



SUSTAINABILITY MANAGEMENT PLAN 2017

Mövenpick Hotel Qassim





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1.0 Purpose

As part of Mövenpick Hotels and Resorts, The primary purpose of the Sustainability Management Plan is to guide decision making, management, and the daily operations of the business in a sustainable manner. We support environmental measures that are pioneering for the catering business and take into account reasonable interests of the economy as a whole. We encourage our staff to undergo trainings in order to protect the environment. We will keep our guests, customers and employees informed about our environmental protection initiatives whenever they are worth reporting. Mövenpick Hotels & Resorts' announced its global sustainability program based on three key focus areas: social, environment, and employer sustainability. The company commitment goes beyond environmental and employer sustainability to also encompass social sustainability.

The lodging industry consumes huge amounts of resources worldwide and it is our objective to limit our impact on the environment, leaving a considerably smaller carbon footprint.

Our goal is to ensure that company facilities and operations are in compliance with environmental standards. We want to take our profession to a place where clients enter into a lasting relation with our hotel, where they live and stay in an environment of trust and our employees come to work with pride and peace of mind, while actively participating in our communities

Therefore, Mövenpick Hotel Qassim is committed to environmental, social and employer sustainability. Our Hotel thrives to follow sustainable Environmental Initiatives that will have a long-lasting impact to the community. We consider the key operational aspects of environmental, social and employer sustainability and compliance for the hospitality industry.



We believe that an appropriate balance can and should be achieved between environmental goals and economic health, we understand that the only way to win is when everybody wins.

2. Sustainability scope & criteria

The scope of the sustainability management plan covers all activities at the Gloria Hotel its integration with all colleagues, customers, business partners, owners, other stakeholders and the environment at large.

Sustainability plan is based on Movenpick Hotel Qassim size, facilities and services: The exclusive Mövenpick Hotel Qassim is ideally located in the centre of Buraydah city, near Emirate Al Qassim. Free Wi-Fi is available in the entire hotel with added value amenities including complimentary snacks, water, juices and soft drinks in mini fridge.

The Mövenpick Hotel Qassim is the only 5 star hotel in the Qassim area. With 159 fully air-conditioned Superior Rooms and suites, you are assured of a comfortable stay. Several dining options are available, including an Italian specialty restaurant on the twelfth floor. Al Nakheel restaurant serves a variety of local and international cuisine on the ninth floor.

Mövenpick Hotel Qassim has fully air-conditioned refurbished rooms and suites, all beautifully designed. The state-of-the-art meeting facilities, the indoor swimming pool, the gym and all the other good facilities and services make this hotel a natural choice.

The Hotel is located in the center of Buraydah on King Khaled Road and only a 30-minute drive from Qassim International Airport. Al Nakheel Mall is 1.5 km away.

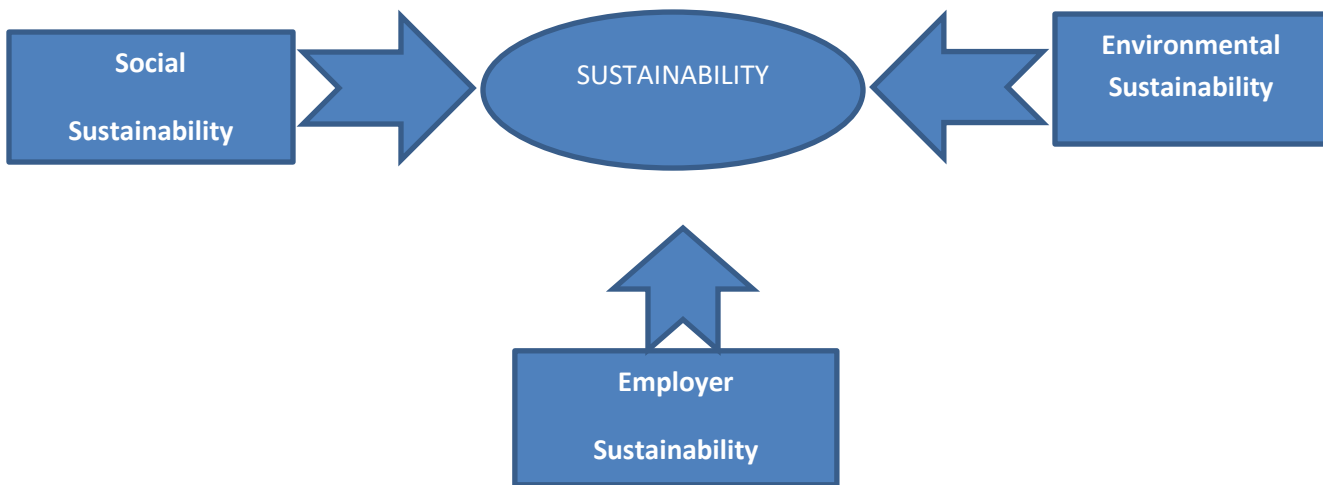
Green Globe Partnership

Mövenpick Hotels & Resorts is to become one of the largest hotel groups to commit to Green Globe Certification for all 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, 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.

Our aim at Mövenpick Hotel Qassim is to maintain our compliance with the Green Globe indicators.



Social Sustainability

Our commitment goes beyond environmental and employer sustainability to also encompass social sustainability. Mövenpick Hotels & Resorts supports for example the Right4Children, an organization that supports disadvantaged and vulnerable children and young people in Nepal. Care is one of our values; we extended our support by participating in events like National Day, Marathon, Humanitarian Work day. We encourage sustainability initiatives and continuously educate the team through trainings. Accept social responsibility and show solidarity wherever necessary.



Environmental Sustainability

At Mövenpick Hotel Qassim, we desire to be part of the ecological solution and to ensure that we are making right choices with positive impact for future generations.

By nature, the hospitality industry is a large consumer of energy and other resources. We accept responsibility for the harmful effects our operations have on both the local and global



environment and are committed to reducing them. At Mövenpick Hotels & Resorts we aim to reduce our consumption through the use of basic measures such as energy efficient lighting, water consumption reduction and a better management of waste and chemicals. We have introduced a program to trim energy and water costs and help the environment by reducing carbon dioxide emissions. We clearly care about the impact we have on the environment and want to take action to do something about it.

Employer Sustainability

At Mövenpick Hotel Qassim, we aim to achieve excellence in Human Resources and Leadership practices. We are committed to creating a culture among our employees that consistently improves employees' engagement, development, health, safety and security.

Sustainability as an employer is achieving excellence in human resources and leadership practices while embracing and celebrating diversity. Through the embodiment of quality, trust and care, Mövenpick Hotels & Resorts is committed to foster a culture that consistently improves team member engagement, development, wellbeing and security.

C. Quality, Health & Safety

Mövenpick Brand has certain tools for assuring Quality in services and product delivery for the properties. Mövenpick Hotel Qassim is giving importance to more aspects that impacts its responsible performance towards all stakeholders. 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 & Beverage
- Guest Responses through certain channels like TrustYou, VEOS, Trip Advisor, Booking.com etc. is an indication for the areas that needs attention on daily basis and enhance the existing procedures
- Quality Assurance Meeting engaged all Dept. Heads with the GM to evaluate all issues related to quality and proactively address them not to happen again
- Mystery Shopper – IFH is also an outsourced company doing audits to check the quality of reservations department assistance as well as meeting and events assistance
- Area Office also has Operational Audit as well as departmental audit to gauge the performance of the Hotel on Quality aspects set by the Brand
- Certain Government Entities also ensure quality assurance by regular visit like Municipality.
- Certain other accreditations like Green Globe, HACCP etc. also assist in maintain the



Quality Standards of designated areas.

Quality is a strategic objective and it is measured on regular basis by using the following:

- 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

Health & Safety

Movenpick Hotel complies with all established health and safety regulations, and ensures that guest, staff and all the stake holders are well protected. Usage of safety instruments and machinery are ensured with the respective PPE required for the tasks. The training on health and safety are given to all staff and contractors. Movenpick Hotel made all initiatives for making the work environment safe and secure to all the members.

Fire, Life, health safety & security (FLHS&S) is one of audits taking place at Movenpick Hotels & Resorts Company in which there is a self-check list for each department and a regular audit conducted by engineering dept. and VP Technical services. Movenpick Hotel Qassim 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.

3.0 Policy

It is the policy of the Mövenpick Hotel Qassim 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, the neighboring community and the protection of nature and environment.

Our General Environmental Objectives Are

- To satisfy all necessary guest demands regarding comfort, safety, health, hygiene and an intact environment.
- To comply with all local and national environmental legislation 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 stake holders.
- To set objectives and targets according to the identified environmental impacts and to implement and maintain an environmental management system meeting the international standards.
- To constantly monitor our environmental impact and advance the efforts and methods for improvements and quality assurance management.
- To save fresh water by an efficient management controls of consumption.



- To improve the 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 and avoid any hazardous substances to minimize harming the environment.
- To reinforce our employee's ecological and social sensitivity and ensure environmental sound and safe working conditions with motivation, information and training.
- To take into account ecological and social aspects in our relationship to investors, suppliers and subcontractors and strive for the most environmentally sound solutions.
- To cooperate with organizations of environmental protection, influence authorities and support special projects in the local region to keep the economic, social, environmental and cultural situation in tact or improve existing conditions. It is the policy of Hotel to operate in an environment-friendly manner, protecting resources, the environment and the cultural heritage in which they are located.
- To ensure the implementation of WWF & wildlife species guidelines on protection of rare species.

Our aim is to:

- Reduce 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.
- Keep our guests, customers and employees informed about our environmental protection
- Initiatives whenever they are worth reporting.

4.0 Strategy & Tools

Qassim is the largest world producer of dates in the world. Having 900 visitor on the daily basis. In addition to this capacity and growth, the industry faces greater challenges. Potential impacts include harm to the environment, society and local economies of visitor's destinations around the world. Awareness and action about these concerns are on the rise with in the agricultural and industry. The Sustainable industry Criteria are to help the industry define its stance on sustainable industry and take a leading address in customer concerns about sustainable practices. Through this initiative, businesses that are taking steps to sustainability will be



recognized for their efforts. Those that are interested in sustainability can use the criteria and there sources provided on how to implement these sustainable practices.

Sustainable, dates industry is of growing interest to travelers and it is increasingly becoming a distinguishing factor that travelers use when researching and booking travel. International organizations and businesses continue to lead the movement to support the industry and government in the adoption and implementation of sustainable Saudi tourism principles and best management practices.

The following definition provided by J. Swarbrooke (1999), is one that accentuates the needs of the industry and the sustainable use of its resources:

“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.”

A. Design and Structure

Mövenpick Hotel Qassim is positioned in the heart of Buraidah city. Located Just 25 minutes away from Qassim International Airport.

The hotel provides 159 stylish rooms, the hotel can cater for any type of guest from city break explorers and busy vacationing families to time-pressed business travelers or



long-stay residents. All rooms are furnished in relaxing soft earth tones and feature LCD televisions, free high-speed Wi-Fi, complimentary tea and coffee making facilities and a mini bar. For guests staying in suites and rooms on the Executive floors there is the added benefit exclusive lounge access where complimentary breakfast, daily refreshments and evening cocktails are served.



For guests staying for an extended period, suites on 11th floor are an efficient comfortable option. Each suite enjoys a fully equipped kitchen, separate dining area, in-suite bathroom, free Wi-Fi and sophisticated entertainment systems. There is a dedicated check-in and entrance and guests have the benefit of an exclusive Basement pool and gym, in-room dining and all the hotel's facilities are also at the disposal of guests.

The hotel offers 2 restaurants comprising the Al Nakheel restaurant offering international all day dining, Le Gourmet lounge, an ideal venue for afternoon tea, a contemporary yet traditional Italian restaurant, the Lebanese restaurant. Moreover, the hotel offers several ballroom which can accommodate up to 1000 guests in different dramatic rooms or 300 guests in each of the three separate sections. For smaller groups, the hotel offer, four stylish, meeting rooms at the Mezzanine floor of the hotel.

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

Management Team along with the Owing Company has mutually agreed to align their efforts towards achieving the strategic objectives of the Hotel. That is not limited to the following key major areas:

1. To achieve the financial results for the Hotel
2. To re position the property for certain other market segments
3. To enhance the overall guest experience with consistent efforts
4. To align our training efforts for each associate with the expected performance in order to achieve qualitative and business targets
5. To protect the profit by making all efforts possible to reduce the cost related to certain areas i.e. Energy Consumption – Actual Energy Bills for the year 2017 should be min. 2% less than the energy bills for the year 2016 as a result of replacing the bulbs with LED Bulbs.
6. To ensure meeting the Quality standards of the Hotel to be met as per the set



standards 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 legislation and regulations (including, among others, Health, Safety, Labor and Environmental aspects).
- Conduct 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, respects the natural or cultural heritage surroundings in design and impact, uses locally appropriate principles of sustainable construction provides access to the handicapped.

D. Maximizing Economic Benefit to the Community

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

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, including in management positions.
- All employees are under contract and are paid a fair wage.
- Historical and archeological artifacts are not sold, traded or displayed, except as permitted by law.
- The business contributes to the protection of local historical, archeological and cultural properties and permits access to them by local residents.

F. Minimizing Environmental Harm

- Conserving resources



- Purchasing policy favors environmentally friendly products for building materials, capital goods, food, and consumables.
- Non-renewable energy consumption is measured and procedures are implemented to reduce it.
- Potable water consumption is measured and procedures are implemented to reduce it.
- Reducing contamination
- Green House gases will be measured and will be working on ways to reduce.
- A solid waste management plan is implemented with quantitative goals to minimize waste that is not reused or recycled.
- The use of hazardous substances including pesticides, paints, swimming pool disinfectants and cleaning materials is minimized or substituted by safe products.
- The business implements policies to reduce noise, light pollution, runoff, ozone depletion, air pollution and soil contamination.
- The business uses native plant species/varieties for landscaping and green areas.
- To implement contingency plan.
- Environmental interpretation or education is provided to staff and customers.



CORPORATE SOCIAL RESPONSIBILITY PROGRAM – SHINE

SHINE is the CSR program for Mövenpick Hotel and Resorts which guides all of the team members to assist in the Company’s Corporate Social Responsibility. There are certain activities that engaged our associates with the local community in terms of assistance, volunteering, generate awareness, charity and supporting other organizations on large scale supporting noble causes

1. Kilo of Kindness – One Scoop of Ice cream in return of donating books to our Campaign that further generated certain amount in a book fair by Books2Benefit and all proceedings were given to Sharjah School for Disabled Kids
2. Blood Donation Drive with local Hospital
3. Pink Walkathon – To be a part of the team assigned for generating awareness to Breast Cancer
4. Donated Linen to an NGO – Operations Smile who managed to facilitate nearly 2 children receives life changing surgeries to repair their facial deformities.



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 Qassim will take the below approach:

- Form an employee “Sustainability Committee”
- Use only environmentally sound guest supplies and amenities.
- Consider purchasing only from certified suppliers if the process is comparable/acceptable.
- Set development cooperation with “green & 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 fruit.
- Use recycled papers, tissues, toilet papers and printed materials, wherever available at competitive prices.
- Consider at each opportunity for retrofit, environment- sound, energy saving devices subject to appropriate ROI.
- A special accent on using renewable energy whenever applicable and available.
- Enlist guest support for environment-sound activities by PR actions.
- Participate in community projects and drive environmental awareness through sharing the knowledge and experience as well as voluntarily awareness campaigns for different sectors of community like schools, colleges.

B. Employee level

We have almost 159 associates working in the Property out of which 12 are in Management level.

- Establish “Green Duties” for employees.
- Encourage employees to influence the community decisions towards an environment- sound 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 households.

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 the hotel management.

Actions

- Informing employees about all the measures we implement and all aspects of environmental protection.
- Providing employees with further training in environmental matters, encourages them to identify more strongly with and be more sensitive towards environmental protection goals.
- Our customers are our conscience it is important that we include our customers and guests in our environmental protection measures, 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 cheap but rather a prerequisite for future business growth. Over the next few years we want to achieve tangible successes in the following areas:

ENERGY CONSERVATION AT MOVENPICK QASSIM HOTEL

We always try to work towards a greener Qassim and we strive to implement innovated technologies whatever is the best for our guest, the environment and also for all our colleagues working towards greener Dubai.

ENERGY SAVING INITIATIVES 2018

- LED Project - to replace all lamps to LED in entire building 2018
- Motion Sensor Project for Gloria Hotel 2018



- VFD projects - intend to install VFD (Variable Frequency Drives) for all machines above 4 KW thus huge saving on electricity energy from the actual power consumption of the motors. This change gives a large power reduction compared to fixed-speed operation for a relatively small reduction in motor speed.
- Sensor type water taps for all public areas 2018
- Water Saver project for guest rooms 2018

Actions

- Energy savings & using renewable energy through our Optimizers and partnership with Avireal ME.
- Replace halogen bulbs with LED bulbs in guest rooms to reduce electricity consumption
- Installation of water saving Aerator in guest room.
- Installation of M# reflective film on all the glazed windows on the façade.

C. We want to provide reliable information

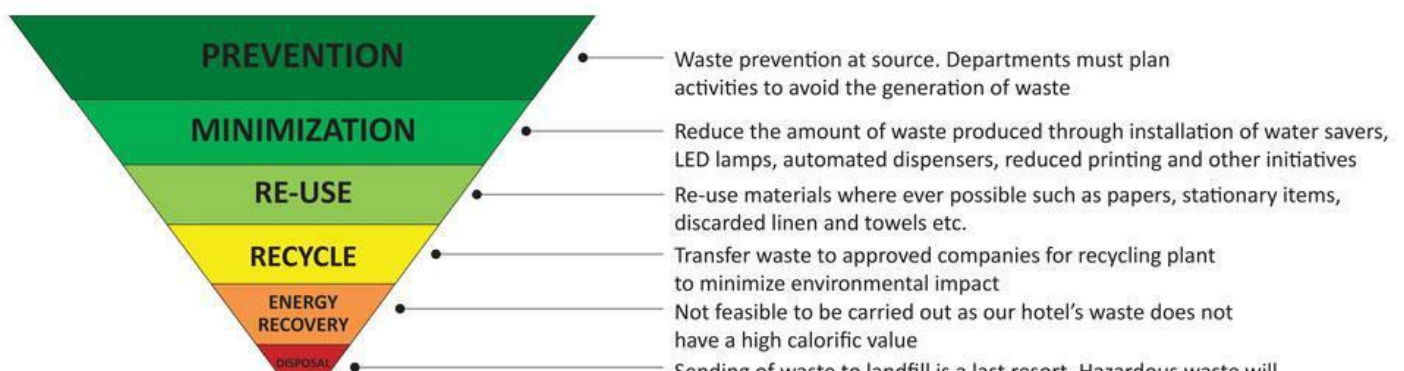
By providing concise and reliable information to our guests, suppliers and the general public, we intend to report on our environmental initiatives when these are worth mentioning because they are over and above the usual expected measures.

Actions

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

7.0 Waste Management Plan

As far as is reasonably practicable, waste management and waste minimization will be practiced through the following waste hierarchy approach:





The hotel industry generates various types and large quantities of waste daily that requires adequate management.

Last Year Total Waste Generated: **859** kg and next year we will be reducing 2% from total waste generated in 2016 by focusing below mentioned steps.

Solid Waste

Hazardous and nonhazardous solid wastes are normally generated during construction and operational phases. The non-hazardous waste normally includes paper and cardboard items, glass and aluminum products, plastic items, organic waste, building materials and furniture, and used oils and fats. Hazardous wastes 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 that 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 plastic instead of disposable plastic items (e.g. straws, cups);
- Implementing organic-waste composting;
- Disposing of wastes only after all waste prevention and recycling strategies have been explored and maximized The waste management plan include the role of each and every members of the hotel to carry our recycling practice in their working area where ever it



possible.

7. a .Garbage category

- Dry waste (Paper, Plastic & aluminum)
- Wet garbage
- Glass garbage
- Waste oil (Kitchen & Engineering)
- Metal garbage
- Wood garbage
- Hazardous waste
 - Electrical & Electronics waste
 - IT scrap
 - Tube light and bulbs
 - Expired chemical
 - Empty container
 - Cleaning waste
 - Clinical waste

KPI for Waste Generation

Hotel Classification	Targets - Waste Generation (Kgs/guest per night)		
	2017	2018	2020
Hotel Qassim 5 Star	1.00	0.80	0.60

7. b. Departmental responsibility

Housekeeping:

- Waste segregation in every guest floors



- Reuse of used paper
- Garbage segregation on the floors

Stewarding:

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

Offices and administration:

- Recycling of papers
- Printing the paper both side

Engineering & Technical Services:

- Controlling & Measurement of the emissions & effluents out from the property.
- Hazardous waste recycling and disposal as per the Municipality norms.
- Grease traps cleaning each quarter.

7. c. Details of the Waste removal company:

- General waste & Recycling: M/S Qawell Buraydah



7. d. Interesting Facts about Recycling

- Recycling 1 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 material generates 74 percent less air pollution and uses 50 percent less water.
- Producing recycled paper requires about 60 percent 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.
- Recycling one aluminum can save enough energy to run a 100-watt bulb for 20 hours, a computer for 3 hours, or a TV for 2 hours.



8.0 Major Projects Completed & KPI's per departments

Waste Separation

All hotel wastes are separated as follows:

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

Electrical Savings – To ensure 2% saving in Electrical consumption.

1. All the technical equipment maintained regularly & inspections are documented through our Dynawin System – In Progress.
2. The energy consumption calculated in relation to turnover, number of guests through the online optimizer.
3. The energy consumption is recorded everyday by Engineering Department.
4. A precise monitoring system has been installed.
5. An automatic switched on/off air conditioning system.
6. Low-energy lamps and LED bulbs are fitted in Guest rooms and, public areas all suitable places according to a replacement plan by Engineering Department



7. Corridors lit by a day/night lighting system through occupancy sensor's operation.
8. Card-operated door locks fitted with low consumption batteries.

Water Conservations – To achieve saving in the water consumption.

1. Water consumption recorded daily through our Engineering Department.
2. All water taps fitted with flow regulators.
3. Bathrooms fitted with low-consumption shower heads.
4. Water Saving Aerators fitted to reduce consumption.

Housekeeping & Stewarding – To maintained waste diversion rate above 2.0

1. Johnson Diversy Company supplies our hotel with ECO cleaning materials.
2. Employees are trained by Johnson Diversy 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 certificate".
5. All the chemicals are kept locked in a separate room.
6. All product descriptions available for all the cleaning materials used (MSDS).

Hotel Rooms

1. All hotel rooms fitted with thermostats & regulators.
2. Rooms available for non – smokers.
3. The main switch turns off the lighting in the guestrooms.
4. Energy-saving lamps and light bulbs.
5. Motion detector switches and motion detectors are installed in the back and front areas.

Tables below provide the recommended performance indicators for resource consumption of energy and water,

KPI for Energy Consumption

Hotel Classification	Targets KPI-Kwh/m ² serviced space		
	2017	2018	2020
Hotel Qassim - 5 Star	303	286	270

KPI for Water Consumption

Hotel Classification	Water Consumption (Liters/guest per night)Targets		
	2013	2015	2020
Hotels Qassim - 5 Star	967	934	900



Food & Beverage Management

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

The Food and Beverage Manager carries the responsibility for an environment- friendly operation in his area of accountability. Encourage staff to participate in activities and trainings to protect the environment and the human lives on the following topics:

- Food Hygiene and safety levels 1, 2 and 3
- Food Waste Management

9.0 Landscape

- Test irrigation system to ensure proper operation and watering schedule. Sprinklers for proper coverage to optimize space and avoid runoff onto paved surfaces.
- Installed drip irrigation system which uses low volume irrigation.
- Adjusting sprinkler times and/or durations according to season; water during non-daylight hours to limit evaporation.
- Landscape with drought resistant plants; and native plants.
- Group plants with similar water requirements together on the same irrigation line, and separate plants with different water requirements on separate irrigation lines.
- Property is landscaped with trees and plants that tolerate the climate, soil and water availability.
- Sidewalks, drives, and parking lots are swept rather than watered.
- Use organic fertilizers and soil amendments.
- Fertilizers is applied to the plants once in a month and or as per the requirement.
- For outdoor plants and landscapes we use Urea and NPK (Granular Fertilizer/ Nutrients).

10. Environment Committee

- A. It is the Hotel policy to have a sustainability team headed by the General Manager with in its organization. This committee establishes an environmental, employer and social



concept for the hotel implements this concept through the tool of a detailed action plan and therefore meets quarterly.

- B. The environmental team is headed by Director of Engineering and will be regularly backed up by the GM and also has to report to him on a regular basis in writing about the status of implementation within the different departments of the hotel. The Environmental Concept as well as the Yearly Action Plan is sent to Head office yearly.

Prepared by: Quality and sustainability Committee

Mr. Alaa Awad	General Manager
Mr. Maroof	EAM /Front Office Manager
Mr. Amin Hassanin	Director of Finance
Mr. Awan Nazir	Director of Engineering
Mr. Mahmoud	Human Resource
Mr. Ahmed Abdul Khaliq	Asst. F&B
Mr. S. Raj	Housekeeper
Mr. Rahim	Executive Sous Chef

Approved by:

Alaa Awad
General Manager

11. Energy Saving Strategy

Objectives

Upon following this strategy the following goals are expected to be achieved:

- The concept of team works in saving procedures is enhanced and followed by employees of all levels.



- The Energy cost is brought to the minimum, and accordingly the breakeven amount of the hotel.
- All Head of Departments are able to calculate the energy consumptions of what is called energy eaters in their respective departments.
- An Energy Management Committee in place and active.
- A Master Energy Saving Plan IS formulated.

Sources of Data

The following data should be accumulated to support this strategy:

- Profit Protection Plan/ Cost Engineering.
- Engineering daily energy analysis report.
- Checklists filled by all head of departments.
- Contributions of all HOD's and employees.
- Energy Management Committee meetings.

Strategy Overview

- The concept of saving depends on the fact that energy conservation can be practiced at all times. It does not need low business circumstances to implement saving measures, saving can be even practiced during high seasons.
- Saving can be practiced all over the year without affecting the Quality of Product.
- Every department within the hotel has its own energy consuming devices and apparatus, which at the end contribute in the total energy cost. These devices, machines, or apparatus will be called ENERGY EATERS.

Help us reduce our impact on the environment

Remember to turn off lights, save water and use the recycling bins whenever possible. Use the "You decide" cards with bath linen, and you will help us to consume less energy and water. For more details about the efforts of the hotel, don't hesitate to ask the hotel manager for



more information.

In 2016 the Mövenpick Hotel Qassim received the Green Globe Gold certificate. This recognition is awarded to Green Globe members that are certified for 5 constructive years. The hotel implemented an integrated energy and environment program with various green measures: Use of Fairtrade and biological products like coffee, and linen where possible. Use of low energy bulbs, LED lighting in public areas, and the guests choice of using the same bed linens and towels for another day. Also Mövenpick Hotel Qassim implemented a strong social sustainability plan.