

THE H DUBAI  
SUSTAINABILITY MANAGEMENT PLAN 2022

STORY  
HOSPITALITY

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## I. PURPOSE

The primary purpose of the Sustainability Management Plan is to guide decision making, management, and the daily operations and develop the business in a sustainable manner considering the environmental, socio-cultural, quality, and health & safety issue and demonstrate management commitment to comply with the environmental laws and regulations of the United Arab Emirates

The H Dubai complies with UAE's environmental laws and requirements, and seeks to go a step further. With our business record, water and energy consumption data, which improve continuously our facilities and our policy making them more economical.

Both the management and all employees of The H Dubai accept the task of controlling the business's environmental impact and limiting environmental risks. Concern for the environment is a structural element of the objectives of the business/house/center. All employees perform their tasks in line with the set procedures and the business' policy.

We endeavor to minimize paper consumption and waste production, restricting negative impact in running our business considering the air, water and soil by means of an effective environmental management system as we train our employees to help look after the environment.

## II. SCOPE

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

## III. REFERENCES

Green Key Certification Standard & Guide to Certification  
Department of Tourism and Commerce Marketing and Dubai Municipality Guidelines and Policies

## IV. 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  |

## V. GOALS

### **BREAK THE BRAND BOX – BE EXCEPTIONAL – BE NUMBER ONE**

"WE STRIVE TO BE NUMBER ONE BY CREATING EXCEPTIONAL MEMORIES FOR OUR GUESTS, TREATING OUR ASSOCIATES WITH FAIRNESS AND DELIVERING VALUES TO OUR OWNERS"

Since its inception in 2012, The H Dubai has been incorporating sustainable tourism principles and practices into its operation. We continuously strive to refine our level of understanding of sustainability and periodically take time to review our sustainable practices in order to expand and implement improvements wherever possible.

Sustainability within The H Dubai is defined as "carrying out its business in line with our company's guiding principles of team work, recognition, integrity, people focus, innovation, and continuous growth". We aim to move towards sustainability where all concerns need to be integrated in to a business strategy that leads the company to be more resilient, proactive to future challenges and opportunities. Our Sustainable Management Plan ensures long term profitability for the hotel, which will benefit its colleagues, customers, business partners, owners, other stakeholders and the environment at large. Therefore, in 2021 we took up the challenge to obtain the Green Key certification.

It is our aim to continually improve our sustainability efforts, and to achieve a two percent (2%) of overall annual improvement in connection with our yearly review. Green Key is the premier global certification for sustainable travel and tourism. The Green Key Certification offers the world's most recognized and longest running program allowing us to be one of the green leaders in the travel and tourism industry to confidently promote our environmental credentials along with our commitment to the people and prosperity of our location.



**Sophie Blondel**  
General Manager

## H Dubai Targets in 2022

1% Increase on improvement on Green Key score per year

Reduce carbon footprint per occupied room by 7%

Guest satisfaction scores to be 80% and above

Achieve sustainability and environmental award

3% of staff to be placed through development programs to be successfully promoted internally

100% of employees trained in H Dubai's Sustainability Program

Average 60 hours per year need to be spent on training for guest contact colleagues

3% improvement in purchase of recyclable materials

Every lost property that is collected will be auctioned off to raise additional money for charity works

Savings in the below areas from 2021 baseline  
Electricity saving – 3%  
Water saving – 5%  
LPG saving – 3%

Reduce purchasing of paper by 8% through better recycling/use incentives

2% reduction in food waste per year

Maintain waste diversion rate of 20% in 2022

Disposal of all hazardous waste through UAE approved companies

Implement Risk Assessment in all departments at least 50%

## OUR SUSTAINABILITY MANAGEMENT PLAN ENCOMPASSES 4 KEY AREAS:

**I. Environmental** – to be actively involved in conserving resources, reducing pollution, conserving biodiversity, ecosystems and landscapes Two Seasons Hotel & Apartments have made the analysis of environmental impact and the measures to mitigate the environmental impact. The property will enable to protect the environment through the conservation of depleting resources and controlling the environment from pollution, reducing their carbon emissions.

### ENERGY CONSERVATION AT THE H DUBAI

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 our colleagues working towards greener Dubai.

Many of the sustainable measures put in place by the design and construction teams are only effective if they are properly implemented by the staff and building operators. Green housekeeping programs, sustainable event management and general facilities management will all require initial orientation and on-going education.

Guiding guest behavior is a crucial element to effectively implementing many conservations measures. Signage, literature and helpful front of house staff can all call attention to the green efforts of the facility and encourage guests to participate.

Promoting local sustainable shops, activities and alternative means of transport encourages the guests' environmentally conscious choices to permeate into the surrounding economy.

Providing guests with feedback on their energy and resource usage in a friendly informative manner can also encourage self-corrective action. Making guests aware of measures implemented at the hotel will also educate them on conservation practices they can continue at home.

Some of the traditional cleaning products used in hotels contain ingredients that are toxic or hazardous. Many contain volatile organic compounds (VOCs) which again can be toxic and also act as an irritant to sensitive people.

The aim of green cleaning is to reduce the risk of chemical exposure to janitorial staff along with guests at the hotel. There are a range of levels of green cleaning that could be implemented by a hotel operator.

Proper staff training and guest awareness are some of the most cost effective means or conserving resources. Staff should be encouraged to substitute re-useable supplies for disposables as much as possible and trained to understand the towel and sheet program.

**II. Socio-cultural** – to be involved in corporate social responsibility actions, community development, 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, buying local products, etc. A sustainable business should benefit its colleagues, customers, business partners, owners, other stakeholders. The guest satisfaction levels are measured through the online review scores and through the mystery shopper audits.

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

## A. SUSTAINABLE MANAGEMENT

### A1. Implement a Sustainable Management Plan

The H Dubai shall establish and maintain the SMP complying with requirements included in this section. There are a number of elements that make up the SMP.

The H Dubai shall formulate policies and procedures that:

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

### A2. Legal Compliance

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

### A3. Employee Training

Hotel staff that typically experience higher turnover rates are often the key positions carrying out the edicts of a sustainability management plan. For this reason, comprehensive training plans with clear instructions on how to implement sustainable strategies should be developed along with orientation and continued training schedules.

Staff should be introduced to the hotel's sustainability initiatives to understand the purpose and goals of green hotel management strategies. Offering incentives for best performance may prove to be an effective training tool.

Employee hiring, training, annual appraisal and performance review at H Dubai is in line with the HR 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 strategies.

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.

Training on sustainability management, health and safety and environmental impact are done on periodic basis. The goals and management plans are communicated to the employees in the orientation and allocated specific training on sustainability management.

#### **A4. Customer Satisfaction**

The H Dubai's customer satisfaction is supported by the Sales & Marketing Department. 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 guests 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:

LQA mystery shopper audits, ReviewPro feedback, F&B guest comment cards, financial audit on cashiering practices, reservations mystery audits and other 3<sup>rd</sup> party online platforms such as Trip Advisor, Booking.com, Expedia and all social media channels.

#### **A5. Accuracy of Promotional Materials**

All communication regarding promotional material at H Dubai goes through the Sales and Marketing team and is in line with the brand's guiding principles, local regulations and cultural norms and sustainability practices. Any dissatisfaction from our guests is tracked through the guest feedback forms and online reviews.

#### **A6. Local Zoning, Design and Construction**

### **DESIGN AND STRUCTURE**

The H Dubai is built with relevant government agencies approval. It accommodates 236 apartments and suites.

- 51 apartments
- 185 suites
- 2 restaurant and cafe
- Swimming pool and Jacuzzi
- Spa with saunas, massage rooms, Jacuzzis and steam rooms
- Fitness gym
- With over 1764 s.q.m of Meeting and conference space.

Ongoing maintenance and repairs are performed regularly. The refurbishments, if any include re-using as much of the original structure as possible and renovation/interior design is always performed with the purpose of being as sustainable, energy-saving and long-lasting as possible, and includes use of environmentally friendly materials. Every effort is being made to ensure that all appliances that have been purchased for operating the hotel are energy efficient. The water savers have been installed in all the areas as the sustainability plan to reduce the water consumption. The LED lights and motion sensors are

replaced where applicable to reduce the energy consumption. The design and materials are reviewed on eco-friendly and on sustainability management.

### **A7. Experiential or Interpretation Tourism**

We inform our guests about the local environment, local culture and cultural heritage through various means; may be electronic signage or something as simple as tent cards. As UAE is predominantly a Muslim country guests are made aware of the local culture, traditional and places of interest. The strength of the local community is shown to the guests 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. We work closely with the local market, and as such it is beneficial to the company and the local community.

The H Dubai endeavors to deliver imaginative and exhilarating experience in culturally connected environments offering thoughtful and generous service.

### **A8. Communications Strategy**

We communicate with our guests and visitors to the hotels and the website in a comprehensive manner. Our implementation plan 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 water saver cards in all the rooms in order to give our guests an option to participate, hence providing them an opportunity to play a direct role in water and energy conservation. H Dubai is also a member of Emirates Environmental Group which is a local organization that strives towards the protection of the environment, sustainable management and social responsibility. There are various community activities such as blood donation camp, clean up the world and Clean up the UAE campaign.

### **A9. Health and Safety**

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

Colleagues are appropriately trained 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 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 trained life guard in rescue and basic first aid is 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
- Fire Safety systems are in place.
- Regular mock drills & emergency evacuations are conducted.
- Activation of Seismic and Weather System; H Dubai is notified of Earthquake and Weather real time natural disasters; So we can react properly during these emergencies. DOE & Chief Security Mobile nos. are activated and trained by DM

## REPORTING EMERGENCIES

The safety of our team members and our guests is one of the main concerns of H Dubai. Safety cannot be taught or explained enough, and the awareness of team members is therefore encouraged.

### ACCIDENTS TO TEAM MEMBERS

If a team member is injured, he/she should report immediately to his/her Head of Department or Supervisor no matter how trivial. A qualified first aid representative on duty applies proper treatment if necessary. The Duty Manager and the Human Resources representative should also be informed. An accident report form has to be completed by the Security Manager and copied to all relevant Head of Department and associated members.

### ACCIDENTS TO GUESTS

Any accident to a guest, no matter how small, must be reported immediately to Head of Department, Supervisor and Duty Manager. The guests should never be left unattended and team members should wait for assistance. An accident report form has to be completed by the Security Manager and sent to all respective departments.

### FIRST AID

We have first aid boxes located at various locations in the property. All serious injuries or illness will be referred to the doctor, clinic or hospital. We have an emergency plan; we are prepared to deal with Sudden Cardiac Arrest (SCA), we have placed Automated External Defibrillator (AED) machines in the hotel readily available. We have trained the First Aiders on usage because we value life of our staffs and guests.

**First aid injury:** An injury that can be adequately treated using topical wound cleaning, topical medications, ice, heat, nonprescription medications (at nonprescription strength), temporary splinting during transport, simple splinter removal or blister drainage, tetanus immunization, adhesive bandages or wound closures, non-rigid splints, eye irrigation for a foreign body, and/or the use of eye patches or finger guards will be facilitated by an available first aider in the hotel.

## **A10. Disaster Management & Emergency Response**

The H Dubai follows the Disaster and Emergency Plan as recommended by the UAE government. The mock drills and emergency response team are well trained to handle the situations. The safety equipment and the alarms are tested on periodic basis for effectiveness. The review and assessment on mock drills are done on periodic basis.

- Activation of Seismic and Weather System; H Dubai is notified of Earthquake and Weather real time natural disasters; So we can react properly during these emergencies. DOE & Chief Security Mobile nos. are activated and trained by Dubai Municipality.
- As part of our disaster management plan, we have trained our staffs on Sand Storm, Flood, Earth Quake and Tsunami evacuation procedures.

## B. SOCIAL / ECONOMIC

### B1. Community Development

The local culture and communities that define a destination are often one of a hospitality establishment's greatest assets. Hospitality establishments should set a positive example to their communities by not participating in unlawful exploitation of labor, women or children. Staff should receive training on how to recognize and resolve these sensitive situations. Giving back to the area's community through in-kind donations and volunteer programs will enhance the establishment's reputation and encourage a positive relationship with local residents. Programs should be developed that support the economic vitality of the area while maintaining its unique character and diversity. Local services and labor should be used where ever possible and trained to better prepare them for career advancement.

The H Dubai recognizes its roles and responsibilities in contributing to the sustainable development of the communities in which it operates. This 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, 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.

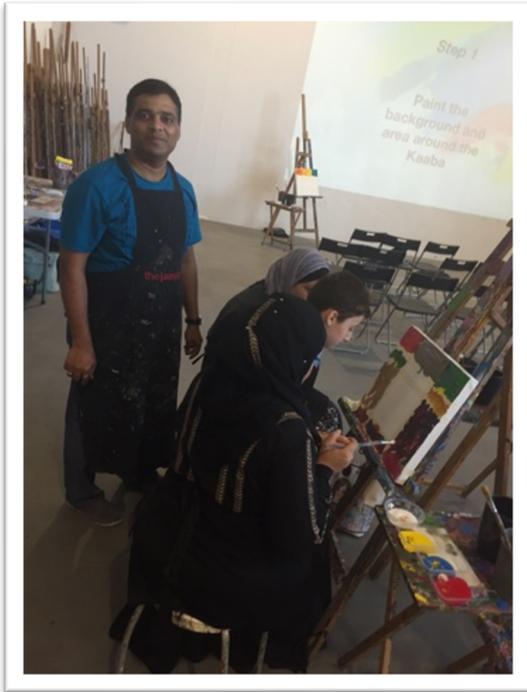
## The H Dubai CSR Activities



Beat Diabetes Walk  
Zabeel Park



Painting with Children with  
Disabilities



Painting with Children with Disabilities



Eid Shopping for Kids  
CenterPoint Sky Garden

## B2. Local Employment

The H Dubai prefers and supports local employment and gives all possible preferences for sourcing workforce in order to support the local community. As part of initiatives it has mentioned as UAE national preferred in specific Job advertisements. The H Dubai has planned to participate in all relevant local career road shows and events.

Equal employment opportunity policy

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

## B3. Fair Trade

Sustainable business practices and corporate responsibility is shaped by the relationships formed with suppliers and partners. Business partners should be chosen based on the degree to which they support the social and environmental goals adopted by H Hotel.

Hotels should look for opportunities to work closely with product and service providers to identify areas for improvement. In areas where certain greener technologies or services are limited, hotels should consider developing agreements that foster improvements to locally available products and businesses.

Opportunities might include:

- Developing education and training programs with local service contractors – such as landscape or pest management providers.
- Networking suppliers with local resources to drive green market transformation in local economies The measures encouraged include:
- Sourcing products which are responsible in their manufacture, use and disposal
- Reviewing all the products and services purchased and identifying where more responsible alternatives are available.
- Integrate sustainable criteria into your purchasing policy and procedures
- Encourage local businesses to source locally when possible

The H Dubai ensure 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. The main focus is on the suppliers with eco-friendly products and promote on the green purchase. Purchasing is done only through local suppliers and preference given on the basis of the needs and requirements of the hotel.

#### **B4. Local Entrepreneurs**

The H Dubai is established as a family hotel where in our aim is to let families and clients experience our hospitality in the midst of their warm family environment. We do not engage with local entrepreneurs dealing with historical artifacts moreover it is not permitted by law.

#### **B5. 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. Local culture awareness presentation is done during colleague orientation. Local cultural information booklet is also available at the concierge desk. Rules and regulations following local culture are also placed in swimming pool and recreation area.

#### **B6. Exploitation**

The H Dubai strictly complies with the UAE Federal Law no 8, for 1980 section 2 on the Regulation of Child Labor. As per our child exploitation policy, the hotel does not encourage any type of exploitation in regard to the labor, sexual abuse or harassment and child trafficking within the hotel premises as a part of the Sustainability Management Plan. Appropriate policies are in place against the employment of children, sexual harassment, and exploitation. The H Dubai has included child exploitation awareness as part of the internal trainings conveyed to all employees through customized training material and videos.

The H Dubai is willing to liaise with all relevant organizations to support and protect children from sexual abuse and trafficking. Child exploitation awareness campaigns have been included in the CSR calendar. We will support the ECPAT activities through conducting educations programs on exploitation to the children of various schools and colleagues as a part of CSR activities. We plan to support the Dubai Foundation for Women and Children through conducting educations programs.

Child exploitation awareness training was conducted for the colleagues in the hotel.

## **B7. Equitable Hiring**

The H Dubai 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. Hotel employs people of many nationalities – currently we have 29 different nationalities in the group. Women candidates are encouraged to apply across all levels of the business. Out of 38 management positions at the hotel, 11 are covered by women; Executive Office, Leasing, HACCP, Events, Sales and Marketing, to name a few. UAE has strict labor law related issues, which we adhere to in full. Approximately 25% of female team members are represented at H Dubai.

## **B8. Employee Protection**

Salaries and benefits meet 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. The employees are given career development plans and cross training exposure to preferred areas to motivate the moral of the employees.

## **B9. 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.

## **B10. Local Livelihoods**

The H Dubai has designated runoff from buildings and parking lot. As it's the building structures are designed according to legal compliance and appropriate mitigation. The building structure is in World Trade Center area and follows the regulations in line with Dubai Municipality norms.

## **B11. Bribery & Corruption**

We strictly prohibit all forms of bribery taken directly or indirectly. It prohibits its employees from soliciting, arranging or accepting bribes intended for the employees benefit or that of the employee's family, friend associates or acquaintances. The management reviews on fair practices based on the selection of vendors and materials that are eco-friendly and support the vendors with best environmental practices. No gifts can be accepted from any supplier or third party partner. We strictly adhere on anti-bribery and corruption and no forms of bribes or gifts are encouraged. As per our policy, charitable contributions and sponsorships are not used as a subterfuge for bribery.

Anti-bribery policy such as Gift Policy and Code of Business Ethics were developed by HR and communicated with other departments.

## **C. CULTURAL HERITAGE**

The staff at The H Dubai are 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 the culture is significantly different from anywhere else in the western/developed part of the world, from

where we have a substantial number of guests coming from. Guests can read through the basic do's and don'ts in their complimentary 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.

The H Dubai places great emphasis on being a part of the local environment in regard to cultural and social activities, as well as incorporating use of local food and competencies from local businesses. We take great pride and spend a lot of time and energy explaining our collaboration with local suppliers and businesses to interested parties.

We represent the local cultural and heritage by offering dates and Arabic coffee to all guests arriving at the hotel.

#### **D. CONSERVATION OF RESOURCES, REDUCTION OF RESOURCES AND CONSERVATION OF BIODIVERSITY**

In line with H Dubai Sustainability Plan, the use of Environmentally Preferable Purchasing (EPP) helps us "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 municipality 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 CO2 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 area 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. Plan in place to use low-energy light bulbs 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 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.

Waste disposal creates a myriad of environmental problems that may not be reversed for many generations. Carbon emissions from transportation, habitat depletion for landfills, airborne pollutants from trash incineration, toxins leaching into water supplies and greenhouse gas emissions from decomposition are some of the environmental impacts of waste disposal. With 124 million tons of construction debris buried in landfills every year, waste reduction programs offer many opportunities for carbon reduction and habitat protection. Waste reduction and diversion programs begin at construction and continue through to operations.

Comprehensive programs should encompass the supply chain waste reduction and recycling/reuse programs. Understanding a hotel's waste stream contributions will present many opportunities for reductions in landfilled trash as well as disposal fees.

### **Waste Segregation**

Waste streaming is a highly effective way of reducing waste. The segregation of waste plays a role in reducing, reusing and recycling the waste.

- All kitchens, restaurant, café and banquet areas are provided with color coded bins are for proper segregation of waste in the specified areas
- Guest rooms waste bins: The guest rooms are placed with two bins one in the bed room and the other one in the bathroom in order to segregate the waste
- Housekeeping - In the floor level the segregation of the waste is done for general waste and can and plastic bottles
- All recycled and non-recycled waste have to be sorted, collected and stored at separate segregated areas in the garbage room
- All hazardous wastes like battery and bulbs are separated and stored in designated area and monitored by engineering and IT department. The waste is disposed to the approved suppliers
- All new joiners are fully briefed about the benefits of segregation, procedures for collection waste and also aware of the Hotel's environmental policies

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.

Green space on a hotel site offers benefits both to hotel guests and the environment. However, such spaces can also generate a substantial quantity of clippings, which is commonly discarded as trash. Rather than sending this waste to a landfill, it can be put to use on site, either directly for mulching or by first being composted, then used as a fertilizer. Food scraps are also suitable for composting, so long as meat scraps are first removed. This should be considered in hotels which have the space on-site for a central composting facility, and the green space to justify such a facility. Compost from food scraps is rich in nutrients and can also be used as fertilizer on-site or donated for use in off-site areas. This concludes the Sustainability Management Plan for H Dubai. Our concrete aim is to reduce our use of water, electricity and waste 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 Green Foundation, collect hazardous IT waste to ensure that zero waste goes to Dubai landfill site
- Measure emphasis on sustainability development
- Implement energy saving projects

We are aware that sustainability is an ongoing journey; therefore, the Sustainability Management Plan will be reviewed annually.

As part of The H Dubai environment commitment we are not purchasing, using or promoting any products originating from unsustainable practices or serving food from endangered species. Endangered species or items stemming from unsustainable practices are not used or consumed as per company's purchase policy.

We prohibit the use of invasive alien species in the landscaping or the available potted plants. Native plants and low water plants are used to minimize water in the indoor and outdoor garden.

Preserving the environment is one of our core values and we will extend our continuous efforts to raise awareness and encouraging not only our employees, but also our guests to be more conscious about the environmental sustainability. In order to reduce the typical for the MENA region and the hospitality industry carbon footprint we have partnered with environmental organizations to guide us to our goal.

## **E. ENVIRONMENTAL POLICY**

### **SECTION 1 - POLICY STATEMENT**

#### **Statement of Intent**

The H Dubai is fully committed to reducing the impact we have on the environment by implementing a long and lasting strategy that is built on the protection of the environment.

The environment is an essential element to the core business function of H Dubai, therefore we will continuously strive to improve our performance in identifying and reducing wasteful practices, including sustainability aspects into our day to day business activities and be judged on our accountability and transparency by establishing a defined program to manage and reduce the environmental impacts from the hotel operations and identified specific areas of focus.

An essential part of our strategy has been to engage all stakeholders; guests, visitors, colleagues, tenants, owners and suppliers and have them actively contribute to the environmental actions.

Sustainability within H is defined as "carrying out its business in line with our company's values of integrity, quality, innovation, recognition, continuous growth and teamwork, and in a responsible, resourceful and lasting manner, which has environmental, economic,

and social dimensions, and encompasses the concept of stewardship and the responsible management of resource use”.

Achievement of a sustainable environment is likely to deliver substantial long-term benefits by protecting and maintaining stable environments that include Environmental, Sociocultural, Quality and Health & Safety. Some of the actions necessary will also deliver shorter-term benefits through cost-savings. Many actions that improve sustainability will also result in medium or long term savings which, as a result can be reinvested. This means that increasing the sustainability of H is not a distraction from the business: it is core to our operations.

## General Statement

For H, the above translates into a few main areas on which we will focus:

1. The reduction of greenhouse gases and carbon footprint.
2. Embedding the Sustainability Development Plan.
3. Embedding the Waste Management Plan.
4. Minimizing the immediate impact we have on the environment by reducing the consumption of natural resources, setting up sustainable waste minimization and recycling programs and using more environmentally friendly products.
5. Setting of objectives and targets to enhance and monitor our performance.
6. Complying with the requirements of environmental legislation (**DM - Local Order 61 of 1999**) and approved codes of practice (**DM - Code of Good Environmental Practice for Hotels and Tourism Operators in Dubai**)
7. Raise awareness, encourage participation and train colleagues in environmental matters, particularly the reduction of energy, water and gas.
8. Expect similar environmental standards from all suppliers and contractors and encourage them to operate in an environmentally friendly manner.
9. Involve and interact with the local community.
10. Participate in training and discussions about environmental issues.
11. Review this policy as necessary, and at least quarterly.

This statement represents our general position on environmental issues and the policies and practices we will apply in conducting our business. The Environmental Policy is accessible to all colleagues by training/awareness to all H Dubai colleagues and to other interested parties on request.

## SECTION 2 - ENVIRONMENTAL MANAGEMENT PLAN

### SUMMARY OF RESPONSIBILITIES

#### 2.0 GENERAL MANAGER

## **GENERAL MANAGER**

- Overall Environmental Management Plan (EMP) within H Dubai

### **2.1 DIRECTOR OF HUMAN RESOURCES**

- Ensuring adequate resources (human, financial and equipment) are made available
- Ensure that planning for environmental management is strategic and in line with the Sustainability Development Plan
- Ensuring this policy is put into practice
- Ensuring environmental management standards are maintained/improved
- Setting of key Objectives and Targets with strategic KPI's to reduce the use of natural resources

### **2.2 DIRECTOR OF FINANCE**

- Ensuring the budgetary fund allocated by the General Manager for environmental management is made available.

### **2.3 DIRECTOR OF ENGINEERING / MAINTENANCE MANAGER**

- All activities that could have a potential environmental impact with consideration for the following activities is to be considered:
- Engineering / planning (design, procurement, etc.)

- Preventative maintenance (PPM)
- Utilizing technology to reduce energy, gas and water consumption
- Ensuring procedures are developed and maintained for chemical spill clean up's
- Evaluation of substances to find alternatives with less harmful impact on the environment
- Implementation of initiatives to meet environmental objectives and targets that meet the H Dubai 2019-2023 strategy.
- Ensuring no sources of contamination enters the environment (air, water, soil) by ensuring proper supervision and training for colleagues and contractors engaged with repair and maintenance tasks.
- Establish sustainable waste management and recycling programs within the department and record their impact
- Liaison with Central Purchasing to ensure any refrigeration / air conditioning unit to be purchased is "ozone friendly" – no Chlorofluorocarbons (CFC's)
- The use of Energy efficient equipment is purchased

## **2.4 HEALTH, SAFETY AND ENVIRONMENT OFFICER (DOE)**

- Developing and communicating the 2019-2023 Environment Strategy and Environmental Management Plan as per this policy
- Coordinating all aspects of Environmental Management within H Dubai
- Liaising with Group Director of Health, Safety and Environment and H Dubai Key Departments in establishing Environmental objectives and targets
- Identifying regulatory requirements and evaluate compliance within all departments
- Implementation of this policy and ensuring it is audited at least annually
- Organizing regular environmental management committee meetings within the HSE Group format
- Identifying and ensuring that the required environmental training is developed, implemented, monitored for effectiveness and improved
- Establish environmental campaigns to communicate our strengths and weaknesses to our colleagues
- Ensure the Environmental Management system is reviewed on a regular basis to establish if it's suitable, effective and adequate
- Representing colleagues in discussions with the H Dubai Management on environmental management issues and providing their colleagues with appropriate feedback
- Ensuring regular environmental management checks are carried out within their areas of responsibility which include documentation
- Having an active input in day to day environmental management issues

## **2.5 CORPORATE SOCIAL RESPONSIBILITIES REPRESENTATIVE**

- Provide advice and assistance to other departments on CSR initiatives
- Implementation of initiatives to meet Environmental Objectives and targets
- Ensuring environmentally friendly disposal of assets and waste
- Liaise with Heads of Departments and update and maintain the CSR calendar of events for 2022-2023 posted on H Dubai CSR team site

## **2.6 FOOD AND BEVERAGE MANAGER**

- Establishing sustainable waste management and recycling programs within the Department
- Implementation of initiatives to meet Environmental objectives and targets

## **2.7 TRAINING MANAGER**

- Ensuring that relevant Environmental management training is managed and recorded as well as communicated to Heads of Departments and colleagues
- Ensuring colleagues training files are updated with the above
- Ensuring colleagues are aware of the environmental management policies and procedures during induction to H Dubai

## **2.8 HEAD OF DEPARTMENTS (HODs)**

- Environmental management on a day to day basis – implementation of environmental management procedures, precautions and controls within their respective departments
- Reduce, Reuse and Recycle, wherever possible
- Understand, implement and manage Key KPI's, Targets and Initiatives
- Ensuring and encouraging the highest possible standards of environmental management within their department by effective communication and consultation with colleagues
- Monitoring the standards and effectiveness of environmental management within their departments
- Evaluating which suppliers' products and services impacts the environment
- Ensuring all colleagues attend the necessary environmental training sessions
- Ensuring that environmental impacts are addressed and recorded appropriately

## **2.9 ALL COLLEAGUES/CONTRACTORS**

- Reduce, Reuse and Recycle, wherever possible
- Understand, implement and manage Key KPI's, Targets and Initiatives
- Co-operating with their managers to achieve an effective environmental management system in the workplace
- Reporting all environmental concerns to the Management at H Dubai

## SECTION 3 - IDENTIFICATION AND ASSESSMENT OF ASPECTS AND IMPACTS

### 3.0 Purpose and Scope

This procedure describes the minimum requirements for conducting periodic identification and review of the environmental aspects and the related impacts of our activities, products and services associated with H within Dubai.

The procedure described below is considered in the establishment of environmental objectives, targets and programs in compliance with Dubai Municipality Environmental Code of Conduct, Local order No **61 of 1991** and other Government regulations to establish environmental objectives and targets.

### 3.1 Definitions

**Environmental aspects** - are defined as the elements of our activities, products or services that can disturb the environment

**Significant environmental aspects** - are those environmental aspects that have, or can potentially have, a significant negative impact on the environment

**Environmental Impacts** - are defined as any change to the environment as a result of business activities, products or services

**Significant** – H Dubai will define its own criteria to determine which aspects are "significant" and which are not. Additionally, all the aspects within the scope of this procedure that are regulated by law will be classified as significant aspects

**Environment** - is defined as the physical surroundings in which H performs its operations

### 3.2 Identifications and Assessment of Environmental Aspects / Impacts

**3.2.1** Formal identification of Aspects and Impacts are made using several tools such as the Greenstone report and monthly collection of data of various environmental parameters

**3.2.2** Priority is given to those aspects which impacts are identified as "significant" in relation to setting of annual targets and objectives

**3.2.3** A matrix shall support the development or update of future environmental objectives and targets

**3.2.4** Records of environmental aspects shall be maintained

### 3.3 Procedure

**3.3.1** After an initial review, the HSE Officer will assume responsibility for developing and updating the environmental aspects information that relates to our activities

**3.3.2** On at least an annual basis, reviews of the environmental aspects associated with the activities of each department shall be completed by the respective departments and forwarded to the committee

Review results shall be compiled for each major operation in order to facilitate the establishment of appropriate department environmental objectives and targets

Annual reviews at H shall consider existing or potential a) air, noise, light and vibration emissions, b) releases of all substances, c) waste management, d) use of raw materials and natural resources

## SECTION 4 - INFORMATION, INSTRUCTION AND SUPERVISION

### 4.0 Environmental Committee

- Environmental advice is available from:  
**Director of Health, Safety and Environment (DOE), Environmental legal requirements**  
**Publications, Dubai Authorities, Safety and Environment Group**

Consultation with colleagues is provided by:

- HSE Group meetings ("Energy team" incorporated into this committee)
- Head of Departments meetings
- Notice boards
- Environmental and CSR training sessions
- H Orientation training
- Emails

### ENERGY TEAM

All departments have an Energy team representative that also acts as the H HSE Group Representative. The group are responsible for keeping under review the measures taken to ensure H is environmentally active, by promoting initiatives that benefit the Environment.

The Group should comprise of members of the management team and colleagues from all departments.

#### 4.1 USE OF SUBSTANCES/CHEMICALS

- The position responsible for identifying substances/chemicals that could be replaced by another less harmful to the environment is:  
**All Heads of Department**
- The position responsible for reducing the number of chemicals used in our business:  
**All Heads of Department**
- The position responsible for ensuring new substances are environmentally friendly prior to purchasing it:  
**Director of Engineering / Director of Purchasing/ Housekeeping Manager/ Front Office Manager / Director of Finance**

#### 4.2 EMERGENCY PROCEDURES – CHEMICAL SPILLS

- Ensuring an effective chemical spill plan is established:  
**Director of Engineering / Maintenance Manager**

#### 4.3 MONITORING

To monitor our performance, we will:

- Carry out regular reviews
- Identify new legal requirements
- Keep accurate records
- Review our records monthly
- Review our strategy if any major change has been made to the operation
- Immediately act on notifications from authorities regarding Environmental issues
- Act on audit reports received from external bodies
- Sharing the Environmental minutes from monthly HSE Group meetings to all concerned.

#### 4.4 COMPETENCY FOR TASKS AND TRAINING

- The position responsible for providing induction and awareness training are:  
**Training Manager**
- The position responsible for providing job-specific training are:  
**Head of Departments**

- The position responsible for keeping training records are:  
**Training Manager**
- The position responsible for identifying, arranging and monitoring training are:  
**Training Manager**

#### **4.5 KEY AREAS OF OUR BUSINESS IDENTIFIED TO IMPACT THE ENVIRONMENT WITH TARGET ACTIONS**

**Solid waste** – Paper, cardboard, plastic, glass, aluminum cans and hazardous waste

- H recycling point located at the receiving bay. In partnership with AVERDA re-cycle large quantities of paper, cardboard, glass, plastic and aluminum cans – measure and document quantities daily to benchmark.
- Sort at source
- Use only bio degradable bags
- In line with the Global Purchasing Policy – Sustainable Development – Contractors will be asked to reduce packaging, provide chemicals that are less damaging to the environment, take back or buy back if not used, Fair Trade, Organic, preference to local produce within 160 km of H, sustained foods inclusive of fish, meats, fruits, flowers, materials and fauna etc.
- Collect and recycle all printer cartridges and photo copier toner bottles in partnership with the Green Foundation.

**Utility usage** - Water and Electricity

- Implement water saving measure to all areas
- Maintain landscaped gardens irrigation using treated effluent water and select only local trees and fauna for landscaping
- Reduce the usage of non-essential lighting wherever possible
- Raise awareness amongst tenants, owners and contractors in regards with the impact they might have in terms of energy and water saving

**Hazardous materials storage and handling** – Paint, paint products, acids, water sanitation chemicals:

- All Head of Department responsible for storing and handling hazardous materials in accordance with Safety Data sheets and completed risk assessments.

# ENVIRONMENTAL IMPACT REGISTER

## ENERGY CONSUMPTION

| No. | Activities                                | Environment Aspect                    | Environment Impact               | Likelihood of Impact | Severity of Impact | Significance Rating |   |   | Control Measures  |
|-----|---|---------------------------------------|----------------------------------|----------------------|--------------------|---------------------|---|---|---|
|     |   |                                       |                                  |                      |                    | H                   | L | M |   |
| 1.  | Heat, light and power                     | Used to heat water, light and cooling | Energy and carbon                | High                 | Low                | 3                   | 1 |   | <ol style="list-style-type: none"> <li>1, Use of energy efficient equipment's.</li> <li>2. Installation of automatic control system in guest rooms/ Motion sensors.</li> <li>3. Energy reduction initiatives.</li> </ol>  |
| 2   | Cooking & Heating and hot water provision | Use of Gas                            | Air pollution                    | High                 | Low                | 3                   | 1 |   | <ol style="list-style-type: none"> <li>1. Monitoring in hotel optimizer</li> <li>2. Online LPG Monitoring</li> <li>3. Cleaning filters in kitchen gas cookers</li> <li>4. Use of efficient equipment and reduced use of gas through controlling supplies.</li> </ol>                            |
| 3.  | Testing of generator machines             | Usage of natural resources            | Depletion of natural resources   | Medium               | Low                |                     | 1 | 2 | <ol style="list-style-type: none"> <li>1. Use of PPE</li> <li>2. Controlling generator set point</li> <li>3. Monitoring of fuel used in the generator machine.</li> <li>4. Monthly maintenance of generator as per AMC.</li> <li>5. Monitoring in hotel optimizer for co2 emissions.</li> </ol> |
| 4.  | Testing of Fire Pumps                     | Usage of natural resources            | Noise pollution<br>Air pollution | Medium               | Low                |                     | 1 | 2 | <ol style="list-style-type: none"> <li>1. Scheduled on minimum time testing and running.</li> <li>2. PPM is on monthly basis</li> </ol>   |
| 5.  | Boiler Operation                          | Energy and carbon                     | Production of CO2                | High                 | Low                | 3                   | 1 |   | <ol style="list-style-type: none"> <li>1. Monitoring hotel optimizer in for co2 emissions</li> <li>2. Monthly maintenance of boiler machines as per AMC</li> <li>3. PPM is in place.</li> </ol>   |

## ENERGY CONSUMPTION

| No. | Activities                                      | Environment Aspect         | Environment Impact                              | Likelihood of Impact | Severity of Impact | Significance Rating |   |   | Control Measures   |
|-----|---|----------------------------|---|----------------------|--------------------|---------------------|---|---|--|
|     |   |                            |   |                      |                    | H                   | L | M |  |
| 6.  | Travel and Transport                            | Usage of Fossil fuel       | Global Carbon emissions                         | High                 | Low                | 3                   | 1 |   | <ol style="list-style-type: none"> <li>1. Use of hotel optimizer</li> <li>2. Travel initiatives like combining trips/flights.</li> <li>3. Servicing of vehicles</li> <li>4. Using metro.</li> <li>5. Traveling when its essential</li> </ol>   |
| 7.  | FCU/AHU   | Usage of Electrical energy | Depletion of natural resources<br>Air pollution | High                 | Low                | 3                   | 1 |   | <ol style="list-style-type: none"> <li>1. Monthly maintenance and quarterly changing of filters</li> <li>2. Use of electrical meters to monitor usage</li> </ol>   |
| 8.  | AC temperature in Guest rooms/<br>Banquet halls | Usage of Electrical energy | Depletion of resources<br>CO2 emissions         | High                 | Low                | 3                   | 1 |   | <ol style="list-style-type: none"> <li>1. Monitoring AC at set point above 22degrees.</li> <li>2. Closing of blind curtains in the offices and guest rooms</li> <li>4. PPM for AC unit</li> <li>5. Filter cleaning in guest rooms</li> <li>6. Monitoring the CO2 emissions for guest rooms and banquet halls.</li> </ol> |
| 9.  | Chiller rooms                                   | Usage of Electrical energy | Depletion of resources<br>CO2 emissions         | High                 | Low                | 3                   | 1 |   | <ol style="list-style-type: none"> <li>1. Monitoring of the energy</li> <li>2. PPM is in place</li> <li>3. AMC</li> </ol>  |
| 10. | IT  | Usage of Electrical energy | Depletion of resources                          | High                 | Low                | 3                   | 1 |   | <ol style="list-style-type: none"> <li>1. Setting computers at hibernate mode.</li> <li>2. Energy star equipment.</li> </ol>   |
| 11. | Electrical Pump                                 | Usage of Electrical energy | Depletion of resources<br>CO2 emissions         | High                 | Low                | 3                   | 1 |   | <ol style="list-style-type: none"> <li>1. PPM is in place</li> <li>2. Co2 emissions monitoring</li> </ol>  |
| 12. | Fire pump                                       | Usage of electrical energy | Depletion of resource                           | Low                  | High               | 3                   |   | 2 | <ol style="list-style-type: none"> <li>1. Regular checks are made for fire pumps</li> <li>2. Monitoring of electricity.</li> </ol>   |

## WATER CONSUMPTION

| No. | Activities                                  | Environment Aspect   | Environment Impact  | Likelihood of Impact | Severity of Impact | Significance Rating |   |   | Control Measures   |
|-----|---|--|---|----------------------|--------------------|---------------------|---|---|--|
|     |   |  |   |                      |                    | H                   | L | M |  |
| 1.  | Dish Washing                                | Potential spill of chemicals, paints to surface water drains | Risk of contamination of ground and affecting fresh water and eco system    | High                 | Low                | 3                   | 1 |   | <ol style="list-style-type: none"> <li>1. Chemical clean up response plan</li> <li>2. Eco friendly chemicals</li> <li>3. Sedimentary erosion plan</li> <li>4. Reduction of water use through controls, reporting and campaigns.</li> </ol> |
| 2.  | Watering of plants                          | Water consumption  | Depletion of finite resources   | Medium               | Low                | 3                   | 1 |   | <ol style="list-style-type: none"> <li>1. Usage of low water plants</li> <li>2. Timings for watering plants</li> <li>3. Proper weed management</li> <li>4. Planning to put water meters.</li> </ol>  |
| 3.  | Washing of vegetables and fruits in kitchen | Usage of water   | Depletion of natural resources  | High                 | Low                | 3                   | 1 |   | <ol style="list-style-type: none"> <li>1. Monitoring overall water consumption.</li> <li>2. Reducing pressure of water in taps by fixing aerators (water savers).</li> </ol>   |
| 4.  | Swimming Pool                               | Water Management   | Use of chlorine and potential risk of damage to human health and eco system | High                 | high               | 2                   | 4 | 8 | <ol style="list-style-type: none"> <li>1. Back wash system and water is re used.</li> <li>2. To check and implement alternatives to chlorine.</li> </ol>   |
| 5.  | Use of water taps public areas washrooms    | Usage of water   | Potential loss of water as a resource                                       | High                 | Low                | 3                   | 1 |   | <ol style="list-style-type: none"> <li>1. Monitoring water usage</li> <li>2. Reducing pressure of water in taps by fixing aerators.</li> <li>3. Planning for fixing sensor taps at public area washrooms</li> </ol>                        |
| 6.  | Washing of pots /pans in the kitchen        | Usage of water   | Depletion of natural resources  | High                 | Low                | 3                   | 1 |   | <ol style="list-style-type: none"> <li>1. Control plate washing</li> <li>2. Using the plates and cutlery when required.</li> </ol>   |

## WATER CONSUMPTION

| No. | Activities                       | Environment Aspect         | Environment Impact   | Likelihood of Impact | Severity of Impact | Significance Rating |   |   | Control Measures  |
|-----|----------------------------------|----------------------------|--|----------------------|--------------------|---------------------|---|---|---|
|     |                                  |                            |  |                      |                    | H                   | L | M |   |
| 7   | Shower system in the guest rooms | Usage of natural resources | Depletion of water   | High                 | Low                | 3                   | 1 |   | <ol style="list-style-type: none"> <li>1. Use of water savers in the washrooms</li> <li>2. Filter cleaning</li> </ol>   |
| 8.  | Dilution of chemicals            | Usage of natural resources | Depletion of water<br>Water pollution<br>Air pollution<br>Land pollution | Medium               | Low                |                     | 1 | 2 | <ol style="list-style-type: none"> <li>1. Use of personal protective equipments</li> <li>2. Use of biodegradable chemicals</li> <li>3. Avoid usage of excess chemicals</li> <li>4. use of water dispense</li> </ol> |
| 9   | Storage of water                 | Usage of water resource    | Depletion of resource and water contamination                            | Medium               | Low                |                     | 1 | 2 | <ol style="list-style-type: none"> <li>1. Proper storage tanks.</li> <li>2. Tank cleaning and water testing done for the samples.</li> </ol>  |

## BIODIVERSITY

| No. | Activities                                     | Environment Aspect                                 | Environment Impact   | Likelihood of Impact | Severity of Impact | Significance Rating |   |   | Control Measures  |
|-----|--|--|--|----------------------|--------------------|---------------------|---|---|---|
|     |  |  |  |                      |                    | H                   | L | M |   |
| 1.  | Feeding birds                                  | Urban bird feeding                                 | Potential loss of invasive species   | Medium               | Low                |                     | 1 | 2 | <ol style="list-style-type: none"> <li>1. Awareness initiatives for staff and guests.</li> <li>2. Red list of endangered species updated and displayed.</li> </ol>  |
| 2   | Purchase of catering supplies for dining       | Procurement  | Potential damage to local biodiversity   | Medium               | Low                |                     | 1 | 2 | <ol style="list-style-type: none"> <li>1. Procurement policy promotes environment/ species protection.</li> <li>2. Sustainable procurement.</li> </ol>  |
| 3.  | Construction activities                        | Civil Works/ Maintenances                          | Potential habitat loss & damage to local biodiversity  | Medium               | Low                |                     | 1 | 2 | <ol style="list-style-type: none"> <li>1. Materials purchased effectively &amp; are fit of purpose.</li> <li>2. Projects designed to ensure sustainable use of resources and efficient use.</li> <li>3. Demolitions have opportunity for reduce, reuse and recycle</li> </ol>   |
| 4.  | Chlorination and disinfection of water systems | Discharge due to cleaning with Hazardous chemicals | Use of chlorine in treatment & potential risk of damage to ecosystems.                         | Medium               | Low                |                     | 1 | 2 | <ol style="list-style-type: none"> <li>1. To research on Chlorine alternative chemical to use.</li> </ol>   |
| 5.  | Building cleaning activities                   | Surface water run- off to ground water             | Possible entry into fresh water and soil ecosystems leading to reduction in species diversity. | Low                  | High               | 2                   | 3 | 6 | <ol style="list-style-type: none"> <li>1. Drainage design is approved.</li> <li>2. Correct routes for disposal of liquids.</li> <li>3. Spill kits to fit into intended areas.</li> <li>4. Design systems allows water to be used efficiently.</li> <li>5. Save water initiatives</li> <li>6. Use of spill kits training.</li> </ol> |

## BIODIVERSITY

| No. | Activities              | Environment Aspect             | Environment Impact   | Likelihood of Impact | Severity of Impact | Significance Rating |   |   | Control Measures   |
|-----|-------------------------|--------------------------------|--|----------------------|--------------------|---------------------|---|---|--|
|     |                         |                                |  |                      |                    | H                   | L | M |  |
| 7.  | Land Management         | Use of pesticides, Herbicides  | Damage to biodiversity / ecosystem                             | High                 | Low                | 3                   | 1 |   | <ol style="list-style-type: none"> <li>1. Mitigated by correct COSHH</li> <li>2. Use of native or invasive species</li> <li>3. Use of ecofriendly chemicals and bio degradable chemicals</li> <li>4. Proper disposal of hazardous chemicals containers</li> <li>5. Proper weed management</li> </ol> |
| 8   | Waste Management        | Disposal of hazardous Waste    | Potential contamination of land and hazardous to human health. | High                 | Low                | 3                   | 1 |   | <ol style="list-style-type: none"> <li>1. Use of approved waste collecting company to ensure diversion from land fill.</li> <li>2. Hazardous waste handling SOP.</li> </ol>  |
| 9.  | Noise                   | Engineering civil works        | Noise pollution  | Medium               | Low                |                     | 1 | 2 | <ol style="list-style-type: none"> <li>1. Assigned location of works.</li> <li>2. Hence less impact on plants and animals as it is building space.</li> <li>3. Usage of ear plugs</li> </ol>   |
| 10. | Land Erosion            | Erosion                        | Soil erosion   | Medium               | Low                |                     | 1 | 2 | <ol style="list-style-type: none"> <li>1. Landscaping (vegetation) is very minimal because of the building location</li> </ol>   |
| 11  | Management of car parks | Emissions to air from vehicles | Production of greenhouse gases eg co2                          | Medium               | Medium             |                     | 3 | 3 | <ol style="list-style-type: none"> <li>1. Detection and control of Carbon monoxide.</li> <li>2. To encourage use of alternative transport and carpooling.</li> <li>3. Awareness on use of vehicles which are fuel efficient.</li> </ol>  |

**BIODIVERSITY**

| No. | Activities        | Environment Aspect | Environment Impact   | Likelihood of Impact | Severity of Impact | Significance Rating |   |   | Control Measures  |
|-----|-------------------|--------------------|--|----------------------|--------------------|---------------------|---|---|---|
|     |                   |                    |  |                      |                    | H                   | L | M |   |
| 12  | External Lighting | Light Pollution    | This may cause confusion to wildlife and lose their way back to their habitat. | Low                  | Low                |                     | 1 | 2 | <ol style="list-style-type: none"> <li>1. Choose the right light color and fitting that will minimize the disturbance to wildlife.</li> <li>2. Minimal usage of external lights (low brightness)</li> </ol> |



## CHEMICALS

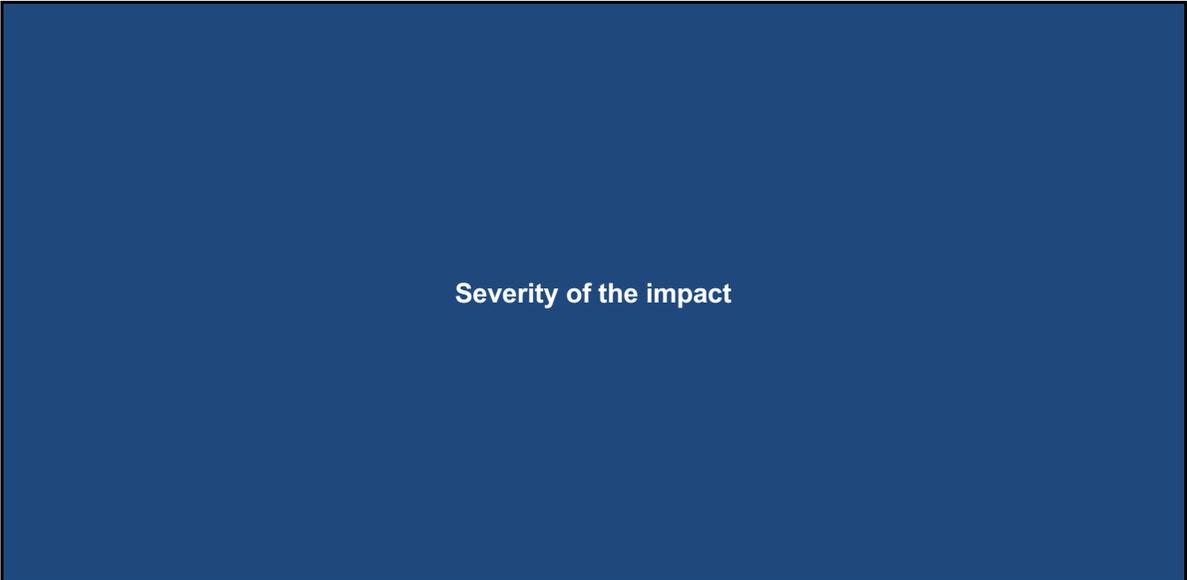
| No. | Activities   | Environment Aspect               | Environment Impact  | Likelihood of Impact | Severity of Impact | Significance Rating |   |   | Control Measures   |
|-----|--|----------------------------------|---|----------------------|--------------------|---------------------|---|---|--|
|     |  |                                  |   |                      |                    | H                   | L | M |  |
| 1.  | Housekeeping cleaning chemicals, and Stewarding        | Usage of cleaning chemicals      | 1. Water Pollution<br>2. Land pollution<br>3. Depletion of water<br>4. Air pollution                                      | High                 | Low                | 3                   | 1 |   | <ol style="list-style-type: none"> <li>1. Use of PPE</li> <li>2. Use of secondary spillage trays in chemicals rooms</li> <li>3. Proper waste disposal</li> <li>4. Use of biodegradable chemicals</li> </ol>  |
| 2.  | Pest control   | Usage of pest control chemicals  | 1. Water pollution<br>2. Land pollution<br>3. Depletion of water<br>4. Air pollution                                      | High                 | Low                | 3                   | 1 |   | <ol style="list-style-type: none"> <li>1. Use of biodegradable chemicals</li> <li>2. waste disposal</li> <li>3. Use of PPE</li> <li>4. Avoid usage of excess chemicals.</li> </ol>   |
| 3.  | Swimming pool chemicals and water treatment chemicals. | Usage of swimming pool chemicals | 1. Air pollution<br>2. Land pollution   | High                 | Low                | 3                   | 1 |   | <ol style="list-style-type: none"> <li>1. Proper method of disposing used containers</li> <li>2. Use of PPE</li> <li>3. Use of secondary spillage trays in chemicals room</li> </ol>   |
| 4.  | Paints and thinners                                    | Usage of paint and thinners      | 1. Air pollution<br>2. Land pollution<br>3. Water pollution   | High                 | Low                | 3                   | 1 |   | <ol style="list-style-type: none"> <li>1. Use of ecofriendly materials</li> <li>2. Proper disposal of used containers</li> <li>3. Use PPE</li> <li>4. Use of lead-free paints</li> </ol>   |
| 5   | Storage of chemicals                                   | Usage of chemicals               | <ol style="list-style-type: none"> <li>1. Air pollution</li> <li>2. Land pollution</li> <li>3. Water pollution</li> </ol> | High                 | Low                | 3                   | 1 |   | <ol style="list-style-type: none"> <li>1. Assigned chemical storage.</li> <li>2. Chemicals are labeled and stacked properly</li> <li>3. Proper ventilation and air circulation recommended.</li> <li>4. Spillage trays/spill kits</li> <li>5. Proper disposal techniques.</li> <li>6. Relevant PPE in location</li> <li>7. MSDS availability</li> <li>8. Eye wash station</li> </ol> |

## WASTE

| No. | Activities                                       | Environment Aspect                          | Environment Impact                    | Likelihood of Impact | Severity of Impact | Significance Rating |   |   | Control Measures  |
|-----|--|---|---------------------------------------|----------------------|--------------------|---------------------|---|---|---|
|     |  |   |                                       |                      |                    | H                   | L | M |   |
| 1.  | Food Packages used in kitchen and Service        | Disposal of waste                           | 1.Land pollution                      | High                 | Low                | 3                   | 1 |   | <ol style="list-style-type: none"> <li>1. Waste segregation.</li> <li>2. Proper waste disposal according to the waste bins.</li> <li>3. Using bio-degradable package items.</li> <li>4. Using minimum packaging items.</li> </ol>                         |
| 2.  | Maintenance works/ renovation linked to wood     | Disposal of Wood off-cuts and shavings      | 1.Land pollution                      | High                 | Low                | 3                   | 1 |   | <ol style="list-style-type: none"> <li>1. Segregation of waste</li> <li>2. Proper waste disposal.</li> <li>3. Reuse of the wood pieces where ever applicable.</li> </ol>  |
| 3.  | Kitchen/ Restaurant/ Room service                | Disposal of Food waste                      | 1.Air pollution<br>2.land pollution   | High                 | Low                | 3                   | 1 |   | <ol style="list-style-type: none"> <li>1. Segregation of waste in assigned waste bins.</li> <li>2. Food waste are stored in AC garbage room to prevent decomposition.</li> <li>3. Planned to have a composter to treat the food waste.</li> </ol>         |
| 4.  | Left over / waste cooking oil                    | Disposal of used cooking oils               | 1.Water pollution<br>2.Land pollution | High                 | Low                | 3                   | 1 |   | <ol style="list-style-type: none"> <li>1. Proper storage of waste oil in the garbage room.</li> <li>2. Use of secondary trays</li> <li>3. Regular grease traps cleaning to prevent water pollution.</li> <li>4. Monitoring of the cooking oil.</li> </ol> |
| 5.  | Availability/use of linen, sheets, uniforms, etc | Disposal of used linen, sheets and uniforms | 1.Land pollution                      | Medium               | Low                |                     | 1 | 2 | <ol style="list-style-type: none"> <li>1. Reuse of bed sheets, pillow covers and towels</li> <li>2. Linen donation to charity organization like red crescent.</li> <li>3. Reused as duster, mops and waste cloth for workshops.</li> </ol>                |

| WASTE |  |  |  |                      |                    |                     |   |   |   |
|-------|--|--|--|----------------------|--------------------|---------------------|---|---|---|
| No.   | Activities   | Environment Aspect                                       | Environment Impact                         | Likelihood of Impact | Severity of Impact | Significance Rating |   |   | Control Measures  |
|       |  |  |  |                      |                    | H                   | L | M |   |
| 6     | Maintenance works, masonry and tiling  | Disposal of Debris                                       | 1.Land pollution                           | Medium               | Low                |                     | 1 | 2 | <ol style="list-style-type: none"> <li>1. Segregation of waste.</li> <li>2. Proper disposal of waste.</li> <li>3. Restrict the location of work to prevent land contamination.</li> <li>4. Clearance of the waste generation in case it is third party vendor.</li> </ol> |
| 7     | Use/availability of batteries and accumulators (e.g.: remote control units)  | Disposal of Used batteries, accumulators                 | 1.Land pollution                           | Medium               | Low                |                     | 1 | 2 | <ol style="list-style-type: none"> <li>1. Segregation of IT waste</li> <li>2. Assigned location for disposal of the batteries and tonners.</li> </ol>   |
| 8.    | Use/availability of cartridges and toner (e.g.: printers, photocopiers, fax) | Disposal of Empty cartridges and toner                   | 1.Land pollution<br>2.Water pollution      | Medium               | Low                |                     | 1 | 2 | <ol style="list-style-type: none"> <li>1. Segregation of waste materials</li> <li>2. Proper disposal of non-recycle materials</li> <li>3. Refill the toner where ever possible.</li> </ol>  |
| 9     | First Aid activity, microbiological waste                                    | Disposal of microbiological Waste With risk of Infection | 1. Land pollution<br>2. Food Contamination | Medium               | Low                |                     | 1 | 2 | <ol style="list-style-type: none"> <li>1. Segregation of waste materials</li> <li>2. Proper disposal of microbiological waste.</li> </ol>   |
| 10    | Disposal of Lighting Equipment   | Disposal of used compact fluorescent lights              | 1. Land contamination                      | High                 | Low                | 3                   | 1 |   | <ol style="list-style-type: none"> <li>1. Segregation of hazardous waste.</li> <li>2. Proper Disposal of waste.</li> </ol>  |

| GREEN HOUSE GAS EMISSIONS |   |  |   |                      |                    |                     |   |   |   |
|---------------------------|---|--|---|----------------------|--------------------|---------------------|---|---|---|
| No                        | Activities  | Environment Aspect                                       | Environment Impact  | Likelihood of Impact | Severity of Impact | Significance Rating |   |   | Control Measures  |
|                           |   |  |   |                      |                    | H                   | L | M |   |
| 1.                        | Use of a combustion boiler room (fuel, gas, etc.) | Discharge of combustion gas                              | 1. Air pollution<br>2. use of resources                                       | High                 | Low                | 3                   | 1 |   | 1. Use of hotel optimizer for monitoring CO2 emissions.<br>2. Monthly maintenance of boiler machines frequently.  |
| 2.                        | Use of a stand by generator set (fuel, etc.)      | Discharge of combustion gases                            | 1. Air pollution<br>2, Land pollution form spillage<br>3. Resources depletion | High                 | Low                | 3                   | 1 |   | 1. Maintenance of gen set by service provider frequently<br>2. Use of hotel optimizer for monitoring carbon emissions.<br>3. Monitoring of fuel used<br>4. Preventive maintenance of the generator. |
| 3.                        | Use of vehicle(s) e.g.: company vehicles.         | Discharge of combustion gases                            | 1. Air pollution  | High                 | Low                | 3                   | 1 |   | 1. Use of hotel optimizer<br>2, servicing of vehicles<br>3. Use of metro<br>4. Combining trips<br>5. Usage of fuel monitoring.  |
| 4.                        | Use of installations containing refrigerants      | Risk of the leak of refrigerants (atmospheric discharge) | 1. Air pollution  | High                 | Low                | 3                   | 1 |   | 1. Proper maintenance of refrigerators equipment.<br>2. PPM for all equipment.  |
| 5.                        | Waste Disposal                                    | Co2 emissions  | 1. Air pollution  | High                 | Low                | 3                   | 1 |   | 1. Proper waste segregation.<br>2. Proper waste disposal.<br>3. Monitoring of waste disposal.<br>4. Co2 Emissions are calculated through Hotel optimizer.<br>5. Monitoring of the waste generated.  |



Severity of the impact

|            |             | 1) Low               | 2) Moderate               | 3) High                   |
|------------|-------------|----------------------|---------------------------|---------------------------|
| Likelihood | 1) Likely   | Insignificant Impact | Medium Significant Impact | Significant Impact        |
|            | 2) Unlikely | Insignificant Impact | Insignificant Impact      | Medium Significant Impact |



| Criteria             | Definition  | Scoring   |
|----------------------|---|---|
| Likelihood of Impact | The assessment criteria should account for the relative volume together with the frequency of any release. Continuous emissions score Highest here. | 0 - Negligible probability of occurrence<br>1 - Low probability of occurrence<br>2 - Medium probability of occurrence<br>3 - High probability of occurrence or continuous emissions   |
| Severity of Impact   | Each aspect needs to be assessed for the actual or potential degree of harm being caused to the environment from any hazardous release.             | 0 - No environmental impact exists<br>1 - Minimal impact, e.g. small spillage of oil resulting in no permanent or long term harm<br>2 - Medium impact, e.g. localized and short term harm<br>3 - Major impact, e.g. uncontrolled emissions or discharges of highly toxic chemicals causing long term harm to loss of life |