicraft
- Implement donation schemes at hotel and area levels

Other related aspects:

In addition to sustainability three focus areas, Madinah Mövenpick Hotel is giving importance to two more aspects that impacts its responsible performance towards all stakeholders, those aspects are:



A. Quality

Quality is not only one of the company values but it's also a strategic objective and it's measured on a regular basis using the following tools:

- Customer Satisfaction Program through Video Enhanced Online Survey and quality is measured through four indicators:
 - OSI: Overall Satisfaction Index
 - GSI: General Service Index
 - GPI: General Product Index
 - GQI: Golden Satisfaction Index
- Quality Assurance Committee that meets once in a month to discuss the quality indicators of the months, setting and following up the execution of action plans to overcome gaps.
- Regional Office Departmental Audits are happening annually by the Middle East & Asia office or a representative to have a review with the concerned department head about the compliance to company and industry standards.

Health & Safety

Fire, Life, Health, Safety & Security (FLHS&S) is one of audits taking place at Mövenpick Hotels & Resorts Company in which there is a self check list for each department and a regular audit conducted by engineering department. Madinah Mövenpick Hotel is having a monthly FLHS&S meeting in which all action plans based on previous audits are discussed and followed up and new actions are agreed upon based on recent audits. A trained safety team is there to make sure that all FLHS&S measures are followed.

Department Specific Actions Towards Sustainability

Engineering Department:

- Continuous Monitoring of energy and water consumption levels on daily basis.
- Use of Variable Frequency Drive (VFD)
- Controlled CFC-free Cold storages and Walk in Freezers.
- Install efficient Chiller Management Systems to reduce energy usage.



- Replaced 25W incandescent 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.
- All water taps with flow regulators to control water usage.
- Water-saving aerators to further reduce water consumption.
- All bathrooms with low-flow shower heads.

Housekeeping and Stewarding Departments:

- Segregate waste and rubbish at the point of collection to support the hotel recycling program.
- Usage of Diversey eco-certified chemicals to reduce pollution and minimize exposure to chemicals.
- Follow safe practices and correct procedures when disposing of 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 program is available in all guestrooms, which impacts the environment positively.
- 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 program
- Follow best practices to ensure reduced waste levels as kitchen staff members are all HACCP certified.
- Collect and recycle used cooking oil.
- Serve plastic straws only upon request.
- Plan to make half portions of dishes available in our menus.
- Make options available for no table linen or minimal linen change in meeting rooms.
- Make Green Meeting packages available to guests, which help in saving energy and reducing wastage.
- Provide recycle bins in all meeting rooms for guest participation in the hotel's recycling program.
- Use potted plants and reusable decoration materials to reduce waste.



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 bring back from the recycler/supplier at a reduced price.

Training and Communications Departments:

- Train all employees on waste segregation and support recycling program in the hotel.
- Set a sustainability orientation program 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 pollution control and sustainability initiatives taken by the hotel.

Green Team Environmental Committee

- Mr. Khader Dakkak – General Manager
Mr. Abdelkarim Al Motabagani – Deputy General Manager
Mr. Mahmoud Abd Elrahim – Financial Controller
Mr. Muhammad Laique – Chief Engineer
Mr. Qaiss Lafi – Rooms Division Manager
Mr. Ali Mahdi – F&B Manager
Mr. Imtiaz Chaudhary – Executive Housekeeper
Mr. Moad Allahham – Exec. Chef
Mr. Mohammed Imtiazul Haque – In charge of Branding & Communication.
Mr. Ayman Hafez – L&D Manager



General Manager

Date: 15 December 2018.