

S O F I T E L  
LUXURY HOTELS  
THE PALM, DUBAI



# SUSTAINABILITY POLICY MANAGEMENT PLAN

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## HOTEL FACTSHEET

Sofitel the Palm Resort & Spa Dubai is a Polynesian themed Resort having 142,000 Sq.Mtr built up area which opened for operations in July 2013.

Hotel Category: 5 star

Hotel Theme: Polynesian

Opening Year: 2013

No. of keys: 546

No. of Restaurants: 7

No. of Meeting Rooms: 8

Private Beach: 500 meters

Sustainability programs in resorts was well planned by us at the pre-opening stages of the Resort especially considering that Resort already had sustainable technologies in its initial design like solar panels / weather station for irrigation / Ac condensate drain connected to irrigation system incorporated .

As part of the Accor group we have the Planet-21 program a sustainability program implemented all over the resorts with specific criteria's to complied to achieve the level of platinum compliance. The resort achieved the Gold compliance within one year of operation.

- We have an effective staff awareness for the sustainability program is been launched in the resort at all levels.
- We also have the guest towel & linen use program implemented over the resort for the guest to be part of our sustainability commitment. As part of the towel reuse program Accor plants one tree for every 5 towels reused in deforestation area.
- The Resort has efficient recycling program ( paper / plastic / cardboard/ Oil / glass ) and generated the saving to environment .
- The energy consumption are monitored daily in regards to the utility services such as water / electricity / gas & diesel. This has also helped us to manage our resources and manpower more efficiently while delivering the required quality and service..
- The Resort saved almost 10000 Cu. Mtrs of water in operation by way of having installed water savers for its guest rooms & public area taps.
- The 90% of the resort lighting in public areas & guest rooms is been replaced to LED / CFL Lights since hotel pre-opening period till date. We have replaced almost 5000 energy saving lamps within the resorts since is opening in July13.
- We saved more kwh of energy in till date by way of technology and replacement of led lights / water saver installation etc and not to mention the best energy management practices
- We have saved more KG CO2 in total by our best energy practices till date.

## PURPOSE

- 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;
- To develop the business in a sustainable manner considering the environmental, socio-cultural, quality, and health & safety issues;
- To demonstrate management commitment to comply with the environmental laws and regulations of the United Arab Emirates;
- To develop a monitoring and audit program to ensure compliance to the Sustainability Management Plan and relevant environmental legislation and the early detection of any significant environmental impacts from the activities of the business;
- To outline mitigation measures in order to minimize the impact of the business activities on the surrounding environment;
- To present mitigation strategies and actions for the control of pollution, waste minimization and resource conservation by effectively practising Reduce, Reuse and Recycle wherever possible;
- To establish a framework for environmental management to ensure the implementation of the identified mitigation measures;
- It is not intended to be exhaustive, but is considered the minimum standard acceptable to Sofitel The Palm Hotel & Resort & SPA.

## SCOPE

- The Scope of the sustainability management plan covers all activities at the Sofitel The Palm Hotel & Resort & SPA and its integration with all colleagues, customers, business partners, owners, other stakeholders and the environment at large.

## REFERENCES

Green Globe Certification Standard & Guide to Certification

## DEFINITIONS, TERMS & ABBREVIATIONS

|                                |   |
|--------------------------------|---|
| <b>SMP</b>                     | Sustainability management Plan  |
| <b>Sustainable development</b> | Development that meets the needs of the present without compromising the ability of future generations to meet their own needs                  |
| <b>Environment</b>             | Surroundings in which an organization operates, including air, water, land and natural resources, flora, fauna, humans, and their interrelation |
| <b>Environmental Aspect</b>    | Element of an organization`s activities or products or services that can interact with the environment  |
| <b>Environmental Impact</b>    | Any change to the environment whether adverse or beneficial, wholly or partially resulting from organizations environmental aspects.            |
| <b>P &amp; P</b>               | Policies and Procedures.  |
| <b>UAE</b>                     | United Arab Emirates  |

## **SUSTAINABLE MANAGEMENT PLAN**

### **VISION**

#### **SOCIETY AND THE ENVIRONMENT: OUR RESPONSIBILITY AND COMMITMENTS**

While a global economy offers considerable opportunities for development, it also gives us special responsibilities. As a global company and major employer, Accor is firmly committed to setting an example in its relations with host communities and the natural environment.

Now more than ever, we are faced with the challenge of ensuring that our development respects the Earth and its inhabitants. Accor is meeting that challenge through Earth Guest, a program organized around eight priorities, whose purpose is to share the urgent need

For sustainable development with employees and to promote tangible initiatives that respond to that need.

As managers, it is our duty to share with our teams this culture of responsibility, which is expressed in the program's slogan: "As guests of the Earth, we welcome the world."

Our sustainable development philosophy can be summed up in a single sentence—ensuring that growth and development always represent an opportunity and never a danger for our employees, customers, host communities and the environment.

For Accor, responsibility and commitment mean:  
Playing an active role in society. Protecting the environment. Developing a spirit of solidarity

#### ***PLAYING AN ACTIVE ROLE IN SOCIETY***

In Sofitel The Palm, it is our responsibility to launch, promote and federate initiatives designed to support the economic and social development of our host communities.

#### **In our actions, this means we must:**

##### **Promote local development**

- By leading the fight against poverty through our business agreements. One example is to offer fair trade products whenever possible.

- By sharing our commitments with our business partners, notably by asking suppliers to sign the Sustainable Procurement Charter.
- By forging partnerships with local communities, with the backing of non-profit organizations.

### **Protect vulnerable and abused children**

- By ensuring that as many countries as possible sign and respect the Code of Conduct drafted by the World Tourism Organization and ECPAT (End Child Prostitution, Pornography and Trafficking of Children for Sexual Purposes), an international NGO. Accor is a member of the ECPAT executive committee.
- By training employees to eliminate child abuse by helping them to identify and respond to situations in which there is a risk of sexual tourism.
- By distributing brochures and showing films in our hotels to raise customer awareness of the problem.
- By involving our partners and suppliers in our commitment.

### **Improve health care in the local community**

Accor is working to prevent and eliminate major epidemics, in particular AIDS and malaria:

- By publicly affirming its commitment as a way of encouraging other leading companies to take action.
- By building awareness and launching preventive measures among employees and customers, depending on the local situation, through the use of communication resources provided to managers. One such resource is ACT-HIV, Accor's in-house AIDS awareness program.

### **Support and promote balanced nutrition**

Accor encourages its customers to adopt a healthy, balanced diet, in particular to reduce the risk of obesity:

- By developing healthy-eating initiatives, such as the Nutritional Balance program, with affiliated restaurants.
- By relaying the FOOD Project (Fighting Obesity through Offer and Demand) through actions to support a healthy, balanced diet that target employees and restaurant managers.
- By providing customers with clear information and enabling them to eat balanced dishes in our hotel restaurants and in affiliated establishments.

## **PROTECTING THE ENVIRONMENT**

As managers, we support the Group's commitment to developing our businesses while respecting the planet. Our extensive global presence provides us with the opportunity to reduce the negative impact of our operations and lead our industry toward more environmentally

- Develop and deploy Accor's environmental improvement initiatives, help meet their objectives, and track our environmental performance through appropriate indicators.
- Integrate the Group's environmental priorities into the design of new hotels, products and services, and leverage those priorities to encourage the search for innovative solutions.
- Help employees to integrate natural resource conservation measures into their day-to-day

responsibilities.

- Raise awareness among customers and respond to their growing expectations with regard to environmental protection.
- Use resources developed by the Group, its brands and its businesses designed to ensure an effective, aligned approach. These include the Hotel Environment Charter, various certification programs, sustainable building guidelines and the OPEN environmental software.
- Leverage the support of our suppliers, investors, local communities and other partners, to pool the advantages that each can provide and advance more quickly.

### **Limit our energy consumption and our impact on climate change**

- By integrating the notion of total cost and by considering energy savings when deciding on spending projects.
- By rapidly deploying solutions identified by the Group, its brands and its businesses that effectively reduce energy use.
- By giving priority to renewable energies, in particular solar energy for hot water, and by helping to identify new ways to limit our energy and climate footprint.

### **Conserve water resources**

- By being aware of local water supplies and implementing measures to considerably reduce consumption in the event of scarcity.
- By assessing the availability of collective wastewater treatment systems in the local area and developing independent systems in Accor establishments if necessary.
- By involving teams in finding ways to conserve water.
- By testing innovative solutions designed to reduce consumption.
- By promoting the use of washing, cleaning and personal hygiene products that are more respectful of water resources.

### **Manage waste**

- By using local recycling channels more extensively and actively encouraging employees to sort waste.
- By providing customers with waste sorting solutions.
- By reducing the amount of waste produced when designing new rooms, products and services and making sure that waste is effectively recycled.
- By ensuring that the hazardous waste we produce is eliminated through channels that are capable of safely processing toxic materials.

### **Protect biodiversity**

- By raising employee awareness of the importance of biodiversity in the natural world for people as a source of medication and food and a means of preventing epidemics.
- By taking biodiversity concerns into consideration in our consumption of wood, fish, plant-based products and other natural resources.
- By promoting garden, lawn and farmland management practices that limit the use of chemicals.

- By integrating biodiversity concerns when planning hotels in non-urban hotels.
- By creating partnerships with specialized associations to deploy appropriate actions.

## **THE PLANET 21 PROGRAM**

### **A pioneering commitment**

Accor's commitment to sustainable development dates back many years, with practical initiatives such as the creation of an environment department 20 years ago, of a Hotel Environment charter in 1998 and the adoption of many solutions aimed at contributing to the development of local communities, optimizing water and energy consumption and reducing its hotels' environmental footprint.

### **PLANET 21: a new stage of conquest and ambition**

Today, Accor is implementing a new sustainable development strategy: PLANET 21. It defines 21 commitments and ambitious goals looking to 2015 and includes a program to inform guests and employees and encourage them to contribute to reinventing hotels, sustainably.

Intrinsically linked to sustainable development, the name PLANET 21 refers to Agenda 21, the action plan adopted by 173 Heads of State at the 1992 Earth Summit in Rio de Janeiro. It also echoes the urgent need to focus efforts in the 21st century to change our production and consumption patterns with the goal of protecting our planet, its people and their environment.





S O F I T E L  
LUXURY HOTELS

## Dubai The Palm Resort & Spa

In this hotel, we act in favour of the planet

We are committed to **protecting children** from abuse

We use **renewable energies**

We have a **living roof**

We use a **water-saving laundry service**

We **sort** in order to **recycle**: ink cartridges, batteries, light bulbs, paper & cardboard, glass, electric and electronic equipment, plastic, metal, plant waste

We use **eco-designed materials** in the rooms

We offer **fair trade** products



This hotel has been certified

**ISO 14001**

and audited by an independent body.

See all the actions implemented in this hotel:  
[www.accorhotels.com](http://www.accorhotels.com)  
[www.sofitel.com](http://www.sofitel.com)

Discover PLANET 21:  
[www.accorhotels-group.com](http://www.accorhotels-group.com)

**Our Sustainability Management Plan encompasses 4 key areas:**

- I. **Environmental** – to be actively involved in conserving resources, reducing pollution, conserving biodiversity, ecosystems and landscapes.

**Green Globe Certified** - Green Globe Membres commit to managing and operating their business and organisations to the highest level of sustainability.

Green Globe members are committed to benchmarking and managing the use of energy and water with the aim of reducing the use of these resources as well as promoting reuse and recycling of materials.

**ISO 14001:2004 Certified** - was developed to provide a management system to help organizations reduce their environmental impact.

The standard provides the framework for organizations to demonstrate their commitment to the environmental by: Reducing harmful effects on the environment.

**Blue Flag Certification for the Beach and Marine Water Quality** - The Blue Flag is a certification by the Foundation for Environmental Education (FEE) that a beach or marina meets its stringent standards.

Beaches are awarded the Blue Flag based on compliance of 33 criteria's covering the below main points:

- 1) Environmental Education and Information
- 2) Water Quality
- 3) Environmental Management
- 4) Safety and Services

- II. **Socio-cultural** – to be involved in corporate social responsibility actions, community development, local employment, fair trade, support local entrepreneurs, respect local communities, implement a policy against commercial exploitation, equitable hiring, employee protection and last but not least, that our business do not jeopardize the provision of basic services, such as water, energy, or sanitation to neighboring communities.

- III. **Quality** – any activity that can sustain itself economically through creating competitive advantages within the industry with inspired service that not only meets, but exceeds guest expectations; it continues to contribute to the economic well-being of the

surrounding community through local ownership, employment, buying local products, etc. A sustainable business should benefit its colleagues, customers, business partners, owners, other stakeholders.

➤ **ISO 9001:2008 Certified**

**IV. Health & Safety** – Sofitel The Palm Hotel & Resort & SPA complies with all established health and safety regulations, and ensures that both guest and staff protection instruments are in place. Certificates are approved as per Dubai Municipality, Civil Defence and Trakhees.

➤ **Operational Fitness Certificate issued by Dubai Municipality**

➤ **Shisha License**

➤ **Fire Safety Approval Certificate**

➤ **HACCP Certified**

## **A. SUSTAINABLE MANAGEMENT**

### **A1. Implement a Sustainable Management Plan:**

Sofitel The Palm Hotel & Resort & SPA shall establish and maintain the SMP complying with requirements included in this section. There are a number of elements that make up the SMP. These elements are shown in figure1.

Sofitel The Palm Hotel & Resort & SPA shall formulate Policies and Procedures that:

- are appropriate to the nature and scale of the organisation's activities;
- are aligned with the four key SMP areas i.e. environmental, socio-cultural, quality and health & safety issues;
- include a commitment to continual improvement of the SMP;
- include a commitment to comply as a minimum with the current applicable legislations, regulations and other requirement to which the organisation subscribes;
- provide a framework for setting and reviewing SMP objectives and targets;
- are documented, implemented, maintained and communicated to all employees;
- are available to all interested and affected parties; and
- are reviewed periodically to remain relevant and appropriate to the organisations SMP.

### **A2. Legal Compliance:**

The hotel is licensed according to UAE law and in compliance with all relevant international or local legislation and regulations, including health, safety, labor, and environmental aspects, and insurance policies and other guest and staff protection instruments are up to date and in order.

### **A3. Employee Training:**

Employee hiring, training, annual appraisal and performance review, at Sofitel The Palm Hotel & Resort & SPA; is in line with the corporate competencies and competency models.

Competencies and competency models are designed to define the skills, knowledge and attributes that make organizations and individuals successful. Once competencies are identified, people with these competencies can be recruited and where necessary trained and developed. This builds an organization of successful colleagues who are capable of delivering business goals and execute strategy.

While competencies may enable people to achieve success, they alone do not ensure success. We see people who are competent but do not deliver business results or vice versa. In other words, only assessing people against competencies is not enough. We must also measure their achievements against the desired business goals within their roles.

At the same time, competencies provide the link between organizational vision, behaviors, outputs and results and are the foundation for recruitment, selection, performance management, development and succession planning.

### **A.4 Customer Satisfaction**

At Sofitel The Palm Hotel & Resort & SPA customer satisfaction is supported by the Quality department. Quality Department helps Sofitel The Palm Hotel & Resort & SPA to operate in a way that focuses on continuous improvement and long term sustainability. It works with all departments and areas of the business to ensure that our guest are always our first priority by having a system in place that allow us to measure how well we are doing, and to respond quickly when we are not getting the desired results.

Besides customer satisfaction we also review and monitor internal quality performance. Some of the tools used for monitoring and reviewing the same are:

VOCIE of Guest trip advisors, Leading Quality Assurance (LQA) audits, LRA Emotional Engagement Audits, guest comment cards and other 3<sup>rd</sup> party online platforms such as trip advisor, booking.com and all social media channels.

### **A.5 Accuracy of Promotional Materials**

All communication regarding promotional material at Sofitel The Palm Hotel & Resort & SPA goes through the Sales and Marketing team and is in line with Hotel Brand Group guiding principles, local regulations and cultural norms. Any dissatisfaction from our guests is tracked through the guest feedback forms.

### **A.6 Local Zoning, Design and Construction**

## **DESIGN AND STRUCTURE**

The Sofitel The Palm Hotel & Resort & SPA Sustainable Designs:

### **SOLAR PANELS FOR HOT WATER SYSTEM**

*The resort has 50% of its hot water generated through 232 no's solar panels installed on the roof covering areas of 530SqMtr. Are which generates 2200 kw of heat output / day.*



## **FACADE LIGHTING**

*All external façade lighting is controlled by the photocell ensuring efficient lighting operation*



## **WEATHER STATION**

- 1). Cup Anemometer – Measures the speed of the wind.
- 2). Rain Gauge – Measures the amount of Rainfall .
- 3). Solar Radiation sensor – Measures the weather ET Value, air temperature and Relative Humidity



## **CAPE REED STRUCTURE**

*The Resort also has all its building roofing installed with cape reed structures which is comes from sustainable African forests. This is a unique thatching material only grows on small strip of land in southern cape region of south Africa. The cape reed plant provided one of the most durable natural fibers on earth making it ideal for thatching with life expectancy of 20- 50 years . It allows trapped water and heat to escape making it waterproof and UV-Proof. Which is ideal for local climates.*



### **FCU CONTROLLED SENSORS**

*All the guest rooms balconies doors are installed with double glaze glass panels and with FCU controlled sensors*

### **GRMS SYSTEM**

*Resort Guest Rooms are equipped with the GRMS system (Guest Rooms Management System) to save the energy*

### **DUAL FLUSH SYSTEM**

*All WC units in guest rooms & public areas are equipped with dual flush system saving 25% of water usage*

### **VFD's**

*The resort HVAC system fully equipped with 69 no's of VFD's for saving the energy.*

### **ERU WITH HEAT RECOVERY WHEELS**

*The resort has 15 no's of fresh air handling system units installed with an energy recovery units which saves almost 230kw of reheat energy saving/ daily from the energy recovered from the bathroom exhaust system*

### **FCU CDP DRAIN PIPE LINES**

*The FCU units AC condensate drains are connected to the irrigation tank which is recycled to be used for resort 27000 Sq.Mtr landscaping areas.*

### **OCCUPANCY SENSORS**

*All back of the house corridors lighting 24 X 7 is controlled by the occupancy sensors saving almost 25% of energy*

### **BASEMENT PARKINGS CO SENSORS**

*Basement parking's ventilation system is controlled by the CO sensors for efficient operation*

## **A.7 Interpretation**

We inform our guests about the local environment, local culture and cultural heritage through various means; may it be electronic or something as simple as bookmarks. As UAE is predominantly a Muslim country guests are made aware of the local culture and mainly during the holy month of Ramadan.

Various expedition packages are available with local tour organizers to visit places of historical interests, museums, heritage village, etc. or to embrace a moment of serenity within the vast desert. Sofitel The Palm Hotel & Resort & SPA works closely with the local market, and as such is beneficial to the company and the local community.

Sofitel The Palm Hotel & Resort & SPA, in line with Hotel Brand Group's brand endeavors to deliver imaginative and exhilarating experience in culturally connected environments offering thoughtful and generous service.

## **A.8 Communications Strategy**

We communicate with our guests and visitors to the hotels and the website in a comprehensive manner. Our implementations, plans and strategy for a sustainable operation are clearly defined, as well as our involvement with the local community and other charity work. Our sustainable operations involve our guests, example; we have placed room green cards in all the rooms in order to give our guests an option whether or not they want the bed linen or towels to be replaced for the day, hence, providing them with an opportunity to play a direct role in water and energy conservation. Sofitel The Palm Hotel & Resort & SPA is also a member of Emirates Environmental Group which are local organizations that strive towards the protection of the environment, sustainable management and social responsibility.

## **A.9 Health and Safety**

We follow strict environmental, health and safety laws, regulations and procedures to conserve and protect the environment and create a workplace where we bring the best out of our colleagues whilst avoiding the risk of injury.

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. Purchase and operating policy for all mechanisms, equipment and facilities is that they be as environmentally friendly as possible: low emission and consuming minimum energy. We have an experienced team of engineers and technicians who maintain the facilities etc., so that we have constant check on them being in good working condition. All necessary and mandatory safety requirements for the same are in order, such as Method Statement, Risk Assessment, and Personal Protective Equipment.

Local Law enforcement agencies frequently visit the premises to ensure all emergency systems are in order, besides, there are audits conducted to ensure that the hotel clinic is up to the standards, HACCP audits are conducted to ensure compliance to the Food Safety Management System. New kitchen staff is trained on safety and procedures, and must undergo a mandatory basic food hygiene course in food handling.

### **Highlights:**

- Guests are instructed verbally and by posted signs to take care of wet floor.
- Swimming pool depth is clearly marked, a life guards trained in rescue and basic first aid are physically present at the pool.

- If any events are to be held within the property by external organizers, a clear method statement risk assessment, floor plans, insurance policies, are requested from the organizers, such that a clear gap analysis is conducted, and appropriate preventative measures from our end are also taken.
- All paint is environmentally friendly and lead free.
- All external contractors need to provide safety permit and equipment for their staff
- Use of auto dosing system has been introduced for housekeeping chemicals

## **SOCIAL/ECONOMIC**

### **B.1 Community Development**

This section is supported by the Hotel Brand Group community investment policy; the policy states that the Company recognizes its roles and responsibilities in contributing to the sustainable development of the communities in which it operates. This Policy aims at maximizing the return on Community Investments and their impact on the Local Community.

Through our Community Investment Program, we have identified unique areas of involvement where we can actively support our Local Communities and engage in a mutually rewarding way with our Stakeholders.

- **Healthcare:** Supporting initiatives aimed at enhancing the health and well-being of Local Communities.
- **Education:** Supporting initiatives focused on vocational training and skills development that improve employability in the tourism and hospitality sector.
- **Cultural Preservation:** Supporting initiatives aimed at preserving local culture and heritage and promoting cultural diversity.
- **Economic Development:** Supporting initiatives aimed at enhancing the ability of small and medium enterprises (“SMEs”) that are strategically linked to business needs to perform more effectively in order to create economic growth.
- **Environmental Protection:** Supporting initiatives that help protect the integrity of the environment. We also want to support initiatives that use innovative products and services to help solve environmental problems.

### **B.2 Local Employment**

Supporting a robust companywide National Development program, Sofitel The Palm Hotel proactively supports the recruitment and development of UAE nationals within the UAE at various managerial level positions across its operational and support function, with a view that such UAE nationals may, will be supported, mentored and guided to grow and move into leadership positions across the company. The element of local employment is supported by:

- Equal employment opportunity policy
- Business conducts and ethics policy
- Recruit and select colleagues policy

### **B.3 Fair Trade**

Fair trade within Sofitel The Palm Hotel & Resort & SPA is driven by the “Procure Goods & Services” Process in UAE, wherein Purchasing ensures the use of right methods to select suppliers and procure goods and service at the right quality, price, time, source and delivery while protecting the company. Procuring of goods should not include Styrofoam items and cardboard should be wax free.



#### B.4 Local entrepreneurs

Sofitel The Palm Hotel & Resort & SPA is established as a business hotel where in our aim is to let business clients experience the luxury hospitality we have to offer to them in the midst of their business environment. Sofitel The Palm Hotel & Resort & SPA does not engage with local entrepreneurs dealing with historical artifacts moreover it is not permitted by law.

It is worthwhile to state that, at Sofitel The Palm Hotel & Resort & SPA we do engage in organizing events and activities that portray the local culture, especially during Ramadan, Eid, and UAE National Day.

We have our local Henna Shop and Gift shop located in Ground floor.

#### B.5 Respect local population

As stated earlier UAE is predominantly a Muslim country and as such guests and colleagues are made aware of the local culture. Information of the same is provided through multimedia or through books and magazines.

#### B.6 Exploitation

Sofitel The Palm Hotel & Resort & SPA is in strict compliance to the UAE Federal Law no 8, for 1980 on the Regulation of Labor relations. Hence, appropriate policies are in place against the employment of children, sexual harassment, and exploitation. The element of exploitation is supported by:

- Equal employment opportunity policy
- Business conducts and ethics policy
- Recruit and select colleagues policy
- UAE Federal Law no 8, for 1980

HERITAGE FOR HENNA-GAZEBO TENT



#### B.7 Equitable hiring

Sofitel The Palm Hotel & Resort & SPA promotes diversity and equality on all levels of the business, and no employees or applicants are discriminated against in any way. All positions are filled on the basis of competence. Our hotel adheres to all local laws and regulations concerning labor laws, and offer conditions and wages superior to the minimum requirements.

Sofitel The Palm Hotel & Resort & SPA employs people of many nationalities – currently we have no less than 50 different nationalities in the group. Women candidates are encouraged to apply across all levels of the business.

#### B.8 Employee protection

Salaries and benefits exceed national regulations, and all payments required by law into insurance and holiday funds are made on behalf of all employees. Overtime is paid for hours worked beyond the established work in accordance with UAE labor law. Week hours and working hours do not

exceed the legal maximum established by the labor law, but being a hospitality industry at times a need might arise to work additional hours, colleagues are accordingly remunerated as per the policies outlined.

## **B.9 Basic services**

The activities of the business have not impacted or jeopardized resources or services in the local area or neighboring communities in any negative manner. The activities of the business generate a number of secure jobs and reflect positive influence in the community.

## **C: CULTURAL HERITAGE**

The ambassadors at Sofitel The Palm Hotel & Resort & SPA is trained to guide guests towards the cultural sights and events and/or entertainment/restaurants that the guests are most interested in. Local UAE culture and idiosyncrasies can be explained and discussed with guests, but mainly in a nice-to-know form, as the culture is significantly different from anywhere else in the western/developed part of the world, from where we have a substantial amount of guests coming from. Guest can read through the basic do's and don'ts in their complementary tourist guide 'Discover Dubai'.

Historical and archeological artifacts are not sold, traded, or displayed. Business complies with laws, standards and regulations concerning the protection of historical sites and cultural heritage.

Sofitel The Palm Hotel & Resort & SPA places great emphasis on being a part of the local environment in regards to cultural and social activities, as well as incorporating use of local food and competencies from local businesses. We take great pride in our vast network, and spend a lot of time and energy explaining our collaboration with local suppliers and businesses to interested parties.

## **D: ENVIRONMENTAL**

In line with the Sofitel the Palm Hotel & Resort & SPA Sustainable Development, the use of Environmentally Preferable Purchasing (EPP) helps Hotel Brand "buy green," and in doing so, uses the buying power to stimulate market demand for green products and services. However, this statement should not be key deciding factor in making a commercial buying decision.

### **Highlights:**

Black and gray waste water is managed by the city in a non-polluting way, and does not affect public health. This is mandatory and unavoidable by UAE law. Very strong preference given to fair trade and eco-certified suppliers – we will often choose to not have a service, rather than compromising our integrity.

We minimize our output of printed matter, and prefer to communicate through our website (which is CO<sup>2</sup> neutral). Our suppliers often bring their products in crates and cases, which are reused and taken back. Every attempt is made to increase the awareness of the suppliers to avoid using crates and cases where ever possible.

Refrigerator and freezer temperatures are measured and monitored on a constant basis by the culinary staff of Food. Energy usage is specified and recorded. Motion sensors are established in some of the areas, feasibility to cover more areas is considered. All rooms need room key in order to turn on lights – whereby all electric appliances are turned off when guest is not in room. Only low-energy light bulbs are used throughout the property, and outdoor lighting is controlled by a timer.

Energy efficient equipment is purchased wherever available, and only used when needed. Bed linen, duvets and towels that are too used for hotel use but still usable, are donated to charity. No disposable cutlery or other eating utensils are used in the Hotel.

Active system in place to detect and repair leaking toilets, faucets and showerheads in guest rooms, and is run in co-ordination with housekeeping department and engineering department. Active system in place to detect and repair all machinery and equipment on a regular monthly basis, and is run by engineering department.

Native plants or low water plants used in landscaping are used to minimize water in the outdoor garden.

Sofitel The Palm Hotel & Resort & SPA recycles above and beyond the national requirements. We have asked for specific glass, cardboard and paper recycle bins, and encourage guests to help us with our recycling. We attempt to produce as little waste as possible, and nothing is thrown out, that can be used again. A food-saving program will be established wherein we will come up with strategies to reduce food wastage. Since such a program might interfere with the operation of the culinary department, the establishment of the same will be done in consultation with the F & B department. Other initiatives could be to compost food waste by installing food waste composting machine and using the product as manure for the trees within the property.

All employee laundry is washed in-house with environmentally friendly detergents. All back-office computer and electronic equipment is shut down when work-day is over. Meeting room's lights and equipment is shut down when not in use. Water usage is monitored and specified; goal is 1% annual reduction. All appliances are set at the most efficient level, to save energy, money and appliances. This concludes the Sustainability Management Plan for Sofitel The Palm Hotel & Resort & SPA 2015. Our concrete aim is to reduce our use of water, electricity and waste by a minimum of 10% in the course of the next year, some of the targets and initiatives to achieve the same are:

- To raise awareness of the environment within the guest rooms by way of environmental information on the room television and room information brochures.
- In partnership with the Enviro Serve, collect Hazardous IT waste to ensure that zero waste goes to Dubai landfill site.

## **ENERGY CONSERVATION**

In Sofitel The Palm Hotel & Resort & SPA we always try to work towards a greener Dubai and we strive to implement innovated technologies whatever is the best for our guest, the environment and also for all Accor Hotels working towards greener Dubai.

### **SOFITEL THE PALM HOTEL & RESORT & SPA ENERGY SAVING INITIATIVES BEST PRACTICES:**

- **Grey Water for Irrigation (TSE)**  
At Sofitel The Palm Hotel & Resort & SPA we use treated sewage effluent (Grey) water from Dubai Municipality for irrigation. Using TSE water helps us conserve increasingly scarce water resources efficiently, responsibly and intelligently.
- **ERU Units With Heat Recovery Wheels**  
The resort has 15 no's of fresh air handling system units installed with an energy recovery units which saves almost 230kw of reheat energy saving/ daily from the energy recovered from the bathroom exhaust system

➤ **Guest Room Management System (GRMS)**

Sofitel the Palm Hotel & Resort & SPA has installed guest room management systems for all rooms, RMS helps us to monitor, manage and control our energy in the rooms. RMS also helps control unnecessary lighting, cooling for hours while guests are away which help us towards energy savings.

➤ **Variable Frequency Drives**

Sofitel the Palm Hotel & Resort & SPA has installed VFD (Variable Frequency Drives) for the entire Air handling unit & Return Air Fans in the Sofitel The Palm Hotel & Resort & SPA 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.

➤ **Lamps Replacement To LED**

In Sofitel the Palm we have replaced a lot of lamps to LED, like Building Focus lights, LED lights in the new renovated rooms, Back office and car park tube lights will be replaced by the end of this year. We constantly investigate and replace to LED where required.

### **2021 ENERGY EFFICIENCY INITIATIVES**

- 1) Halogen light has been change to LED in Lobby area, Apartment 1, 2 & 3.
- 2) Beach area metal halide lamp has been replaced in to LED light.
- 3) Lodge Villa 200,300 & 400 halogen to LED
- 4) Hotel main building façade florescent light to LED
- 5) Guest room GRMS system upgrades for BS1 & 2
- 6) Staff Toilet sensor tap has been installed, rectification of leakages in swimming pool pump room, water tank, and landscaping water flow adjustments.
- 7) Kitchen and public area, banquet and meeting rooms temperature has been adjusted, and BMS controlled.
- 8) Plastic bags totally not used in the hotel, replaced with recyclable material bag, Jute bags are used in guest room waste collection, and laundry bag as well is washable.
- 9) Outdoor SPA and Maui wood decking replacement
- 10) No hose using for washing walk ways/pathway in public areas, guest room minimum flushing to use as required during cleaning.
- 11) Soap dispenser in the guest room.

We are very aware that sustainability is an ongoing journey; therefore the Sustainability Management Plan will be reviewed annually. Our Sustainability Management Plan is supported by the following Policies and Procedures along with other supporting documents:

- Health, Safety and Environmental Policy.
- Environmental Management Plan
- Waste management Plan
- Purchasing policy
- Recruitment policy
- L&D training policy
- Business conduct and ethics

**ENERGY & CARBON REDUCTION GOALS - YEAR 2019 - 2021**

| ENERGY / WATER & CARBON REDUCTION GOALS - YEAR 2020 - 2024 |                          |                    |                                   |                   |                    |                                   |                   |                    |                                   |                   |                    |                                   |                   |                    |                                   |                   |                 |               |                             |
|--|--------------------------|--------------------|-----------------------------------|-------------------|--------------------|-----------------------------------|-------------------|--------------------|-----------------------------------|-------------------|--------------------|-----------------------------------|-------------------|--------------------|-----------------------------------|-------------------|-----------------|---------------|-----------------------------|
| Consumption For - 2019 (Occup- %)                          |                          |                    | Consumption For - 2020 (Occup- %) |                   |                    | Consumption For - 2021 (Occup- %) |                   |                    | Consumption For - 2022 (Occup- %) |                   |                    | Consumption For - 2023 (Occup- %) |                   |                    | Consumption For - 2024 (Occup- %) |                   |                 |               |                             |
| NO   | UTILITIES                | ACTUAL CONSUMPTION | ACTUAL CONSUMPTION                | AED               | SAVING 2020-2021 % | ACTUAL CONSUMPTION                | AED               | SAVING 2021-2022 % | ACTUAL CONSUMPTION                | AED               | SAVING 2022-2023 % | PROPOSED CONSUMPTION              | AED               | SAVING 2023-2024 % | PROPOSED CONSUMPTION              | AED               | Saving in Units | Saving in AED | PROPOSED SAVING 2024-2025 % |
| 1  | ELECTRICITY              | 16,585,603         | 16,419,747                        | 7,224,689         | -1.00%             | 16,255,550                        | 7,152,442         | -1.00%             | 16,092,994                        | 7,080,917         | -1.00%             | 15,932,085                        | 7,010,109         | -1.00%             | 15,772,745                        | 6,940,008         | 159,320         | 70,101        | -1.00%                      |
| 2  | COOLING (TR)             | 11,187,203         | 11,075,331                        | 7,198,965         | -1.00%             | 10,964,578                        | 7,126,976         | -1.00%             | 10,854,933                        | 7,055,706         | -1.00%             | 10,746,384                        | 6,985,150         | -1.00%             | 10,638,920                        | 6,915,298         | 107,464         | 69,852        | -1.00%                      |
| 3  | GAS (LTR)                | 864,307            | 855,664                           | 5,989,648         | -1.00%             | 847,107                           | 5,929,749         | -1.00%             | 838,636                           | 5,870,452         | -1.00%             | 830,250                           | 5,811,750         | -1.00%             | 821,947                           | 5,753,629         | 8,303           | 58,121        | -1.00%                      |
| 4  | DIESEL (LTR)             | 362,945            | 359,316                           | 729,411           | -1.00%             | 355,723                           | 722,118           | -1.00%             | 352,166                           | 714,897           | -1.00%             | 348,644                           | 707,747           | -1.00%             | 345,157                           | 700,669           | 3,487           | 7,079         | -1.00%                      |
| 5  | WATER (IMP GAL)          | 41,091,680         | 40,680,764                        | 2,522,207         | -1.00%             | 40,273,956                        | 2,496,985         | -1.00%             | 39,871,216                        | 2,472,015         | -1.00%             | 39,472,504                        | 2,447,295         | -1.00%             | 39,077,779                        | 2,422,822         | 394,725         | 24,473        | -1.00%                      |
| 6  | Carbon Reduction Kg CO2e | 181,473 KG CO2e    | Carbon Reduction Kg CO2e          | 8,209,874 KG CO2e |                    | Carbon Reduction Kg CO2e          | 8,127,775 KG CO2e |                    | Carbon Reduction Kg CO2e          | 8,046,497 KG CO2e |                    | Carbon Reduction Kg CO2e          | 7,966,033 KG CO2e |                    | Carbon Reduction Kg CO2e          | 7,886,373 KG CO2e |                 |               |                             |

| Consumption For - 2020 (Occup- %) |                   |                    | Consumption For - 2021 (Occup- %) |                   |                    |
|-----------------------------------|-------------------|--------------------|-----------------------------------|-------------------|--------------------|
| ACTUAL CONSUMPTION                | AED               | SAVING 2020-2021 % | ACTUAL CONSUMPTION                | AED               | SAVING 2021-2022 % |
| 16,419,747                        | 7,224,689         | -1.00%             | 16,255,550                        | 7,152,442         | -1.00%             |
| 11,075,331                        | 7,198,965         | -1.00%             | 10,964,578                        | 7,126,976         | -1.00%             |
| 855,664                           | 5,989,648         | -1.00%             | 847,107                           | 5,929,749         | -1.00%             |
| 359,316                           | 729,411           | -1.00%             | 355,723                           | 722,118           | -1.00%             |
| 40,680,764                        | 2,522,207         | -1.00%             | 40,273,956                        | 2,496,985         | -1.00%             |
| Carbon Reduction Kg CO2e          | 8,209,874 KG CO2e |                    | Carbon Reduction Kg CO2e          | 8,127,775 KG CO2e |                    |

## Environment Policy

We, at Sofitel the Palm Dubai are committed to minimize our impact on environment through efficient energy, water & waste management and follow best environmental practice across our entire operations.

We support the above commitment by taking the following action.

- To comply fully with all applicable legislation. Meet or exceed all the environmental legislation that relates to our operation.
- To minimize our waste by reviewing the purchasing practices and segregate waste to reduce, re-use & recycle the resource consumed by our business wherever possible.
- To implement energy, water and resource conservation programs through innovation and applying best practices
- To establish targets to measure the continuous improvement in our environmental performance.
- To monitor and review our environmental performance on a regular basis for achieving our objective and targets.

Dated 09/06/2021  
Place: Sofitel the Palm



Christophe Schnyder  
General Manager



## Health & Safety

It is the policy of Sofitel The Palm, Dubai to establish and maintain a safe working environment in compliance with the Occupational Health and Safety act of Federal Law No. (8) Of 1980 as amended, Ministerial Decision No. 32 of 1982, concerning preventive methods to protect employees, ministerial Decision No. 37/2 of 1982 concerning standards of medical care provided for employees, ministerial Decision No. (4/1) of 1981 concerning hazardous works, using hazard identification and risk management strategies to prevent personal injury, ill health or property damage, and to safeguard the environment.

The Occupational Health and Safety policy is directed towards achieving the following objectives:

- Taking full account of health, safety and environmental considerations in all planning, decision making and execution of processes.
  
- Support research and development on Occupational Safety, Health and Environmental issues, encourage worker participation in the management and performance of business and our approach in solving challenges facing our organization.
  
- Ensure the safe use, handling, storage, disposal and transportation of equipment, substances and waste generated through company activities.
  
- Provide the necessary information, instruction, training and supervision in order to enable all employees to identify hazards and contribute positively towards occupational health, safety and environmental risk management at work.
  
- Ensure that appropriate safety instructions, advice and guidance are given to contractors and visitors to the premises.
  
- We should all strive to maintain a safe and healthy workplace. Every employee is responsible for carrying out his work in a safe and healthy manner for himself and for his fellow workers.

Copies of this policy shall be made available to all employees and displayed at all main locations.

It shall be brought to the attention of all Ambassadors, contractors, and visitors and be made available to any other interested party.

### **The internal evacuation drill as part of health and safety (October 27, 2020.)**

