



# **SUSTAINABILITY MANAGEMENT PLAN 2016**

**Mövenpick Hotel Apartments Al Mamzar Dubai**



As part of Mövenpick Hotels and Resorts, our central idea is to promote and support environmentally responsible management to reduce pollution and to safeguard the long-term existence of our businesses. 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.

Therefore, Mövenpick Hotel Apartments Al Mamzar Dubai 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.

### **Environmental Sustainability**

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

### **Employer Sustainability**

At Mövenpick Hotel Apartments Al Mamzar Dubai, 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.

### **Social Sustainability**

Care is one of our values; we extended our support by participating in events like Dubai Marathon, Walk for Education and Blood Drive. We encourage sustainability initiatives and continuously educate the team through trainings. Accept social responsibility and show solidarity wherever necessary.



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## 1.0 Analysis

Tourism is one of the world's largest industries. Dubai is the second largest of the seven emirates (UAE), and is politically stable. UAE's main focus remains on developments rather than interfering in political issues for the region. UAE will continue benefiting from the regional political unrest. More than 5.5 million tourists visited Dubai in the first half of 2013 representing 11.1% year-on-year increase, indicating that DTCM's vision of 20 million visitors in 2020 will be achieved. In addition to this capacity and growth, the tourism industry faces greater challenges. Potential impacts include harm to the environment, society and local economies of tourist destinations around the world. Awareness and action about these concerns are on the rise within the tourism industry. The Sustainable Tourism Criteria are to help the tourism industry define its stance on sustainable tourism and take a leading address in customer concerns about sustainable tourism 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 their sources provided on how to implement these sustainable practices.

Sustainable tourism 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 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.”*

### **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 programme to establish a common and global approach to environmental, employer and social sustainability.

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

Our aim at Mövenpick Hotel Apartments Al Mamzar Dubai is to maintain our compliance with the Green Globe indicators.

## About Green Globe



The origin of the Green Globe organization can be traced back to the United Nations Riode 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 with in the travel and tourism sector and provides certification, training and marketing services in 83 countries. For information visit [www.greenglobe.com](http://www.greenglobe.com)

## **2.0 Sustainability Criteria**

- A. Environmental** – The activity minimizes any damage to the environment, i.e. plants, animals, water, soil, energy use, contamination, etc. and provides benefit to the environment through protection and conservation and running a business in a way that does not destroy the natural, cultural or economic resources.
  
- B. Social** – The activity does not harm and may revitalize the social structure or culture of the community where it is located.
  
- C. Employer** – Mövenpick Hotel Apartments Al Mamzar Dubai, we hire talents with good personality. People with passion to grow in hospitality. We promote and actively embrace diversity, culture, generations, back grounds and thought. Our growth offers many career opportunities to talent who live our company's values and core behaviors.

### **3.0 Policy**

It is the policy of the Mövenpick Hotel Apartments Al Mamzar Dubai 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 control 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 raise awareness 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

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

Mövenpick Hotel Apartments Al Mamzar Dubai is situated in the elegant district of Al Mamzar, close to Al Mamzar Beach Park, Deira and Bur Dubai.

The hotel provides 180 comfortable guest rooms, one-bedroom and two-bedroom serviced hotel apartment suites, a contemporary all-day dining restaurant, rooftop pool, fitness centre and four well-appointed meeting venues. The hotel building was designed by Dubai-based Arkiplan Consulting Architects and Engineers, while interiors were created by London-based Broadway Malyan and Dubai-based Interni Projects & Interiors.



Located just ten minutes away from Dubai International Airport with easy access to Sheikh Zayed Road, the hotel is ideal for business, leisure and long-term guests.

- 55 Superior rooms, ranging from 30 to 34 sqm.
- 35 Deluxe rooms, ranging from 40 to 46 sqm.
- 80 One-bedroom apartments, ranging from 60 to 76 sqm. For additional space, these suites can be interconnected to a superior or deluxe room
- 10 Two-bedroom apartments, ranging from 80 to 100 sqm.
- Complimentary wireless internet in all rooms and public areas
- 24-hour room service
- Executive services at the Business Centre
- Meeting and event assistance with technical support
- Four meeting rooms on the sixth floor
- All meeting rooms have natural daylight, Wi-Fi and built-in screens for LCD projection.
- A ballroom of 126 square meters, divisible into three sections
- One contemporary all day dining restaurant provides international buffet and à la carte meals for breakfast, lunch and dinner.

### **B. Hotel's Key Strategic Objectives**

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 2016 should be min. 16% less than the energy bills for the year 2017 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, Labour 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.
- 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.

## 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 Rashid 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. We are member of Emirates Environment Group to participate in their awareness campaigns and to contribute towards their activities like Clean Up Drive, Can Collection Campaign.

### **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.
- Waste water including gray water is treated effectively.
- 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.

## **G. Quality Assurance**

Mövenpick Brand has certain tools for assuring Quality in services and product delivery for the properties. Some major tools are:

- Hotel IQ Audit is a Third Party Audit done twice a year to evaluate overall guest experience in Rooms and Food & 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 , DTCM , DPS
- Certain other accreditations like Green Globe, HACCP etc. also assist in maintain the Quality Standards of designated areas.

## **5.0 Procedures**

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

- A. Hotel level
- B. Employee level

### **A. Hotel level**

Mövenpick Hotel Apartments Al Mamzar Dubai 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 voluntary awareness campaigns for different sectors of community like schools, colleges.

## **B. Employee level**

We have almost 85 associates working in the Property out of which 13 are in Management Cadre whereas 62 are in non-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:

##### **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.

#### **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**

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

Last Year Total Waste Generated: **309969** kilograms and next year we will be reducing 5% from total waste generated in 2015 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

### **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 Aluminium
- 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 DM norms.
- Grease traps cleaning twice a month as per DM norms.

**7. c. Details of the Waste removal company:**

- General waste & recycling: Dulsco Waste Management Service
- Grease Trap cleaning: Rons Eviro care LLC

**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 5% 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 all suitable places
7. Corridors lit by a day/night lighting system through timer operation.
8. Card-operated door locks fitted which 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 Diversey Company supplies our hotel with ECO cleaning materials.
2. Employees are trained by Johnson Diversey Company to optimize usage of materials
3. A hygiene concept to be set-up in the entire Hotel.
4. All the cleaning chemicals in use have "environmental 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 heating 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 planned in 2015 in the back and front areas.

## **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. Adjust sprinklers for proper coverage to optimize space and avoid runoff onto paved surfaces.
- Install a drip irrigation system which uses low volume irrigation.
- Adjust 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.
- Landscape your property with trees and plants that tolerate the climate, soil and water availability.
- Specify that sidewalks, drives, and parking lots are swept rather than watered.
- Use organic fertilizers and soil amendments.
- Fertilizers will be applied 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).

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

- If spilled with eyes or skin, immediately flush with plenty of water for at least 15 minutes while removing contaminated clothing and shoes. Wash clothing before reuse. If victim ingests it and is conscious and alert, give 2-4 cupful's of milk or water. Never Give anything by mouth to an unconscious person. Get medical aid.
- Company policy prohibits use of invasive alien species in gardens, landscapes and other areas of operation. Company only utilizes the products which are certified by Dubai Municipality as well as Government. Certified seeds and other products are used by the company which is non-hazardous to Environment.

## **10. Environment Committee**

- A. It is the Hotel policy to have a sustainability team headed by the Operations 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 a Sustainability Officer is to be designated by the Operations Manager and this officer will be regularly backed up by the Operations Manager 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 will be sent to head office yearly.

### **Environment Committee:**

Mr. Rany Chammas	Operations Manager
Mr. Aneez Ameer	Chief Accountant
Mr. Carlo Gomez	Human Resources Manager
Mr. Elias Bitare	Assistant F&B Manager
Mr. Thilak Rajapaksha	Executive Housekeeper
Mr. Joseph Ibrahim	Executive Sous Chef
Mr. Aamir Mohammed	Shift Engineer