



## **SUSTAINABILITY MANAGEMENT PLAN 2017**

### Mövenpick Hotel Ibn Battuta Gate

As part of Mövenpick Hotels & Resorts, Mövenpick Hotel Ibn Battuta Gate aims to promote and support all three pillars of sustainability: Environmental, Social and Employee. At **Mövenpick Hotel Ibn Battuta Gate Dubai**, we believe that caring for the environment and our communities is a responsibility that we all share. Our commitment is to make a difference in the lives of those we meet every day, and we aim to continually improve our environmental and social sustainability performance.

The hotel has therefore set itself the following goals:

1. Fight against climate change and global warming by reducing its greenhouse gas emissions
2. Reduce its consumption of natural resources
3. Preserve and support biodiversity
4. To promote recycling and limit the amount of waste produced in its hotels

Considering the importance of environmental sustainability and its commitment to benefit **United Arab Emirates** and the whole world, **Mövenpick Hotel Ibn Battuta Gate Dubai** will constantly strive to improve our environmental and social performances through compliance with regulations and by initiating sustainable actions to help the environment and society. Our hotel focus areas include:

1. Environmental
2. Employee & Social Commitment
3. Quality & Sustainable Purchasing
4. Health & Safety



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## 1.0 Analysis

Tourism is one of the world's largest industries. Amongst the seven Emirates of the UAE, Dubai is the second largest and most politically stable. The UAE's main focus remains on developments, rather than on interfering in the political issues of the region. More than 5.5 million tourists visited Dubai in the first half of 2013, representing an 11.1% year-on-year increase. This indicates that DTCM's vision of 20 million visitors in 2020 will most likely be achieved. In addition to this growth, the tourism industry will face greater potential challenges including: harm to the environment and social and local economies of tourist destinations around the world. Therefore the awareness and actions about these concerns are on the rise within the tourism industry. The Sustainable Tourism Criteria enables the tourism industry to define its stance on sustainable tourism and take a leading address in customers concerns about sustainable tourism practices. Through this initiative, businesses that are taking steps towards sustainability will be recognized for their efforts. Those that are interested in sustainability can use the criteria and their sources provided on how to implement such sustainable practices.

Sustainable tourism is of growing interest to travellers and is increasingly becoming a distinguishing factor that travellers use when researching and booking a trip. International organizations and businesses continue to lead the movement to support the industry and government in implementing sustainable 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 depends, notably the physical environment and the social fabric of the host community.”

### Green Globe Partnership

Mövenpick Hotels & Resorts is one of the largest hotel groups to commit to Green Globe certification for all its properties worldwide. With the new partnership, 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, social and employee sustainability.

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

Our aim at Mövenpick Hotel Ibn Battuta Gate 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**

### **2.1 Environmental**

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

### **2.2 Social**

The activity may revitalize the social structure or culture of the community where it is located, without inflicting damage

### **2.3 Employee**

Mövenpick Hotel Ibn Battuta Gate Dubai hires talents with a positive and pleasant attitude as well as passion to grow in hospitality and a great sense of responsibility. Our aim is to attract and retain top talents that add value to Mövenpick Hotels & Resorts. One of our goals is to add value to the community we are inserted, looking for supporting its initiatives toward nature, environment, education, safety and others.

### **2.4 Health & Safety**

The health and safety of our guest and employees is our primary concern. We at Mövenpick Hotel Ibn Battuta Gate, prides itself at being fully compliant with all Health & Safety regulations currently in force and goes and beyond to ensure guests, staff and visitors safety and well-being are prioritized.

## **3.0 Policy**

**Mövenpick Hotel Ibn Battuta Gate Dubai** colleagues are committed to taking pro-active steps towards addressing global environmental issues by adopting the Green Globe standards as part of the hotel's Sustainability Policy. Trainings have been put in place to ensure that all staff are fully aware about the hotel's responsibility and commitment towards the hotel's Sustainability Policy.

The hotel implements and regularly updates the Environmental Management Program and complies with all relevant legislation regulations. We have appointed Mr. Srilal Palihakkara, our Director of Engineering, as the Green Globe Champion. Mr. Palihakkara will ensure that ongoing environmental performance, identification of environmental risks, recording and monitoring of impacts and implementing environmental and social sustainability measures are all in order.

Whenever possible, special consideration will be given to employing local staff. Additionally, environmentally sustainable products and services will be sourced locally.



### **3.1 Sustainability Policy**

1. Reduce energy consumption
2. Reduce water consumption by using recycled water and fresh water resources to better ensure efficiency of the ecosystem
3. Implementation of effective waste management by sorting, distributing and recycling via eco-friendly collection agencies
4. Execution of safety policies and safety programs throughout the hotel
5. Management of social and cultural issues between all management, staff and other stakeholders in the community
6. Proper air quality protection within the hotel and noise control for all guests
7. Proper land use planning and management where possible
8. Proper maintenance and storage area to store and control usage of environmentally harmful substances
9. Participate in charity activities throughout the year

### **3.2 Environmental Policy**

By nature, the hospitality industry is a large consumer of energy and other resources. Mövenpick Hotel Ibn Battuta Gate Dubai is actively involved in conserving resources (biodiversity, ecosystems and landscapes), as well as reducing pollution. To ensure the proper implementation of this policy, we have developed specific objectives and will monitor their progress and performance. Where required, proper corrective action will be implemented and these objectives will regularly be reviewed and improved when necessary.

To guide the operations of the hotel to achieve the highest standards in energy and water conservation and waste reduction the impact on environmental quality and economic performance must be considered. To accomplish this goal, the hotel established procedures to consider energy and water use and waste reduction in the design and operation of hotel facilities in the most economical and environmentally friendly manner possible. By educating the hotel staff on the use of energy, water and waste reduction, the benefits gained include, but are not limited to; the protection of ecosystems, improvement of air and water quality, waste reduction and the conservation of resources contributing to sustainability.

Hotel facilities shall, to the extent possible, be designed, constructed, renovated, operated and maintained in accordance with the latest energy and water efficiency standards. The hotel shall:

1. Ensure energy and water efficiency and conservation is a central consideration for business and operations.
2. Decisions concerning investments for renovations or new construction of facilities at the hotel should be based on the total cost of ownership or the life cycle cost analysis.
3. Identify and strive to implement the strategies identified and utilise options that are the least costly.
4. Evaluate and compare alternative energy sources for short and long-term costs while considering future projections and the availability and price escalation of all energy sources.



5. Explore teaching and research opportunities to assist in evaluating energy and water usage and recommending potential conservation measures.

### **3.3 Energy Reduction**

1. The goal is to reduce energy usage by 3% by the end of year 2017.
2. Energy efficient equipment is purchased whenever available, and is only used when needed.
3. Design, renovate and operate building lighting, heating and cooling systems to align space use and occupancy patterns with a goal of reducing energy use during unoccupied periods.
4. Review hotel facility control systems with the objective of establishing communication with each other with the goal of reducing energy costs.
5. Energy Star ratings are determined based on whether Performance criteria are met and standards for all energy consuming equipment are set.
6. Set nominal temperature targets for occupied facilities to be 24°C in the winter and 23°C in the summer. Exterior windows and doors should be closed when heating and cooling systems are in operation. Reduce heating and cooling system energy consumption during periods outside of normal office hours and for unoccupied facilities when deemed practical.
7. Ensure that all computers at the hotel are Energy Star rated, have Liquid Crystal Display (LCD) monitors/screens (or best performing equivalent), and are set to default sleep mode after a period of 15 minutes or less of disuse, except in those cases where specific instruction, or office requirements demand otherwise. Power down computers when not in use.
8. Install occupancy sensors to de-energize room lighting after periods of 15 minutes or less of non-use in all guest rooms, meeting rooms, stores and other spaces used sporadically as per the hotel goal. For all spaces not controlled by occupancy sensors (for reasons of practicality), encourage occupants to take responsibility for turning off the lights when the space is not in use.
9. When leaving a facility, occupants are encouraged to turn off excess hallway and exterior lights that are not directly related to public safety and physical security.
10. Purchase or lease Energy Star® rated appliances and equipment for all classification when designation is available, provided performance criteria are met.
11. Train and educate colleagues on Environmental Sustainability

### **3.4 Water Reduction**

The goal is to reduce water usage by 3% by the end of year 2017. The hotel will develop and implement energy and water efficiency and conservation strategies whenever practical.

The hotel will develop and implement strategies to encourage full participation of hotel staff in energy/water efficiency and conservation programs. Strategies should include information distribution and incentive programs such as:

1. Those that contribute to water efficiency by intelligent saving initiatives and use.



2. An active system in place to detect and repair leaking toilets, faucets and showerheads in guestrooms and is run in co-ordination with the housekeeping department.

### **3.5 Waste Reduction**

The goal is to achieve waste diverted to landfills above 25% higher compare to 2016 by the end of 2017, by:

1. Reducing the consumption of paper and other office supplies and encourage the use of electronic transactions and publications.
2. Reducing the use of disposable materials and use only compostable or recyclable materials if available.
3. Recycling electronic waste (computers, monitors, fax machines, etc.).
4. Recycling construction debris, carpet, ferrous and non-ferrous metals, fluorescent lamps and ballasts.
5. Recycling oil, anti-freeze, and tires.
6. Purchasing new copiers, faxes, printers, and other such office equipment that is compatible with recycled-paper.
7. Purchasing only recycled paper if possible.
8. Encouraging alternatives to, with the intent to phase out, plastic individual serving-sized containers for use during operations. Plastic individual service-sized containers may be used in emergencies or for safety or health reasons.
9. Durable products should be reused rather than disposed of.
10. Implement method of “repair” rather than “replace”.

## **4.0 Strategy & Tools**

### **4.1 Design and Structure**

Discover vibrant Dubai and immerse yourself in five-star Arabian-themed comfort at the Mövenpick Hotel Ibn Battuta Gate Dubai. This five star city hotel provides amenities for both business and leisure travellers alike. With private beach access on the Palm Jumeirah, a Dubai metro station at walking distance and a shopping mall across the road, 8 restaurants and bars, 16 meeting rooms and a swimming pool.

Furthermore, a kid’s club and spa make this themed hotel, located near top business free zones, a perfect choice for individual travel needs. Each floor of the hotel is decorated and themed after Ibn Battuta’s travels through China, India, Persia, Egypt, Russia, Siam, Turkey, Zanzibar, Morocco, and Andalusia.



## Room Configuration

A total of 396 rooms and 44 suites.

| Room Classification | Number of Rooms | Room Size |
|---------------------|-----------------|-----------|
| Superior Rooms      | 283             | 35sqm     |
| Deluxe Rooms        | 25              | 45sqm     |
| Executive Rooms     | 44              | 35sqm     |
| Executive Suites    | 13              | 55-70sqm  |
| Battuta Suites      | 29              | 85sqm     |
| Royal Suites        | 2               | 140sqm    |

## Guest Services

1. Complimentary Wi-Fi connection in all rooms and public areas
2. 24 hour room service
3. 328 covered parking spaces
4. Kids Club and babysitting services
5. Executive services at the business Center

## Meetings and Events

1. Meetings and events assistance with technical support
2. 16 conference rooms with a total of 915 sqm of flexible meeting space; the largest space being Jeddah 1, 2, 3 when combined to make a single meeting room.
3. Spacious pre-function area in Al Bahou that is also available for events.

**Total Hotel Built up Area: 74387.74**

## 4.2 Hotels Key Strategic Objectives for the next year

### 1. Environmental Sustainability

Mövenpick Hotel Ibn Battuta Gate is committed to understanding and managing its impact on the environment- this strategy will therefore help strengthen and drive the following activities:

- The integration of environmental management into the hotel governance.
- The improvement of procedures for efficient use of resources.
- The establishment of management systems that will drive performance.





The creation of a sustainable culture and ethos through staff, student and community engagement.

In order to support the hotel core strategic themes, the Environmental Sustainability Strategy (ESS) will focus on the following:

- 1 - Carbon Reduction**
- 2 - Education/Training for Environmental Sustainability**
- 3 - Partnership and Engagement**
- 4 - Environmental impact of the Hotel**
- 5 - Health & Safety**

## **Carbon Reduction**

### **Aim**

To use energy more efficiently, to reduce the hotel carbon emissions through efficient and responsible use of energy, and contribute towards hotel targets of a 5% reduction in carbon emissions by 2018.

### **To achieve this, our key strategic objectives are:**

- To communicate with staff and other stakeholders about the importance and value of carbon and energy savings in achieving the hotel strategic aim.
- To produce a carbon management plan for increased energy efficiency.
- To monitor and progressively reduce overall utility (water, gas and electricity) consumption throughout the hotel.
- To monitor and progressively reduce the volume of business travel by road & air, waste and water emissions defined as the hotel carbon footprint.
- To develop an understanding of and capture other scope of emissions, including staff commuting and procurement.

### **Targets**

Carbon Management Plan to be completed by end of 2020.

To reduce carbon emissions by 2% by 2017 relative to the 2016 baseline.

To reduce carbon emissions by 5 % by 2020 relative to the 2015 base line.

## **2. Employee Sustainability**

### **Education and Training for Environmental Sustainability**

#### **Aim**

To foster sustainable development and awareness of environmental issues across the hotel and within the hotel community.

#### **To achieve this, our key strategic objectives are:**

- To carry out a review of programme provision on Environmental Sustainability.
- To provide flexible opportunities for staff to engage in learning about environmental and sustainable development.



- To establish a network of 'Green Champions' in the hotel who promote and share environmental practices and initiatives.
- To explore opportunities for staff involvement in various sustainability projects.
- To participate in collaborative initiatives.

### **Targets**

Hotel review of programme provision completed by end of December 2017

Sustainability workshops offered to all hotel staff

Staff Environmental Induction developed for the WTM

Participation in two Environmental and Sustainability National Awareness Campaigns

Showcase good practice through a variety of communications

## **3. Social Sustainability**

### **Partnership & Engagement**

#### **Aim**

To create opportunities where staff, management, and stakeholders can develop and share their knowledge, skills and experiences to engage with and contribute effectively to tackling environmental, sustainable, development, and global challenges.

#### **To achieve this, our key strategic objectives are:**

- To create a framework whereby staff and management can get involved in practical sustainability.
- To provide opportunities for community engagement in sustainability activities on the hotel.
- To communicate current environmental sustainability activities and achievements to staff, management and stakeholders.
- To actively seek formal and informal partnerships with strategic regional, national and international stakeholders and identify opportunities to exchange knowledge and best practice.

#### **Targets**

- A publically available Environmental and Sustainability Strategy in place
- To continue participating in more EEG environmental campaigns
- A staff environmental suggestion scheme in place by December 2017 to initiate and help achieve strategic objectives

## **4. Environmental Impact of the Hotel**

#### **Aim**

To reduce the environmental impact of our operational activities and to make a positive contribution to the local environment through the management of our hotel.

#### **To achieve this, our objectives are:**

To deliver operational objectives, targets and delivery plans under the following themes:



- A. Environmental Management System**
- B. Waste Management**
- C. Sustainable Travel**
- D. Natural Resources**
- E. Sustainable Procurement**

#### **4a. Environmental Management System**

##### **Aim**

To establish a formal system for managing the hotel significant environmental aspects and impacts.

##### **To achieve this, our key strategic objectives are:**

- To create a framework for ensuring our operations and activities are assessed, targets set, progress monitored and continuous improvements achieved.
- To comply with all applicable legal requirements and other requirements to which the hotel subscribes.
- To ensure that the Environmental Sustainability Policy is reviewed annually, documented, implemented and maintained to ensure continual improvement in environmental performance.

#### **4b. Waste management**

##### **Aim**

To adopt a sustainable approach to waste management through the application of “Reduce, Reuse and Recycle”.

##### **To achieve this, our key strategic objectives are:**

- To reduce the total amount of waste generated each year.
- To divert waste from landfill through reuse and recycling initiatives.
- To reduce the cost of waste disposal.
- To encourage and influence staff, students and visitors to follow the principle of “Reduce, Reuse and Recycle”.

##### **Targets**

- Total waste diversion to landfill increase to 25% by end of 2017 compared to 23.06% of 2016
- Reduce monthly waste cost
- Increase recycling by 3% annually
- Improve procedures to record waste management information including waste composition and management information and legal documentation

##### **Action plans**

Waste Management Action Plan



#### **4c. Sustainable travel**

##### **Aim**

To reduce the local, national and global environmental impact of the hotel travel demands.

##### **To achieve this, our key strategic objectives are:**

- To review, implement and communicate a Sustainable Travel Plan to staff and visitors to the hotel.
- To encourage more sustainable means of transport.
- To encourage more sustainable ways of working.
- To review and revise current business related travel policies and capture commuter and business travel data for carbon foot printing purposes.

##### **Targets**

Sustainable Travel Plan to be in place by end of December 2017

To annually calculate and publish CO2 emissions arising from all forms of business travel

##### **Action plans**

Sustainable Travel Plan

#### **4d. Natural resources**

##### **Aim**

To conserve natural resources through efficient and responsible use and management.

##### **To achieve this aim, our objectives are:**

- To reduce water consumption in the hotel

##### **Action plans**

- To reduce total water consumption (m3) by 3% by 2017
- F& B outlets buildings to be fitted with water sub-meter by December 2018
- Water awareness campaign to be carried out

#### **4e. Sustainable procurement**

##### **Aim**

To positively influence the environmental performance of supplier's goods and services and to ensure procurement is carried out in a socially responsible manner.

##### **To achieve this aim, our objectives are:-**

- To review, implement and communicate a Sustainable Procurement Policy and processes



- To maintain and continually promote the Fairtrade status of the hotel and grow its visibility and impact

### **Targets**

Annual review and communication of Sustainable Procurement Policy  
Retention of Hotel Fairtrade status

### **Action plans**

Sustainable Procurement Policy

## **5. HEALTH & SAFETY**

To conduct our business by providing innovative solutions and superior materials with integrity and care for our colleagues, communities, customers, and the environment. Health, safety, and protection of the environment are Core Values, which are a part of everything we do.

We are committed to the continuous and measurable improvement of our environmental, health, and safety performance. We are committed to minimizing any potentially harmful impacts of our environment, community, guests, staffs and visitors by promoting the responsible use of materials throughout the hotel operation.

Our goals include eliminating workplace injuries and illnesses, preventing adverse environmental impacts, reducing and preventing waste and emissions, and promoting resource conservation. We are fully committed to compliance with environmental, health, and safety (EH&S) laws and regulations and with internal EH&S policies and standards that support our Core Values.

- To ensure our staff can effectively tackle any environment threat to our guests.
- To satisfy the highest standards of food handling
- To ensure safety in our spa and swimming pool with safe storage of chemicals, adequate water disinfection and continuous testing of water, adequate signage and protection against unauthorized entry use
- Furthermore we have excellent access to our facilities for people in wheelchairs, and provide special rooms for people with allergies

### **Implementation:**

- Colleagues are appropriately trained so as to make them aware the health and safety issues while working and guests are made aware of hazards by using appropriate signage and other form of communication
- HACCP audits are conducted to ensure compliance to the Food Safety Management System. New Kitchen staff is trained on safety procedures, and must undergo a mandatory basic food hygiene course in food handling
- Emergency evacuation procedures has been established and followed
- All necessary and mandatory safety requirement for team of engineers are in order.
- We have maintained the facilities, so that we have constant check on all equipment being in good working condition
- Operating policy for all mechanical equipment and facilities to ensure that they are as environmentally friendly as possible, low emission and consuming minimum energy and safe to use



#### **4.3 Effective Sustainability Management Plan**

1. The hotel has implemented a suitable sustainability management system which considers environmental, socio-cultural, quality and safety issues.
2. The hotel complies with all relevant legislations and regulations (including, amongst others, the areas of health, safety, labour and the environment).
3. The hotel conducts staff training on environmental and socio-cultural management issues.
4. Customer satisfaction is measured and corrective action taken, where necessary.
5. Promotional materials are truthful and do not promise more than can be reasonably expected by customers.
6. Design and construction of infrastructure complies with local zoning and protected or heritage area requirements; the hotel respects the surrounding natural or cultural heritage in its design impact and uses locally appropriate principles of sustainable construction.
7. Provides accessible entrance

#### **4.4 Maximizing Economic Benefits to the Community**

1. The hotel contributes to community development and infrastructure.
2. Local people are employed, even in management positions.
3. Locally sourced good and services are purchased by the business.
4. The hotel helps small local entrepreneurs develop and sell products that build on the areas of nature, history and culture (including food and drinks, crafts, performing arts, agricultural products and others.)

#### **4.5 Minimizing Socio-Cultural Harm**

1. There is an appropriate code of behaviour with respect to activities being carried out in indigenous and local communities, as well as in culturally sensitive sites, established by mutual consent or adhering to established guidelines.
2. Cultural interpretation or education is provided to customers.
3. The hotel is equitable in hiring women and local minorities, even in management positions.
4. All employees are under contract and paid a fair wage.
5. Historical and archaeological artefacts are not sold, traded or displayed, except as permitted by law.
6. The business contributes to the protection of local historical, archaeological and cultural properties



### **Corporate Social Responsibility (CSR) Programme-SHINE**

Shine is the CSR program for Mövenpick Hotels & Resorts and in support of this program, Mövenpick Ibn Battuta is actively participating in specific causes:

1. Walk for Education
2. Diabetic Walk
3. If you are going to explain one “cause” you will have to explain all of them  
Adopt a camp – [basic needs products are given to labourers]
4. Supporting colleagues during natural disasters such as the earthquake in Nepal
5. Linen Donations
6. Blood donation
7. Clean up UAE
8. Supporting education program Right4 Children



We are also a member of the Emirates Environmental Group, EEG.

#### **4.6 Minimizing Environmental Harm**

1. Conserving resources
2. Implementing a purchasing policy that favours environmentally friendly products for building materials, capital goods, food and consumables.
3. Measuring non-renewable energy consumption and implementing procedures to reduce it.
4. Measuring potable water consumption and implementing procedures to reduce it.
5. Reducing contamination.
6. Measuring greenhouse gases and implementing procedures to reduce it.
7. Effectively treating all types of wastewater, including grey water
8. Implementing a solid waste management plan with quantitative goals to minimize waste that is not reused or recycled.





9. Minimizing the use of hazardous substances including; pesticides, paints, swimming pool disinfectants, and other cleaning materials, and substituting them with safer products.
10. Implementing policies to reduce: noise and light pollution, runoffs, ozone depletion, air pollution and soil contamination.
11. Using local plant species/varieties for landscaping and green areas as opposed to foreign species/varieties.
12. Implementing a contingency plan.
13. Providing environmental education to both staff and customers.

#### **4.7 Quality Assurance**

The Mövenpick brand has certain tools in place for assuring quality in services and product delivery for every property. Some major tools are:

1. **Hotel IQ Audit** is a third party audit done twice a year to evaluate overall guest experience in rooms and food and beverage.
2. Guest 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 to enhance the existing procedures.
3. Regular Quality Assurance meetings engage department heads with the GM, to evaluate all issues related to quality and are proactively addressed
4. **Mystery Shopper-IFH** is an outsourced company that performs audits to check the quality of the Reservations Department as well as Meetings and Events.
5. The Area Office conducts operational and departmental audits to measure the quality of performance of each hotel as set by the brand.
6. Certain government entities, such as municipality, DTCM and DPS, ensure quality assurance by making regular visits.
7. Other accreditations such as Green Globe and HACCP assist in maintaining the quality standards of designated areas by conducting regular audits.

#### **5.0 Procedures**

This procedure strives to support the protection of the environment on two levels.

##### **5.1 Hotel Level**

Mövenpick Ibn Battuta Gate will take the following approach:

1. Form an employee **“Quality & Sustainability Committee”** to discuss the sustainability program on a monthly basis.
2. Use only environmentally sound guest supplies and amenities.





3. Consider purchasing only from certified suppliers, if the process is comparable or acceptable.
4. Set development cooperation with “green and environmentally-friendly” local farms and inform guests about it.
5. Use only organically grown vegetables and fruits in the hotel kitchen wherever possible and support suppliers/farmers who organically grow vegetables and fruits.
6. Use recycled papers, tissues, toilet papers and printed materials wherever available.
7. At every opportunity, consider retrofit, environmentally sound and energy-saving devices subject to appropriate Return on Investment.
8. Use renewable energy, whenever applicable and available.
9. Enlist guest support for environment-friendly activities through PR actions.
10. Participate in community projects and drive environmental awareness by sharing knowledge and experience, as well as volunteer in awareness campaigns for different sectors of community, such as schools and colleges.

## **5.2 Employee Level**

Employee’s sustainability means achieving excellence in Human Resources and leadership practices, whilst embracing and celebrating diversity. By upholding quality, reliability and care, Mövenpick Hotel Ibn Battuta Gate is committed to fostering a culture that consistently improves employee engagement, development, wellbeing, safety and security.

Mövenpick Hotel Ibn Battuta Gate key employer objectives are to:

1. Become an employer by choice by developing a motivating and value based work environment, which promotes and embraces diversity, performance and attitude.
2. Provide equal opportunities for training and development to all employees and work continuously to improve employee engagement
3. Guarantee fairness and transparency in all HR policies and decisions, including compensation and benefits.

Mövenpick Hotel Ibn Battuta Gate key social objectives are to:

1. Contribute to sustainability activities with Dubai community
2. Share best practices and work hand in hand with local and global partners
3. Encourage and actively promote a philosophy of volunteerism
4. Identify and support local charity partners
5. Organize fundraising events



## **6.0 Environment Plans & Actions**

### **6.1 Ensure Environmentally Responsible Management**

Environmental protection is the responsibility of hotel management, when management is environmentally aware, which will motivate all hotel staff and their associated business partners, customers and suppliers in creating and acting in a more environmentally responsible manner. This process requires time and commitment of leaders at all levels of management.

#### **Actions:**

1. Inform and involve employees about all the measures we implement and the aspects of environmental protection.
2. Provide employees with further training in environmental matters, encouraging them to participate more significantly and be more sensitive towards environmental protection goals.
3. Include our customers and guests in our environmental protection measures by examining and implementing their ideas and suggestions.

### **6.2 Achieve Measurable Results**

Environmentally aware business management is prerequisite to future business growth. Therefore over the next few years, we want to achieve tangible successes achievable through the following actions.

#### **Actions:**

1. Conserving energy through our savings plans to reduce, reuse, and recycle
2. Monitoring energy utilities consumption using the Hotel Optimizer tool provided by Avireal ME.
3. Reducing energy consumption by replacing all incandescent lamps with LED lamps in guest corridors, guestrooms and public areas to reduce power consumption.
4. Installing water-saving devices in guestrooms and public toilets.
5. Installing waterless urinals in employee locker rooms.
6. Follow up planned preventive maintenance through DYNAwin maintenance management system.
7. Monitoring and controlling energy consumption using Building Management System and Room Management System.



### 6.3 Providing Reliable Information

By providing concise and reliable information to our guests, suppliers, employees and the general public, we intend to report our environmental initiatives whenever they are worth mentioning.

#### Actions

1. Regular updates on our websites and internal and external collaterals.
2. 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.

In 2016, total waste generated by the hotel was 685,953 kg compared to 778,952 kg in 2015, which is a decrease of 11.94 % in general waste. The property achieved a 23.06% waste diversion from landfill for 2016 compared to 17.74% in 2015, which is an increase of 5.32%. The Waste generation was 3.63 kg /guest which shows a good performance with regards to waste management.

#### Waste Management Plan

The primary aim of this plan is to initially limit the amount of generated waste on the property by requiring all suppliers and vendors to limit quantities of materials and packaging to only those necessary.

Every effort will be made to limit, segregate, sort, collect and properly dispose of waste generated within the property. Mövenpick Hotel Ibn Battuta Gate has established this plan to clearly define the practices which are to be employed within the property to assure waste is segregated based on type.

#### Scope

The scope of the waste management plan covers all activities at Mövenpick Hotel Ibn Battuta Gate and its integration with all colleagues, guests, business partners, owners, other stakeholders, and the environment at large.

#### Management of Waste

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

**Reduce:** Minimalize the amount of waste produced per department.

**Re-use:** Re-use materials wherever possible.

**Recycle:** Transfer waste to approved recycling plants to minimize environmental impact.

**Energy recovery:** Not feasible to be carried out as hotel waste does not have a high calorific value.

**Disposal:** Sending of waste to landfill is a last resort. Hazardous waste will be disposed of and treated by authorized disposal contractors and facilities.



## **Waste Categories**

Based on the activities that are undertaken within Mövenpick Hotel Ibn Battuta Gate, waste has been categorized into the following:

1. Non-hazardous waste: includes paper, wood, food waste, office, rubbish, cardboard, scrap metal, and glass
2. Hazardous waste: human waste, oil, lubricants, chemicals, paint.

## **Waste Avoidance**

In order to minimize waste, Mövenpick Hotel Ibn Battuta Gate will, where possible:

1. Estimate and order the required quantities of supplies.
2. Establish a Buy Back Scheme with key suppliers, where ever such an option exists, the supplier will buy and take back the packing material and reuse it.
3. Limit the use of disposable materials for example; drinking cups and batteries.

## **Waste Reduction**

In order to ensure reduction in waste generation, the following control measures will be introduced:

1. Where reasonably practicable, materials shall be ordered in bulk to reduce packaging. Avoid individual packaging for volume purchases.
2. Where possible and practicable the use of returnable containers and packing materials will be favoured
3. Purchasing criteria will favour recycled products.
4. Suppliers will be requested to use minimal packaging.
5. Where possible, refillable containers will be used for the collection of waste fluids such as waste cooking oil.
6. Ensure the correct amounts of chemicals are used when mixing or diluting chemicals to prevent avoidable waste generation.

## **Re-Use**

The following control measures will be implemented to ensure the reuse of generated waste:

7. Where possible, paper will be re-used such as the printing of in-house documents on the clear side of used documents.

## **Waste Management Control Measures**

The following control measures will be employed within Mövenpick Hotel Ibn Battuta Gate to reduce the environmental impacts from waste generation, handling, storage and disposal:

8. Open burning of waste, marine dumping of waste or the dumping of waste at undesignated areas within the property is prohibited.
9. Separate labelled waste receptacles will be provided for, plastic, cardboard / paper, tins and glass.



10. The dilution of hazardous waste is prohibited
11. The mixing of hazardous and non-hazardous waste is prohibited
12. All hazardous waste will be provided with secondary containment and suitably bonded to meet legal requirements, where necessary
13. A program for regular collection and removal of skips and bins will be implemented
14. All litter will be controlled within Mövenpick Hotel Ibn Battuta Gate by means of good housekeeping
15. Where possible, performance measurement and targets for reduction, reusing and recycling will be developed and implemented
16. Any wastes that cannot be reused and recycled will be transported and disposed of in accordance with Municipality requirements
17. Volumes and types of waste will be monitored to establish whether additional opportunities for improvements in waste management (avoid, reduce, reuse, recycle) can be adopted, where practicable
18. All colleagues will be trained on the Waste Management Plan, through shift briefs

### **Disposal Landfill**

If the above hierarchy of control cannot be satisfied the waste will be sent to an approved Municipality landfill. Landfill is a last resort. The burning, burying, and unauthorized dumping of waste is prohibited.

The waste storage areas and skips will be monitored to ensure that contamination of the segregated skips does not occur. Routine inspections will be conducted on waste disposal and collection areas by department heads to ensure compliance of the Waste Management Plan.

Waste will be segregated under the following categories detailed below:

1. Paper/Cardboard
2. Plastic
3. Tin / Can / Metal
4. Food Waste
5. Medical Waste

Continual reviews will be undertaken of the categories of surplus materials that are being produced by the procurement department.

### **Implementation:**

Mövenpick Hotel Ibn Battuta Gate has appointed DULSCO, a Waste Management Contractor, to implement the following systems; they will be made responsible for the management of main collection areas and satellite stations alongside its associated removal. All documentation, such as licenses, waste transfer notes etc., will be made available to Mövenpick Hotel Ibn Battuta Gate whenever requested.

### **Instruction and training**



All Mövenpick Hotel Ibn Battuta Gate colleagues will be introduced to the waste management plan during the “Welcome to Mövenpick” induction program. Communication will also be made through shift briefs explaining the importance of appropriate segregation, handling, recycling and reuse and return methods to be used by all parties.

The waste management plan includes the role of each and every staff member of the hotel in carrying out recycling practices in their work area, wherever possible.

## **Departmental Responsibility**

### **Housekeeping:**

1. Collecting and segregating waste on every guest floor
2. Reusing paper
3. Reusing and converting old linen
4. Reducing the guest room linen washing cycle
5. Reusing small, leftover quantities of guest room toilet paper within staff locker rooms
6. Cleaning the glass and floor with leftover shampoo and gel from the guest rooms if possible
7. Using potted plants throughout most of the hotel for decoration purposes instead of cutting flowers
8. Printing on both sides of paper
9. Donating unused room amenities to local charities
10. Reusing iron hangers for staff uniforms and laundry

### **Stewarding:**

1. Collection and segregation of waste in Food & Beverage outlets
2. Keeping track of food wastage and breakage
3. Recycling papers, plastics, tetra packs, cardboards, glass and aluminium
4. Recycling of used kitchen oil

### **Offices and administration:**

1. Recycling of papers
2. Printing on both sides of paper
3. Segregate waste as per designated categories inside offices



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

1. Controlling and measuring emissions and effluents emitted from the property
2. Measuring carbon footprints
3. Recycling and disposing hazardous waste as per Dubai Municipality regulations
4. Cleaning grease traps twice a month, as per Dubai Municipality regulations with approved grease trap cleaning service provider MAZMO Environmental Services

### **Record keeping:**

Documentation will be retained to demonstrate legal disposal of all types of waste. Written documentation such as receipts, invoices and waste transfer notes with the following information is required:

1. A copy of the waste management contractors trade license and Dubai Municipality approval
2. For each load of waste collected; the date, type of waste (for example, waste oil, sewage, mixed general waste), quantity of waste in that load and signature of authorized representative of the contractor must be provided
3. Proof of disposal destination – a copy of the receipt, invoice and weighbridge docket must be given to the waste transport contractor by the facility receiving the waste (for example Um Nahad Landfill), which ensure that the waste was legally disposed of at the landfill
4. The documentation listed above will be subject to regular internal and external audits.

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

### **Waste Separation**

All hotel wastes are separated as follows:

1. Aluminium, 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 genuine savings from utility consumption**

1. All technical equipment are maintained regularly and inspections documented through DYNAwin System.



2. Energy consumption is calculated daily, in relation to turnover and number of guests for our operation and calculated monthly through the online optimizer.
- 3.
4. Energy consumption is recorded and analysed daily by the engineering department.
5. A precise monitoring system has been installed.
6. An automatic on/off switch air-conditioning system is in place, following a time schedule and is controlled through the Building Management System.
7. Low energy lamps and LED bulbs are fitted in all relevant areas, according to the energy saving plan by the engineering department.
8. Motion sensors are installed in all public area toilets, car park and some back of the house corridors.

#### **Water Conservation – to achieve savings (what type of savings) from water consumption**

1. Water consumption is recorded daily by the engineering department.
2. All water taps are fitted with flow regulators and sensors.
3. Water saving devices are installed in all guestroom toilets to reduce consumption.
4. Waterless urinals are installed in staff lockers.

#### **Housekeeping & Engineering – to maintain waste diversion rate above 15%**

1. Johnson Diversey Company supplies ECO cleaning materials.
2. Employees are trained by Johnson Diversey Company to optimize the usage of materials.
3. A hygiene concept will be set up in the entire hotel.
4. All cleaning chemicals in use must have environmental certificates.
5. All chemicals are kept locked in a separate room.
6. Chemical dispensers are installed by Johnson Diversey to reduce water consumption.
7. All product descriptions are available for all the cleaning materials used. (MSDS)
8. Johnson Diversey collects used soap of which is sent to recycling.

#### **Hotel Rooms**

1. All hotel rooms are fitted with thermostatic controllers to control the room temperature individually and is connected to the Room Management System.





2. Rooms for non-smokers are available, however, the majority of rooms are for non-smokers.
3. Motion sensors control energy in rooms through RMS.
4. Energy-saving lamps and light bulbs are in place.

### **Food & Beverage Management**

The Food and Beverage Manager is responsible for carrying out environmentally- friendly operations in his area of accountability. He encourages the staff to participate in activities and trainings to protect people and the environment in the following areas:

1. Food Hygiene and Safety Levels 1,2 and 3
2. Food waste management

### **9.0 Landscape**

1. Regular maintenance and testing for the main irrigation system will ensure healthy landscaping and acceptable watering schedules.
2. Adjust sprinklers for acceptable coverage to optimize space and avoid runoffs on paved surfaces.
3. Installed a drip irrigation system that uses low volume irrigation.
4. Adjust sprinkler timer and durations according to the season; watering during night time hours is more practical, as little evaporation would occur.
5. Landscape using drought-resistant plants and native plants.
6. Group plants with similar water requirements together on the same irrigation line and separate plants with different water requirements on separate irrigation lines.
7. Landscape trees and plants are selected to tolerate the climate, soil and water availability.
8. Use organic fertilizers and soil enhancement.
9. Fertilizers are applied once a month or as required.

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

1. 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. Seek medical assistance.
2. Company policy prohibits use of invasive alien species in garden, landscapes and other areas of operation. Company 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.



## 10.0 Quality and Sustainability Committee

**Mövenpick Hotel Ibn Battuta Gate Dubai** colleagues are committed in taking pro-active step to addressing global environment issues by adopting the Green Globe standards as part of the hotel Sustainability Policy. Trainings have been put in place to ensure that all staff are fully aware of the hotel's responsibility and commitment towards the property's Sustainability Policy.

Consistent with the brand's commitments, **Mövenpick Hotel Ibn Battuta Gate Dubai** will implement and regularly update the Environmental Management Program. The Hotel will comply with all relevant legislation, regulations and strive to achieve international best practice in energy saving and water conservation.

We have a dedicated sustainability team headed by the General Manager. They will ensure that ongoing environmental performance, identification of environmental risks, recording and monitoring of impacts and implementing environmental and social sustainability measures are all in order.

Whenever possible, special consideration will be given to employing local staff. In addition, environmentally sustainable products and services will be sourced locally.

We encourage all staff, suppliers and guests to take part of our environmental and social sustainability program. As a benchmarked and certified hotel under the Green Globe program, we need to regularly request and receive feedback from our guests, suppliers, contractors, agents and wholesalers to allow us to continuously improve.

Prepared by:

Quality & Sustainability Committee

|                    |  |
|--------------------|--|
| Maurice Derooij    | General Manager                        |
| Mickael Chevalier  | Executive Assistant Manager            |
| Srilal Palihakkara | Director of Engineering                |
| Sohail Riaz        | Director of Finance                    |
| Yasmeen Al Mahal   | Director of Marketing & Communications |
| Roger Cousin       | Director of Sales & Marketing          |
| Andrea Makhlof     | Human Resources Director               |
| Nadaf Allabaksh    | Executive Housekeeper                  |
| Sven Schneider     | Front Office Manager                   |
| Vipin Das          | Purchasing Manager                     |

Approved by:

Maurice Derooij  
General Manager