



# SUSTAINABILITY

MANAGEMENT POLICY AND PLAN



تو سیزنز  
TWO SEASONS  
فندق و تعلقف فندقیة  
HOTEL & APARTMENTS

## TWO SEASONS HOTEL & APARTMENTS TARGETS FOR 2019

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### AMENDMENT RECORD

POLICY NUMBER	GG 001
EFFECTIVE DATE	NOVEMBER 2015
VERSION	1
FIRST ISSUED	NOVEMBER 2015
FIRST REVIEWED	DECEMBER 2016
SECOND REVIEWED	NOVEMBER 2017
THIRD REVIEWED	JANUARY 2019
FOURTH REVIEWED	OCTOBER 2019

REV NO.	REV. DATE	PAGE/SECTION NO.	DESCRIPTION OF AMENDMENT	APPROVED BY	EFFECTIVE DATE
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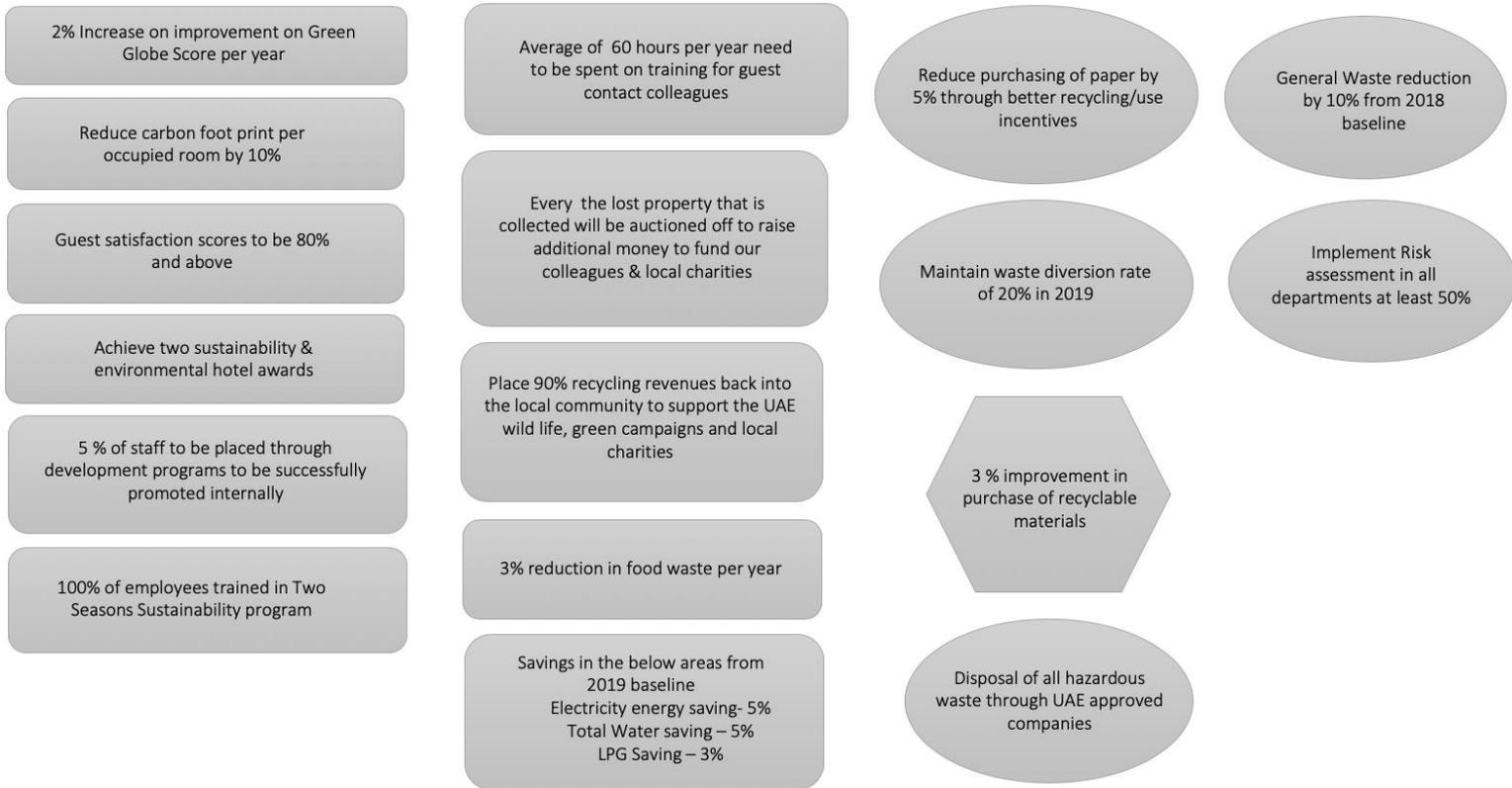
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## Two Seasons Hotel & Apartments Target (KPI) 2019





The Sustainability Management Plan is in line with the Sustainability Development Goals, to support its implementation and directly impacting the result globally. The sustainability KPI incorporates carbon reduction plan '5 years carbon management plan' training & awareness on yearly development hours, energy saving (electricity, water, gas and food waste).

## Two Seasons Hotel & Apartments Dubai and the UNITED NATIONS



SDG	Target Alignments	Two Seasons Efforts
 <p><b>3 GOOD HEALTH AND WELL-BEING</b></p>	<p><b>GOOD HEALTH AND WELL-BEING</b></p> <ul style="list-style-type: none"> <li>• Reduce number of deaths due to pollution and contamination</li> <li>• Strengthen the capacity of all countries for risk</li> </ul>	<p>Soap for Hope initiative has been launched with Two Seasons Hotel from 2015 to date, 1.5 tons of used soap has been recycled into 200 thousand new bars and every year, about 30 thousand people in local communities in India, Philippines and Africa benefit from this program. Helping to reduce hygiene-related diseases worldwide.</p>
 <p><b>5 GENDER EQUALITY</b></p>	<p><b>GENDER EQUALITY</b></p> <ul style="list-style-type: none"> <li>• End forms of discriminations against women</li> <li>• Ensure equal opportunities for women</li> </ul>	<p>As per the Recruitment Policy 'Policy Number: HR 1' with the current review of January 2019, it states that "Two Seasons Hotel &amp; Apartments shall provide an equal opportunity in all aspects of employment and career progress and shall not tolerate any illegal discrimination when it comes to Gender, Nationality, Religion, Ethnicity, Disability, etc, or harassment of any kind". This policy has been in effective in the company since opening to comply with UAE labor law and international laws of the United Nations.</p>
 <p><b>6 CLEAN WATER AND SANITATION</b></p>	<p><b>CLEAN WATER AND SANITATION</b></p> <ul style="list-style-type: none"> <li>• Access to safe drinking water</li> <li>• Adequate sanitation and hygiene</li> <li>• Implement water resources management</li> </ul>	<p>Reduce water consumption by 26% since 2010            Chemical clean up response plan            Eco friendly chemicals and lead free paints.            Sedimentary erosion plan            Reduction of water use through controls, reporting and campaigns.            Monitoring overall water consumption.            Reducing pressure of water in taps by fixing aerators (water savers).            We have a Monthly, Bi-monthly and quarterly water testing for legionella and TBC in the building to ensure that water is clean and safe.            We installed motion sensor Taps in all public areas toilets and replacement of tap aerators in guestrooms done.            All Pressure regulating valves (PRV) re-adjusted. Hot water NRV replaced. Water leakage rectified on time.</p>
 <p><b>7 AFFORDABLE AND CLEAN ENERGY</b></p>	<p><b>AFFORDABLE AND CLEAN ENERGY</b></p> <ul style="list-style-type: none"> <li>• Universal access to reliable energy services</li> <li>• Increase share of renewable energy</li> </ul>	<p>Reduced energy consumption by 32 % since 2010            Offsetting carbon emissions            Offsetting carbon emissions through business trips and employee commuting since 2016 to 2019 onwards.            HVAC units serviced. HVAC units filters cleaning increased. Hot air access closed. Lift landing areas glass door closers fixed. Chillers set point adjusted according</p>

- Double rate of energy efficiency to ambient temperature. Kitchens and public areas lights replaced.  
LED lights installation project done in guestrooms and some in public areas

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### RESPONSIBLE CONSUMPTION AND PRODUCTION



- Achieve sustainable use of natural resources
- Halve per capita global food waste
- Create sustainable development tools
- Reporting on sustainability practices

Reduce water consumption by 26 % since 2010  
Conducted food waste reduction pilots in the property  
Invested in sustainable operations and energy, carbon, water and waste management resulted in 239.4 m2 energy usage intensity, 545.6 litres/guest of water usage intensity. The total waste have shown a score of 3.5KG/guest/night. The 12% waste diversion ration was a result of the team's effort to segregate and recycle the total hotel waste.

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### LIFE BELOW WATER



- Reduce marine pollution
- Protect marine and coastal ecosystems
- Regulate harvesting and overfishing
- Increase benefits to developing countries from sustainable use of marine resources through sustainable tourism

Banned plastic straws in all the hotel outlets.  
Bottled water provided during banqueting events.  
Hotel is installing water plant to remove all plastic bottles to be replaced by glass.

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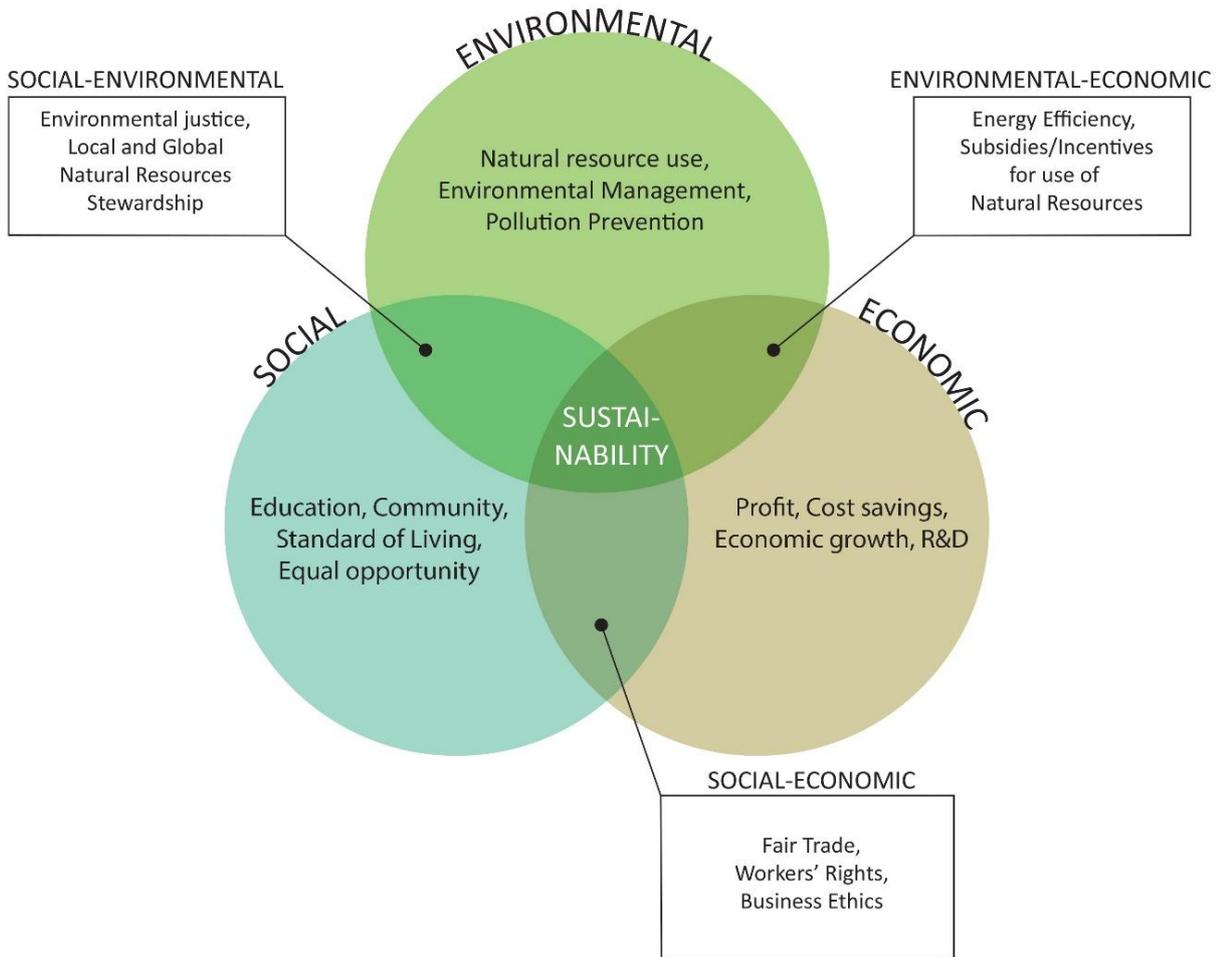
### PARTNERSHIP FOR THE GOALS



- Assist developing countries in attaining sustainability
- Multi-stakeholder partnerships for sustainable development
- Implement official development assistance commitments

Partnered with Dubai Municipality for food donating to help the community.  
Partnered with Diversey for the Soap for Hope initiative to limit diseases.  
Partnered with Al Jalila Foundation for Breast cancer awareness and donations.  
Partnership and member of EEG- Emirates Environmental Group for several environmental causes.  
Partnership with WWF  
Partnership with Rashid Center for People of Determination

## a. 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 Two Seasons

## b. SCOPE

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

Sustainability plan is based on Two Seasons Hotel & Apartments size and scale:

- 448 Hotel Apartments
- 504 Hotel Rooms
- 8 restaurants, cafes and bars
- Three pools - main pool, Jacuzzi and kids pool
- Football court, basketball court and two squash court.
- Spa with saunas, massage rooms, Jacuzzi, steam room and plunge pool
- Fitness set up with the latest techno gym
- Retail shops for beauty and fashion
- Karate, Yoga and Dancing studio
- With over 1653 s.q.m of Meeting and conference space.
- Kids Club

## c. REFERENCES

Green Globe Certification Standard & Guide to Certification

## d. 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
<b>EEG</b>	Emirates Environment Group
<b>EWS-WWF</b>	Emirates Wildlife Society in associated with Worldwide Fund for Nature

## TWO SEASONS VISION

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"Two Seasons Hotel Management LLC; a Hospitality Management Company that promotes and educates green living and hospitality through the eyes of the children, our next generation of travelers. Through installing practices to show all of our colleagues, customers, business partners & owners on how to protect and preserve our future environment."

Since its inception in 2010, Two Seasons Hotel Management LLC 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 Two Seasons Hotel & Apartments 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, pro-active 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 2015 we took up the challenge to obtain the Green Globe 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 Globe is the premier global certification for sustainable travel and tourism. The Green Globe 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.

## OUR SUSTAINABILITY MANAGEMENT PLAN ENCOMPASSES 4 KEY AREAS:

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**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 TWO SEASONS HOTEL & APARTMENTS

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.

### TWO SEASONS ENERGY SAVING INITIATIVES

#### What is Done/Completed:

- Lobby Renovation works

- Sand Filtration System Refurbishment
- Cooling towers Refurbishment Works
- New Chillers installation
- HVAC VFDs installation
- Heat Exchangers Upgradation
- Windows Glass Tint Film installation
- BMS Upgradation and new installations
- Guest rooms & Public Areas LED Lights installation
- Hot & Cold water PRV Replacement works
- New Heat Cool Machines installation
- Chiller Plant Management
- Guest rooms renovation works
- Building Signage replacement following up

### **Completed works in 2019**

- Hot water pumps
- Noodle House New Exhaust Fan
- Elevators room AC units
- Water Tanks replacement
- Cold water Pumps
- Public Area urinal sensors replacement
- Heavy Duty Submersible Pumps for Chillers room
- Dalma Meeting Hall projectors & Cables replacement
- Meeting rooms lights dimming control system
- 4th & 8th floor Roof Top Area water proofing

**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** – Two Seasons Hotel & Apartments complies with all established health and safety regulations, and ensures that guest, colleagues 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 colleagues and contractors. Two Seasons Hotel

& Apartments made all initiatives for making the work environment safe and secure to all the members.

## A. SUSTAINABLE MANAGEMENT

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### A1. Implement a Sustainable Management Plan:

Two Seasons Hotel & Apartments shall establish and maintain the SMP complying with requirements included in this section. There are a number of elements that make up the SMP.

Two Seasons Hotel & Apartments shall formulate policies and procedures that:

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

### A2. Legal Compliance:

Two Seasons Hotel & Apartments 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:

Employee hiring, training, annual appraisal and performance review, Two Seasons Hotel & Apartments 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.

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

Two Seasons Hotel & Apartments, 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:

IFH mystery shopper audits, QEMS, Revinate social 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.

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

All communication regarding promotional material at Two Seasons Hotel & Apartments goes through the Sales and Marketing team and is in line with Two Seasons 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.

#### **A.6 Local Zoning, Design and Construction DESIGN AND STRUCTURE**

Two Seasons Hotel & Apartments is built with relevant government agencies approval. It accommodates 1010 one and two and bedroom suites. It's a non-alcoholic hotel going in line with local traditions and family values

- 506 apartments
- 504 suites
- 8 restaurants, cafes and bars
- Three pools - main pool, Jacuzzi and kids pool
- Football court, basketball court and two squash court.
- Spa with saunas, massage rooms, Jacuzzi, steam room and plunge pool
- Fitness set up with the latest techno gym
- Retail shops for beauty and fashion
- Karate, Yoga and Dancing studio
- With over 1653 s.q.m of Meeting and conference space.
- Kids Club

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 been 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.

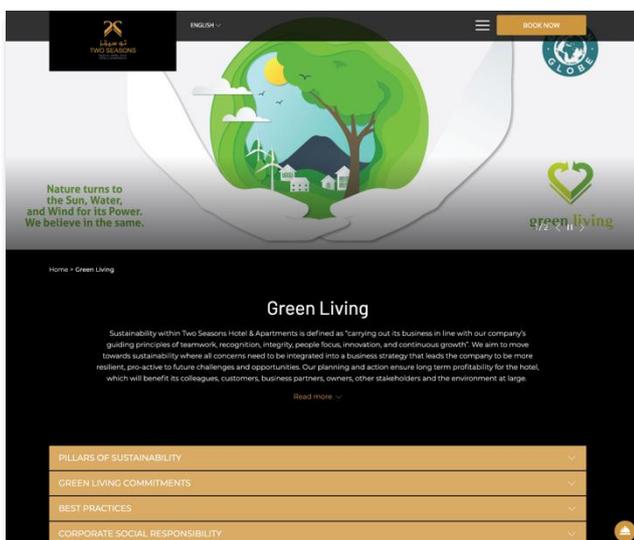
### A.7 Experiential or Interpretation Tourism

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. Two Seasons Hotel & Apartments work closely with the local market, and as such it is beneficial to the company and the local community.

Two Seasons Hotel & Apartments 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 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. We are encouraging the guest for growing plants by giving free tree saplings. Two Seasons 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 tree plantation, Can Collection and Toner and Cartilages collections. Apart from these we also camp on blood donation, clean up the World and Clean up the UAE campaign.

### 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 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 and ISO22000 /2018 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; Two Seasons Hotel & Apartments 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 D.M

**Chemical safety and drills:**



**REPORTING EMERGENCIES**

The safety of our team members and our guests is one of the main concerns of Two Seasons Hotel & Apartments. 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. Hotel Nurse and the Duty Manager and the Human Resources representative should also be informed. An accident report form has to be completed by the Hotel Nurse 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 the Hotel Nurse, 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 Hotel Nurse and Security Manager and sent to all respective departments.

**FIRST AID**

Two Seasons Hotel & Apartments have first aid boxes located at various locations on 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 two (2) Automated External Defibrillator (AED) machines in the hotel readily available. We have trained the First



**A.11 Continuous Improvement Plan:**

In 2015 Two Seasons Hotel & Apartments took up the challenge to obtain the Green Globe certification and from then on Two Seasons Hotel & Apartments has been continually striving hard to achieve its sustainability efforts.

**The below table shows the improvement on the plan on a yearly basis:**

Aiders on usage so we value life of our colleagues 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 the Hotel Nurse or the certified first aider available in the hotel.

**A.10 Disaster Management & Emergency Response:**

Two Seasons Hotel & Apartments 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; Two Seasons Hotel & Apartments 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 colleagues on Sand Storm, Flood, Earth quake and Tsunami

KPOs 2016 Goals	KPOs 2016 Initiatives	KPOs 2017 Goals	KPOs 2017 Achievements	KPOs 2018 Goals	KPOs 2018 Achievements	KPOs 2019 Goals	KPOs 2019 Achievements
100% of employees trained in Two Seasons Sustainability program and how they can assist	<ul style="list-style-type: none"> <li>• Business trips CO2 emission will be calculated and recorded. Offsetting is plan for 2016.</li> <li>• SMP will be prepared and reviewed for 2016 and will be approved by General Manager.</li> <li>• Control measures for pollution management plan will be prepared for 2016.</li> </ul>	2% Increase on improvement on Green Globe Score per year	Hotel re-certification completed with desktop audit	2% Increase on improvement on Green Globe Score per year	Achieved 78%, 2% higher than previous year.	2% Increase on improvement on Green Globe Score per year	85% score was achieved in the Green Globe Audit last year. The audit for 2019 is going to take place on 2 <sup>nd</sup> & 3 <sup>rd</sup> 2010.
Reduce carbon foot print per occupied room by 4%		Reduce carbon foot print per occupied room by 4%	Achieved	Reduce carbon foot print per occupied room by 10%	Achieved, 56.82 tons of carbon emission (for percentage have asked FARNEK to provide the result)	Reduce carbon foot print per occupied room by 10%	Achieved by 15%
Colleagues Satisfaction Scores to be 83% and above		Colleagues Satisfaction Scores to be 82% and above	Achieved 86%	Guest satisfaction scores to be 80% and above	Achieved 85% guest satisfaction	Guest satisfaction scores to be 80% and above	Achieved 75% guest satisfaction
2% Increase on improvement on Green Globe Score per year		2% reduction in buffet food waste per year	Achieved	Achieve two sustainability & environmental hotel awards	We won the 'Best Green Hotel' & 'Best 4 Star hotel awards.	Achieve two sustainability & environmental hotel awards	Achieved 3 Awards: DTCM Sustainability Award EEG Award Arabian CSR Award

Every 3 months the lost property that is collected will be auctioned off to raise additional monies for fund raising and local support		Savings in the below areas Electrical energy saving- 14% Total water saving- 15% LPG saving- 3%	Achieved	5 % of colleague to be placed through development programs to be successfully promoted internally	Achieved 6% staff on cross-training & career development	5 % of colleagues to be placed through development programs to be successfully promoted internally	Achieved 6% of our colleagues placed in our Career Development Plan and Cross Training programs in 2019.
6% of staff to be placed through development programs to be successfully promoted internally		5 % of colleagues to be placed through development programs to be successfully promoted internally	Promotion of staffs on CDP achieved	100% of employees trained in Two Seasons Sustainability program and how they can assist	All colleagues are refreshed & included in new joiners' orientation	100% of employees trained in Two Seasons Sustainability program	All colleagues (100%) have attended the Green Globe & Sustainability awareness and refresher trainings. The program is part of our New Joiners Orientation as well.
Guest satisfaction scores to be 80% and above		Guest satisfaction scores to be 80% and above	81% achieved	Average of 40 hours per year need to be spent on training, assisting and supporting our stakeholders	46 hours of training per colleague achieved in 2018	Average of 60 hours per year need to be spent on training for guest contact colleagues	Achieved 60 hours of training per colleagues for on-the-job and class room trainings to our colleagues
2% reduction in buffet food waste per year		100% of employees trained in Two Seasons Sustainability program and how they can assist	Achieved	Every the lost property that is collected will be auctioned off to raise additional monies for fund raising and local support	Three charity garage sell was done, and money was funded to colleague on emergency situations	Every the lost property that is collected will be auctioned off to raise additional money to fund our colleagues & local charities	Three garage sells has been done from the lost & found items, and generated AED 7,000. The revenue is spend to charitable activity to our colleagues and other related community works.

Place 90% recycling revenues back into the local community to support the UAE wild life, green campaigns and local charities		Place 90% recycling revenues back into the local community to support the UAE wild life, green campaigns & local charities, and use to improve recycling programs	Achieved	Place 90% recycling revenues back into the local community to support the UAE wild life, green campaigns and local charities	Local charity are supported by our recycling revenue	Place 90% recycling revenues back into the local community to support the UAE wild life, green campaigns and local charities	The hotel has generated AED 115K from recyclable & Eco waste collection and spent 90% on implementation of waste collectors incentive, membership fees, and waste audit.
Savings in the below areas Water reduction (10%) Electricity (Kwh) 6% Water (USG) 5% LPG (Liters) 10%		Reduce purchasing of paper by 6 % through better recycling/use incentives	Achieved	3% reduction in buffet food waste per year	Achieved 3% saving on buffet food waste in 2018	3% reduction in food waste per year	Food waste reduction achieved 12.6% which exceed our KPI
Average of 55 hours per year need to be spent on training, assisting and supporting our stakeholders		Average of 45 hours per year need to be spent on training, assisting and supporting our stakeholders	Achieved	Savings in the below areas - Total Water saving – 5% - LPG Saving – 3% - Electricity energy saving- 5%	As per Optimizer Trend Report: - Total water saving: 10% (hot and cold water new PRV's installed, cooling towers replaced, that's why less water consumption. - LPG saving: 2% due to increase in laundry operation - Electricity energy saving: 16%	Savings in the below areas from 2018 baseline • Electricity energy saving- 5% • Total Water saving – 5% • LPG Saving – 3%	<ul style="list-style-type: none"> <li>• 4% savings achieved</li> <li>• 4% savings achieved</li> <li>• 2% savings achieved</li> </ul>

15% improvement in our recycling of materials		Every quarter the lost property that is collected will be auctioned off to raise additional monies for fund raising and local support & internal staff emergency assistance	Fund donated to staffs	Reduce purchasing of paper by 5% through better recycling/use incentives	Achieved reduction of purchasing paper in quantity by 36% (710 boxes in 2017 and 450 boxes in 2018)	Reduce purchasing of paper by 5% through better recycling/use incentives	Achieved 2% reduction on the purchase of paper
Reduce purchasing of paper by 5% through better recycling/use incentives		15% improvement in our recycling of materials		3 % improvement in purchase of recyclable materials	Achieved 1% reduction. The process is on-going	3 % improvement in purchase of recyclable materials	14% reduction against 2018 by re-using laundry bags and 6% reduction of rook key cards against 2018 by re-using
Disposal of all hazardous waste through UAE approved companies		Disposal of all hazardous waste through UAE approved companies	Achieved	Disposal of all hazardous waste through UAE approved companies	Achieved	Disposal of all hazardous waste through UAE approved companies	All hazardous waste is disposed through approved company AVERDA for medical waste. E-waste also disposed through Madenat Al Nokhda recycling services.
						Maintain waste diversion rate of 20% in 2019	Food waste 12.6% General waste: 8.10% Recycle: 4% Waste diversion rate 28%

## A.12 Environmental Aspects and Impacts 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		1, Use of energy efficient equipment's. 2. Use of Gas as an alternative to heat water and steam for laundry. 3. Installation of automatic control system in guest rooms/ Motion sensors. 4. Energy reduction initiatives.
2	Cooking & Heating and hot water provision	Use of Gas	Air pollution	High	Low	3	1		1. Monitoring in hotel optimizer 2. LPG Monitoring 3. Cleaning filters in kitchen gas cookers 4. Use of efficient equipment and reduced use of gas through controlling supplies.

No.	Activities	Environment Aspect	Environment Impact	Likelihood of Impact	Severity of Impact	Significance Rating			Control Measures
						H	L	M	
3.	Testing of generator machines	Usage of natural resources	Depletion of natural resources	Medium - As its stand by generator	Low		1	2	1 Use of PPE 2. Controlling generator set point 3. Monitoring of fuel used in the generator machine. 4. Monthly maintenance of generator as per AMC. 5. Monitoring in hotel optimizer for CO <sub>2</sub> emissions.
4.	Testing of Fire Pumps	Usage of natural resources	Noise pollution Air pollution	Medium	Low		1	2	-Scheduled on minimum time testing and running. -PPM is on monthly basis
5.	Boiler Operation	Energy and carbon	Production of CO <sub>2</sub>	High	Low	3	1		1. Monitoring hotel optimizer in for CO <sub>2</sub> emissions 2. Monthly maintenance of boiler machines as per AMC 3. PPM is in place.

No.	Activities	Environment Aspect	Environment Impact	Likelihood of Impact	Severity of Impact	Significance Rating			Control Measures
						H	L	M	
6.	Heating water & Supply of steam to laundry	Use of Gas	Air pollution	High	Low	3	1		-MSDS Maintained -PPM - Controlling use of LPG. -Monitoring hotel optimizer in for CO <sub>2</sub> emissions
7	Travel and Transport	Usage of Fossil fuel	Global Carbon emissions	High	Low	3	1		1 Use of hotel optimizer – 2.Travel initiatives like combining trips/ flights. 3.Servicing of vehicles 4. Using metro. 5. Traveling when its essential
8	FCU/AHU	Usage of Electrical energy	Depletion of natural resources Air pollution	High	Low	3	1		1.Monthly,maintenance and Quarterly changing of filters 2. Use of electrical meters to monitor usage

No.	Activities	Environment Aspect	Environment Impact	Likelihood of Impact	Severity of Impact	Significance Rating			Control Measures
						H	L	M	
9	AC – temperature in Guest rooms/ Banquet halls	Usage of Electrical energy	Depletion of resources 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>
10	Chiller rooms	Usage of Electrical energy	Depletion of resources 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>
11	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>

No.	Activities	Environment Aspect	Environment Impact	Likelihood of Impact	Severity of Impact	Significance Rating			Control Measures
						H	L	M	
12	Electrical Pump	Usage of Electrical energy	Depletion of resources 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>
13	Fire pump	Usage of electrical energy	Depletion of resource	Low	high	3		2	<ul style="list-style-type: none"> <li>- Regular checks are made for fire pumps</li> <li>- Monitoring of electricity.</li> </ul>

## Water Consumption

No.	Activities	Environment Aspect	Environment Impact	Likelihood of Impact	Severity of Impact	Significance Rating			Control Measures
						H	L	M	
1.	Cleaning, Washing at Laundry, 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 and lead free paints.</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>

No.	Activities	Environment Aspect	Environment Impact	Likelihood of Impact	Severity of Impact	Significance Rating			Control Measures
						H	L	M	
3.	Washing of vegetables and fruits in kitchen	Usage of water	Depletion of natural resources	High	Low	3	1		1. Monitoring overall water consumption. 2.Reducing pressure of water in taps by fixing aerators (water savers).
4.	Swimming Pool	Water Management	Use of chlorine and potential risk of damage to human health and eco system	High	high	2	4	8	1. Back wash system and water is re used. 2. To check and implement alternatives to chlorine.
5.	Use of water taps public areas washrooms	Usage of water	Potential loss of water as a resource	High	Low	3	1		1.Monitoring water usage 2. Reducing pressure of water in taps by fixing aerators. 3.Planning for fixing sensor taps at public area washrooms
6.	Washing of pots /pans in the kitchen	Usage of water	Depletion of natural resources	High	Low	3	1		1.Control plate washing 2. Using the plates and cutlery when required.

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(Water)	Depletion of water	High	Low	3	1		1.Use of water savers in the washrooms 2. Filter cleaning
8.	Dilution of chemicals	Usage of natural resources (Water)	Depletion of water Water pollution Air pollution Land pollution	Medium	Low		1	2	1.Use of personal protective equipments 2.Use of biodegradable chemicals 3.Avoid usage of excess chemicals 4. use of water dispensers
9	Storage of water	Usage of water resource	-Depletion of resource -Water contamination	Medium	Low		1	2	- Proper storage tanks. - Tank cleaning and water testing done for the samples.

## 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</li> </ol>

No.	Activities	Environment Aspect	Environment Impact	Likelihood of Impact	Severity of Impact	Significance Rating			Control Measures
						H	L	M	
									of resources and efficient use. 3. Demolitions have opportunity for reduce, reuse and recycle
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	1. To research on Chlorine alternative chemical to use.
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	1. Drainage design is approved. 2. Correct routes for disposal of liquids. 3. Spill kits to fit into intended areas. 4. Design systems allows water to be used efficiently. 5. Save water initiatives 6. Use of spill kits training.

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> </ol> <ol style="list-style-type: none"> <li>2. proper disposal of hazardous chemicals containers</li> <li>3. 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>

No.	Activities	Environment Aspect	Environment Impact	Likelihood of Impact	Severity of Impact	Significance Rating			Control Measures
						H	L	M	
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 minimum because of building structure.</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>

## 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 2. Land pollution 3. Depletion of water 4. Air pollution	High	Low	3	1		1. Use of PPE 2. Use of secondary spillage trays in chemicals rooms 3. Proper waste disposal 4. Use of biodegradable chemicals
2.	Pest control	Usage of pest control chemicals	1. Water pollution 2. Land pollution 3. Depletion of water 4. Air pollution	High	Low	3	1		1. Use of biodegradable chemicals 2. Proper waste disposal 3. Use of PPE 4. Avoid usage of excess chemicals.
3.	Swimming pool chemicals and water treatment chemicals.	Usage of swimming pool chemicals	1. Air pollution 2. Land pollution	High	Low	3	1		1. Proper method of disposing used containers 2. Use of PPE 3. Use of secondary spillage trays in chemicals room

No.	Activities	Environment Aspect	Environment Impact	Likelihood of Impact	Severity of Impact	Significance Rating			Control Measures
						H	L	M	
4.	Paints and thinners	Usage of paint and thinners	1. Air pollution 2. Land pollution 3. Water pollution	High	Low	3	1		1. Use of eco friendly materials 2. Proper disposal of used containers 3. Use PPE 4. Use of lead free paints
5	Storage of chemicals	Usage of chemicals	1. Air pollution 2. Land pollution 3. Water pollution	High	Low	3	1		1. Assigned location for Chemical storage. 2. Chemicals are labeled and stacked properly 3. Proper ventilation and air circulation recommended. 4. Spill kits 5. Spillage trays 6. Proper disposal techniques. 7. Relevant PPE in location with checklist 8. MSDS availability 9. Eye wash station

**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		1. Waste segregation. 2. Proper waste disposal according to the waste bins. 3. Using bio-degradable package items. 4. Using minimum packaging items.
2.	Maintenance/works/renovation linked to wood	Disposal of Wood off-cuts and shavings	1.Land pollution	High	Low	3	1		1. Segregation of waste 2. Proper waste disposal. 3. Reuse of the wood pieces where ever applicable.
3.	Kitchen/restaurant/Room service	Disposal of Food waste	1.Air pollution 2.land pollution	High	Low	3	1		1. Segregation of waste in assigned waste bins. 2. Food waste are stored in AC garbage room to prevent decomposition. 3. Planned to have a composter to treat the food waste.

No.	Activities	Environment Aspect	Environment Impact	Likelihood of Impact	Severity of Impact	Significance Rating			Control Measures
						H	L	M	
4.	Left over / waste cooking oil	Disposal of used cooking oils	1. Water pollution 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 again of bed sheets, Pillow covers</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>
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>

No.	Activities	Environment Aspect	Environment Impact	Likelihood of Impact	Severity of Impact	Significance Rating			Control Measures
						H	L	M	
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	<ol style="list-style-type: none"> <li>1.Land pollution</li> <li>2.Water pollution</li> </ol>	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	<ol style="list-style-type: none"> <li>1. .Land pollution</li> <li>2. Food Contamination</li> </ol>	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>

## Greenhouse 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 gases, these are greenhouse gases Usage of fuel	1. Air pollution 2. Use of resources	High	Low	3	1		1. Use of hotel optimizer for monitoring CO2 emissions. 2. Monthly maintenance of boiler machines frequently.
2.	Use of a stand by generator set (fuel, etc.)	Discharge of combustion gases Fuel use	1. Air pollution 2. Land pollution form spillage 3. Resources depletion	High	Low	3	1		1. Maintenance of gen set by service provider frequently 2. Use of hotel optimizer for monitoring carbon emissions. 3. Monitoring of fuel used 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 2. Servicing of vehicles 3. Use of metro 4. Combining trips 5. Usage of fuel monitoring.

No.	Activities	Environment Aspect	Environment Impact	Likelihood of Impact	Severity of Impact	Significance Rating			Control Measures
						H	L	M	
4.	Use of installations containing refrigerants	Risk of the leak of refrigerants (atmospheric discharge of gases)	1.Air pollution	High	Low	3	1		<ol style="list-style-type: none"> <li>1. Proper maintenance of refrigerators equipment.</li> <li>2. PPM for all equipment.</li> </ol>
5.	Waste Disposal	Co2 emissions	1.Air pollution	High	Low	3	1		<ol style="list-style-type: none"> <li>1. Proper waste segregation.</li> <li>2. Proper waste disposal.</li> <li>3. Monitoring of waste disposal.</li> <li>4. Co2 Emissions are calculated through Hotel optimizer.</li> <li>5. Monitoring of the waste generated.</li> </ol>

## COMMUNITY

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 gases, these are greenhouse gases will cause pollution on the community	1. Air pollution	High	Low	3	1		<ol style="list-style-type: none"> <li>1. Use of hotel optimizer for monitoring CO2 emissions.</li> <li>2. Monthly maintenance of boiler machines frequently.</li> <li>3. Use of energy saving equipment</li> </ol>
2.	Use of stand by generator (fuel, etc.)	Discharge of combustion gases Fuel use	<ol style="list-style-type: none"> <li>1. Air pollution</li> <li>2. Land pollution form spillage</li> <li>3. Resources depletion</li> <li>4. Noise pollution</li> </ol>	High	Low	3	1		<ol style="list-style-type: none"> <li>1. Maintenance of gen set by service provider frequently</li> <li>2. Use of hotel optimizer for monitoring carbon emissions.</li> <li>3. Monitoring of fuel used</li> <li>4. Preventive maintenance of the generator.</li> <li>5. Use proper timing that will not affect the community around</li> </ol>

No.	Activities	Environment Aspect	Environment Impact	Likelihood of Impact	Severity of Impact	Significance Rating			Control Measures
						H	L	M	
3.	Waste Disposal	Co2 emissions	1. Air pollution 2. Hygiene of the environment	High	Low	3	1		<ol style="list-style-type: none"> <li>1. Proper waste segregation.</li> <li>2. Proper waste disposal.</li> <li>3. Monitoring of waste disposal.</li> <li>4. Co2 Emissions are calculated through Hotel optimizer.</li> <li>5. Monitoring of the waste generated.</li> </ol>

## BIODIVERSITY

No.	Activities	Environment Aspect	Environment Impact	Likelihood of Impact	Severity of Impact	Significance Rating			Control Measures
						H	L	M	
1.	Use of chemicals for pest control	Discharge of dangerous gases and smell, that will cause pollution on the animals and birds living	1. Air pollution 2. Environmental contamination	High	Medium	3	1		<ol style="list-style-type: none"> <li>1. Use of eco-friendly chemicals and other products</li> <li>2. Monthly monitoring and cleaning programs</li> <li>3. Rehabilitate animals in collaboration with 3<sup>rd</sup> party (Animal adaptation)</li> </ol>

No.	Activities	Environment Aspect	Environment Impact	Likelihood of Impact	Severity of Impact	Significance Rating			Control Measures
						H	L	M	
		around the hotel							4. Government approved contractors of pest control programs
2.	Use of stand by generator (fuel, etc.)	Discharge of combustion gases and affect the animals and birds around	1.Air pollution 2, Land pollution form spillage 3. Chemical contamination	High	Low	3	1		1. Use of environment friendly and eco-friendly gases 2. Use of hotel optimizer for monitoring carbon emissions. 3. Alternative means of energy sources
5.	Waste Disposal	Contamination of the areas that can harm animals & birds	1. Air pollution 2. Hygiene of the environment	High	Low	3	1		1. Proper waste segregation. 2. Proper waste disposal. 3. Co2 Emissions are calculated through Hotel optimizer. 4. 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
<b>Likelihood of Impact</b>	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 1 - Low probability of occurrence 2 - Medium probability of occurrence 3 - High probability of occurrence or continuous emissions
<b>Severity of Impact</b>	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 1 - Minimal impact, e.g. small spillage of oil resulting in no permanent or long term harm 2 - Medium impact, e.g. localized and short term harm 3 - Major impact, e.g. uncontrolled emissions or discharges of highly toxic chemicals causing long term harm to loss of life

## **B. SOCIAL / ECONOMIC**

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

Two Seasons Hotel & Apartments commits to using the revenues generated from the recycling initiatives to sponsor and assist in our support and assistance in the local community. Whereby this money will be managed by a CSR Committee.

Every month the hotel generates funds from recycling of waste items. 90% of this money can be given back to the community to help groups / individuals struggling each month. Thus, the money will be placed in a corporate responsibility fund to help an individual or specific charity.

#### **THE PEOPLE WE WILL ASSIST CRITERIA:**

1. Over Ramadan look at a charity to offer the revenue
2. Charity events, fun runs and international events that we participate in and need our help
3. Natural disasters that affect our area and the area in which our staff are from
4. Education on the Land and Human Rights
5. Activities for disabled People through Rashid Centre organizations to support them.
6. Activities to support the Dubai Foundation for the Woman and Children.

#### **HOW WILL WE RUN MANAGE THIS:**

1. A group will be setup called the Corporate Responsibility Committee
2. The committee members for this group will be the Hotel Managers, Directors of Sales, Human Resources Manager & Chief Accountant and one staff member per department of the Hotel
3. The funds will be controlled by the Chief Accountant. He will be the finance advisor for the corporate responsibility fund
4. Each month we will hold a meeting where by the Chief Accountant will advise of the money obtained in the previous month from recycling
5. Each member in the committee will submit a request and proposal from their side on what they think we should do with the funds
6. Each charity per month will be submitted to Head Office for approval and acknowledgement
7. The donation will be made in the form of a cheque and a photo and presentation will be completed each month of this event
8. If we feel the need to sponsor two or more projects in one month we can do this as long as there is money in the funds. The funds cannot go into credit at any time
9. We do not need to sponsor a committee project every month, if there is nothing beneficial to offer or we don't have enough money in the account then we will not partake in a project for that month
10. All charities per month will be noted on our corporate responsibility board in the heart of house area
11. All monthly activities and information will be passed to Sales and Marketing department for PR purposes and CSR

## WHAT IS RECYCLING THAT SHOULD GO TO THE CORPORATE RESPONSIBILITY ACCOUNT AND WHAT SHOULD GO TO THE HOTEL REVENUES

1. All items from F&B such as cans, bottles, cardboard and plastics
2. All items from Receiving such as cans, bottles, cardboards and plastics
3. All items from Housekeeping from the waste of the rooms for cans, bottles, cardboards and plastics
4. All items from Engineering needs to be reviewed by the accounts department first when it comes to light globes, batteries, old materials. As these are assets of the hotel. The money from this should go back to the hotel. All can be reviewed individually and have approved from head office for each case
5. Only paper that has been used on both sides can be recycled

## WHY

1. Promotion of recycling within the hotel. Ensuring that the staff knows that the impact of them sorting and recycling will impact someone else's life in a positive way
2. To ensure that Two Seasons Hotel & Apartments has a corporate responsibility measure that is controllable
3. Every person can make a difference to the environment and the community
4. Every 6 months the lost property that is collected will be auctioned off to raise additional revenue for fund raising and local support
5. Average of 50 hours per month need to be spend on training, assisting and supporting the local community

Two Seasons Hotel & Apartments 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.

Month	Event / Awareness	Category	Description	
January	<b>Etihad Museum Cultural Awareness Tour</b>	Employee Welfare	Etihad museum to be visited. The Etihad Museum collects, preserves, and displays the heritage of the United Arab Emirates in the areas of social, political, cultural, scientific, and military history.	
February	<b>Can Collection Campaign</b>	Environmental Welfare	Two Seasons Hotel participated in the can collection day organized by EEG.	
March	<b>The Earth Hour movement</b>	Community Welfare	Two Seasons Hotel turned off their signage's on the back offices, minimized the corridor lights, and minimized the lobby and restaurant lights. They have also involved their employees by turning off the lights at the staff accommodation and encouraged their in-house guests to participate by turning off the lights in their room.	
	<b>Earth Hour Celebration</b>	Environmental Welfare	Earth hour celebration was carried out in Two Seasons Hotel & Apartments where guests and colleagues participated in cooperation with DTCM and at the same time in DIP colleague's accommodation wherein they celebrated Earth Hour.	
April	<b>Blood Donation Campaign</b>	Community Awareness	Continuing their Corporate Social Responsibility initiatives, Two Seasons will organize a blood donation camp at the hotel. The entire team wholeheartedly participated in the initiative and contributed to the noble cause	
	<b>Emirates Environmental Group for</b>		The Emirates Environmental Group (EEG) awards for green initiatives	

	<b>recycling initiatives</b>			
	<b><a href="#">Two Seasons Hotel</a> awarded by the Dubai Sustainable Tourism</b>	Environmental Welfare	Since maintaining the environment is one of the essential values of the property, we try to raise the awareness to our employees and our guests about sustainable environment to lessen the carbon emission from the hospitality sector in the Middle East. We participating to be recognized by Dubai Sustainability Tourism Award.	
<b>May</b>	<b>Iftar food donation</b>	Community Welfare	Food donation will be organized with Dubai Municipality to feed municipality workers	
<b>JUNE</b>	<b>June Colleagues Monthly Gathering</b>	Employee Welfare	Monthly gathering organized by HR Departments to celebrate achievements of colleagues	
	<b>Back to School Donations</b>	Employee Welfare	To make a difference to deserving children at the start of the new school year, <a href="#">Two Seasons Hotel &amp; Apartments</a> Dubai will donate colorful new backpacks containing essential school supplies to Dar Al Ber Society.	
	<b>Soap for Hope</b>		Two Seasons Hotel & Apartments will held an event where Diversey representatives will conduct awareness classes for all hotel departments and also training classes for House Keeping employee's to show them the preparation of the soap by using innovative cold-press method.	

July	<b>Fire drill (civil defense)</b>	Welfare	Based upon its commitment to the security and safety of its employees and the interest of Two Seasons Hotel to apply the highest public safety principles in order to protect lives and properties, and to spread the full awareness in case of occurrence of dangers or natural disasters, the Hotel conducted an experience of evacuation of a fire incident inside its main building.	 
	<b>Beach cleanup campaign</b>	Employee Welfare	Two Seasons Hotel staff frequently participate in community projects such as environment preservation causes, raising awareness for diseases as well as promoting healthy lifestyle for which they have been rewarded with numerous awards from Emirates Environmental Group.	
AUGUST	<b>Breast Cancer awareness</b>	Community Welfare	Since 2014, every October, <a href="#">Two Seasons Hotel</a> is continuously engaged in Breast Cancer Awareness campaign and this year is not an exception. On the occasion of Pink October, Breast Cancer Awareness Month, Two Seasons Hotel & Apartments Dubai commits itself to the fight and collaborate with Al Jalila Foundation to increase awareness of the disease and raise funds for research into its cause, prevention, diagnosis, treatment and cure.	
September	<b>September Monthly Colleagues Gathering</b>	Employee Welfare	Monthly gathering organized by HR Departments to celebrate achievements of colleagues	
	<b>Oman Drive Day with celebration</b>	Community Welfare	The Malayalee Association of Two Seasons Hotel & Apartments very well-organized the Onam celebrations with a huge preparation of traditional <i>Onam Sadhya</i> , a feast of nine courses serviced on a traditional banana leaf and made a large floral decoration ' <i>Pookalam</i> ' in	

			the entrance of lobby and staff cafeteria.	
October	Tesla	Environmental Welfare	<p><a href="#">Two Seasons Hotel</a> with their belief in green living did install <b>two Tesla Destination Chargers to emphasize their strong eco responsible values.</b> All electric car owners visiting the hotel can charge up their vehicles easily, while enjoying the exclusive services offered by the hotel. Visitors can stay in their elegant renovated suites, enjoy a delicious meal in La Terrasse Restaurant, have a coffee break at Le Grand Café or just relax in the exclusive spa and they can charge their cars for free.</p>	
	Beat Diabetes Walk	Community Welfare	Colleagues of Two Seasons will participate in the Beat Diabetes Walk	
	Clean Up UAE	Environmental Welfare	<p>The EEG team was joined by more than 5000 volunteers at Al Qudra Lakes. Several volunteers' employees from <a href="#">Two Seasons Hotel Dubai</a> did attend to the event this Saturday morning. The drive collects 12.5 tons of waste across 18sq of land.</p> <p>'It is our mission to extend our continuous efforts to raise awareness and encouraging our employees, to be more conscious about the environmental sustainability. Our goal is to promote positive environmental action by individuals through active participation in specific project, campaigns and activities.' said Mr. Freddy Farid, the Managing Director of <a href="#">Two Seasons Hotel Management FZ LLC</a>.</p>	

<b>November</b>	<b>Organic garden visit with school</b>	Environmental Welfare	Colleagues of Two seasons participated in the visit of an organic garden with school, to make the children aware of the subject.	
<b>December</b>	<b>Tree Planting</b>	Environmental Welfare	Volunteers of Two Seasons Hotel Dubai, government departments, private entities, schools and families from all over the UAE will take part in the tree-planting drive in special reserve.	

### B.2 Local Employment

Two Seasons Hotel & Apartments 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. As per the hotel's annual road show calendar, Two Seasons Hotel & Apartments has planned to participate in all relevant local career road shows and events. As a part of sustainability plan we have approached several Hotel management colleges to support recruitment of locals as employees and interns.

Equal employment opportunity policy

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

### B.3 Fair Trade

Two Seasons Hotel & Apartments 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.

Two Seasons Hotel & Apartments is using Starbucks products which are fair trade certified products. In addition, our Purchasing department is analyzing other suppliers to make use of fair trade products.

### B.4 Local Entrepreneurs

Two Seasons Hotel & Apartments 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. Two Seasons

Hotel & Apartments do not engage with local entrepreneurs dealing with historical artifacts moreover it is not permitted by law.

It is worthwhile to state that, at Two Seasons Hotel & Apartments we do engage in organizing events and activities that portray the local culture, especially during Ramadan, Eid and UAE National Day.



UAE National Day Celebration



Iftar Food Distribution

### 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. 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.



Visiting Sheikh Zayed Mosque and Abu Dhabi Heritage Village



Book Library in the Lobby



Artefacts for Sale in Lobby

### B.6 Exploitation

Two Seasons Hotel & Apartments strictly complies with the UAE Federal Law no 8, for 1980 section 2 on the Regulation of Child Labor. As per Two Seasons Hotel & Apartments child exploitation policy, the hotel does not encourage any type of exploitation in regard to the labour, 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. Two Seasons Hotel & Apartments has included child exploitation awareness as part of the internal trainings conveyed to all employees through customized training material and videos.



Two Seasons Hotel & Apartments are 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.

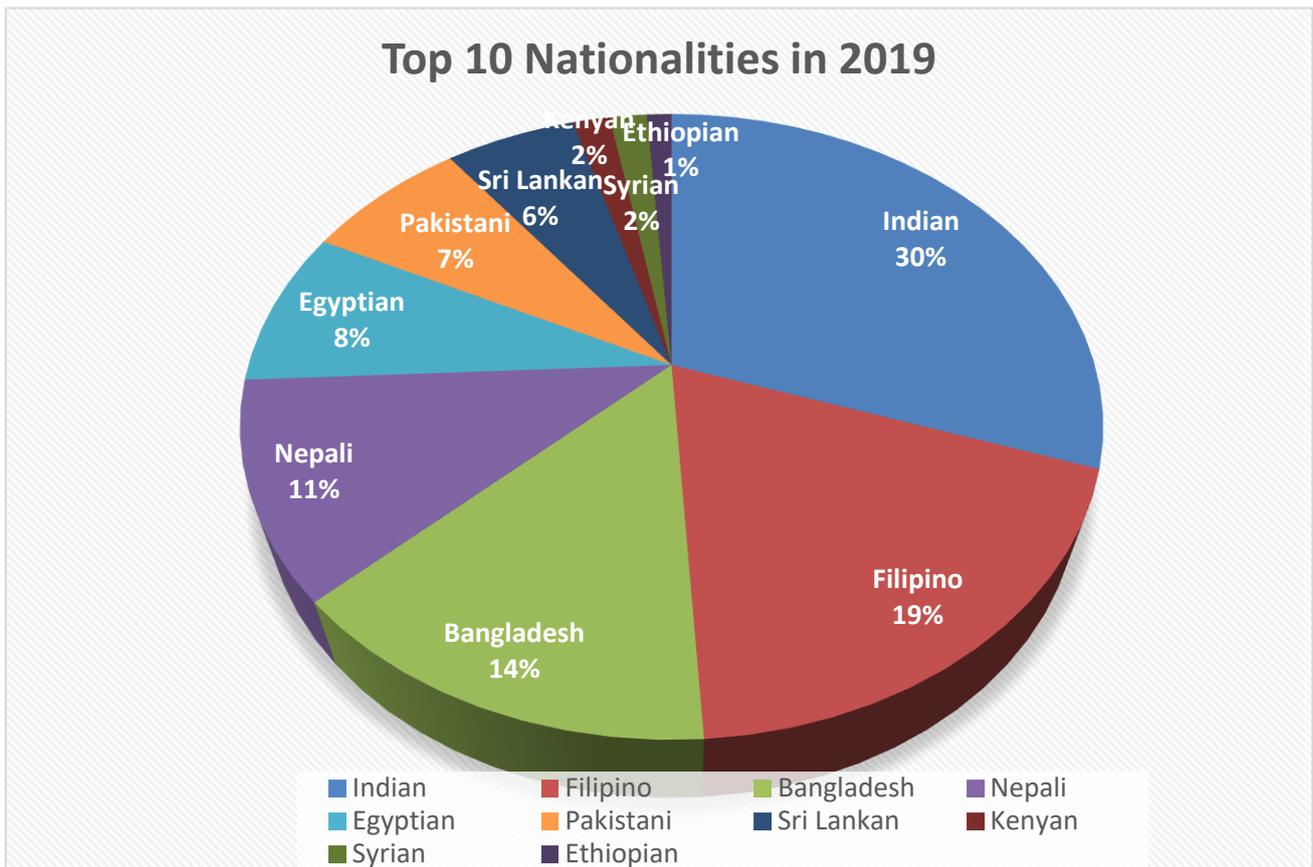
### B.7 Equitable Hiring

Two Seasons Hotel & Apartments promote 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 no less than 42 different nationalities in the group. Women candidates are encouraged to apply across all levels of the business.

Out of 43 management positions at Two Seasons Hotel & Apartments, 11 are covered by women; Front Office, Executive Housekeeper, HACCP, Food & Beverage, Sales and Marketing, to name a few. UAE has strict labor law related issues, which we adhere to in full. 26% of Female management teams are represented at Two Seasons Hotel & Apartments.

## Nationality Mix Report 2019

Nationality	Number	%
Indian	108	27.69%
Filipino	67	17.18%
Bangladesh	50	12.82%
Nepali	40	10.26%
Egyptian	29	7.44%
Pakistani	26	6.67%
Sri Lankan	21	5.38%
Kenyan	6	1.54%
Syrian	6	1.54%
Ethiopian	4	1.03%
Moroccan	4	1.03%
Jordanian	3	0.77%
Myanmar	3	0.77%
Nigerian	3	0.77%
Ukrainian	3	0.77%
Uzbekistani	3	0.77%
Cameroonian	2	0.51%
Lebanese	2	0.51%
Canadian	1	0.26%
Eritrea	1	0.26%
Ghanaian	1	0.26%
Indonesian	1	0.26%
Iranian	1	0.26%
Irish	1	0.26%
Italian	1	0.26%
Russian	1	0.26%
Somali	1	0.26%
Sudanese	1	0.26%
<b>Total</b>	<b>390</b>	<b>100.00%</b>



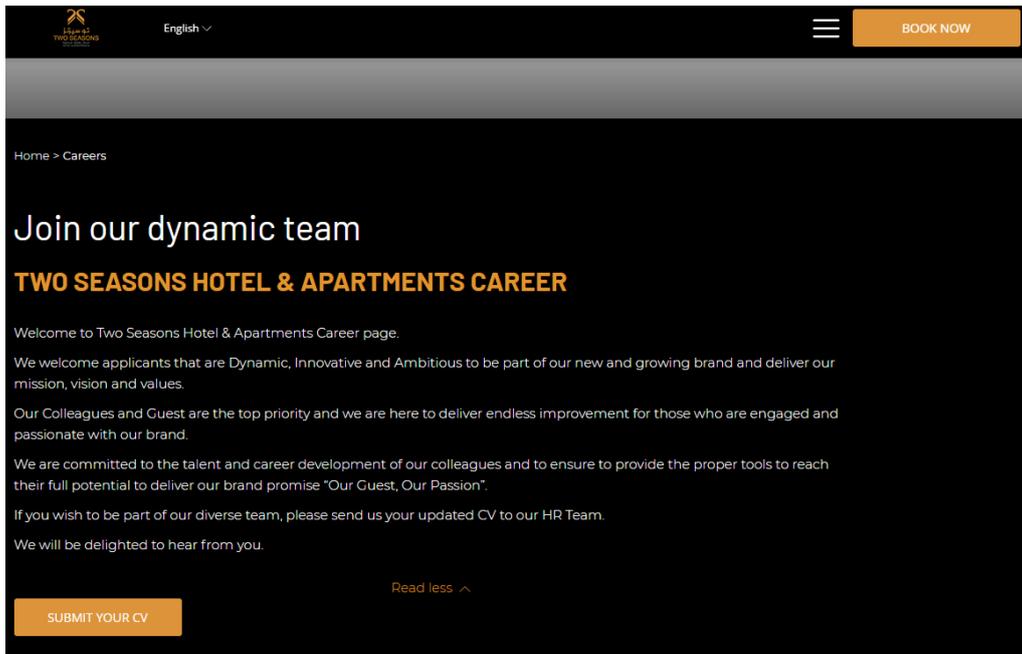
#### B.8 Employee Protection

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.

In 2019, 6% of the colleagues completed career development plan & cross-training programs successfully and some of them have been promoted as well.

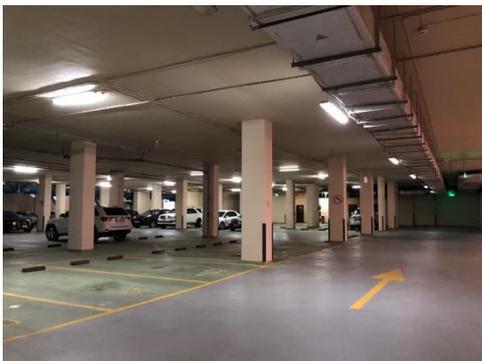
#### B.9 Basic Services

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



### B.10 Local Livelihoods

Two Seasons Hotel & Apartments 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 Tecom area and follows the regulations in line with Dubai Municipality norms.



### B.11 Bribery & Corruption

Two Seasons Hotel & Apartments 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. Not gifts can be accepted from any supplier or third party partner. Two Seasons Hotel & Apartments adhere strictly on anti-bribery and corruption and no forms of bribes or gifts are encouraged. As per Two Seasons Hotel & Apartments 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.

## Gift Policy

 <b>Policy Number: HR 32</b> <b>Effective Date: January 2019</b>	 <b>Code of Conduct</b>
<p><b>Entertainment and Gifts:</b></p> <p>Business gifts and entertainment are customary courtesies designed to build good will and constructive relationships among business partners. They might include meals, beverages, tickets to events, accommodation and MUST NOT be in cash or excessive in value and be construed as a bribe or payoff.</p> <p><b>Dealings with Government Employee or Officials:</b></p> <p>Two Seasons Hotel colleagues are not allowed to offer, promise or give (or authorize any of those activities) anything of significant value, directly or indirectly, to government employees to influence any of their acts or decisions or to obtain or retain business. Authorized entertainment, such as invitation for a meal for reasons of goodwill is acceptable and upon management approval.</p> <p><b>Dealings with Media and Online Communities:</b></p> <p>Questions or queries from the media should be referred to the property's Marketing and Communications Department. Statements whether formal, informal or off the record must not be given under any circumstances.</p> <p><b>Protection of Company Records:</b></p> <p>Two Seasons hotel expects from its colleagues honest and accurate recording and reporting of information to make responsible decisions. No falsification must be done or permitted in any Company record. Accounting records should not contain any intentionally misleading entry. All transactions must be supported by accurate documentation in reasonable detail and kept for a proper accounting period.</p> <p><b>Competitive Practices:</b></p> <p>Two Seasons hotel's colleagues shall scrupulously avoid communication with competitors with regards to pricing, marketing, product development or any other matter that suggests price fixing or anti-competitive activities in violation of the Code. A colleague shall not acquire information about competitor by improper means.</p> <p><b>Political Activities and Contributions:</b></p> <p>Two Seasons Hotels' colleagues shall not represent and shall not create the impression that they are representing the Company in any political activity in which</p>	

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 <b>Policy Number: HR 32</b> <b>Effective Date: January 2019</b>	 <b>Code of Conduct</b>
<p>the colleague engages. No colleague shall engage in any political activity contrary to the Law.</p> <p><b>Safety, Health and Environment:</b></p> <p>Each colleague of Two Seasons and Apartments shall assist in maintaining a safe and healthy workplace and compliance with the laws concerning the environment. No colleague shall use any illegal drug or intoxicating beverage on the job.</p> <p><b>Grooming:</b></p> <p>All Two Seasons Hotels' colleagues should maintain a high standard of personal hygiene and grooming, in accordance with Company standards.</p> <p><b>Discipline:</b></p> <p>In line with the Human Resources Policy no. 4, Two Seasons Hotels expect the highest standards of discipline along with good standards and work performance. Such expectations are to be well communicated through the contents of this code and policy on disciplinary procedure.</p> <p><b>Discrimination, human exploitation and harassment:</b></p> <p>Two Seasons Hotel shall provide equal opportunity in all aspects of employment and career progress and shall not tolerate any illegal discrimination or harassment of any kind.</p> <p>Two Seasons Hotel shall ensure neither the Company nor its colleagues and partners are in any case involved or related to human exploitation activities and people trafficking.</p> <p><b>Use of Electronic System:</b></p> <p>Two Seasons Hotel colleagues may only access the electronic system (computer hardware devices, software, applications, databases, e-mails and Internet resources), documents or messages, using their assigned username and password. Electronic documents and messages sent and received, created or modified by colleagues are considered Company property and not personal or private.</p> <p><b>Information Systems / Software:</b></p>	

 <b>Policy Number: HR 32</b> <b>Effective Date: January 2019</b>	 <b>Code of Conduct</b>
<p>Authorized users are to load and run only software that has been properly purchased, licensed and supplied by Two Seasons Hotel IT Department. Under no circumstances are users to install, record or run unauthorized programs.</p> <p><b>Employment of Relatives:</b></p> <p>In line with the Human Resources Policy no. 26, immediate family members cannot be recruited in the same property. All colleagues are required to declare if any of their relatives are employed by any Two Seasons Hotels properties, specifying their "Names, the property they are working in, positions, relationship and contact numbers".</p> <p><b>Bribery and Corruption:</b></p> <p>Bribery is a payment improperly given in exchange for action or inaction by a government official or other party. Bribes must not be given or taken directly or indirectly, through an intermediary. Commercial bribery involves a situation where private action or inaction is purchased illegally. Payment to a purchasing agent / supplier/contractor to cause that official to use/render Company products or services is an example of commercial bribery. Two Seasons Hotel will not tolerate situations such as (breach of confidence, racism, any type of theft or any manipulation of data, record or financial figures and any act related to Labor Law article no. 120).</p> <p>Failure to abide by the above instructions will result in severe disciplinary actions that could lead to an immediate termination of contract without notice.</p> <p><b>Approvals</b></p> <p>Ahlu Admekom          Director of Talent &amp; Career Development</p> <p>Suresh Chandran          Director of Finance</p> <p>Freddy Field          Managing Director</p>	

## C. CULTURAL HERITAGE

- C1. Code of Behaviour
- C2. Historical Artefacts
- C3. Protection of Sites
- C4. Incorporation of Culture



The company policy code of conduct includes established guideline on the code of behavior concerning the protection of local cultures and the guests are provided with relevant information of local culture, customs and tourisms of UAE.

The staffs at Two Seasons Hotel & Apartments 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 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.

Two Seasons Hotel & Apartments 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. Representatives from Two Seasons Hotel & Apartments visited "Emirates College of Hospitality Academy" to meet with Emirati students to offer them an internship and job opportunities. Such Opportunities are also advertised on caterer global and other recruitment portals to attract Emirate nationals to join Two Seasons Hotel & Apartments.

Two Seasons Hotel & Apartments represents 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

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In line with Two Seasons Sustainability Development plan, the use of Environmentally Preferable Purchasing (EPP) helps Two Seasons "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. Two Seasons Hotel & Apartments offers green meeting package as well, as a part of our sustainability initiative.



### **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 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.

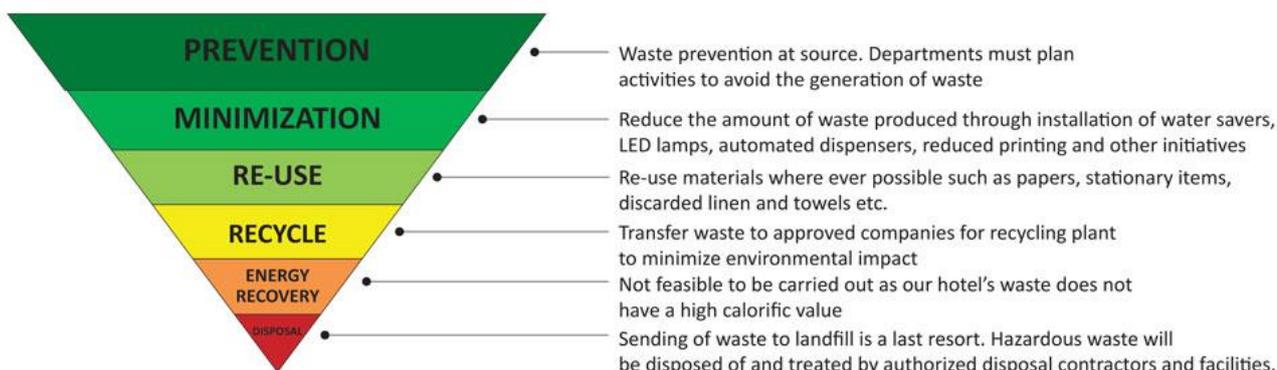
Active system in place to detect and repair leaking toilets, faucets and showerheads in guest rooms, and is run in co-ordination with housekeeping department and engineering department. Active system in place to detect and repair all machinery and equipment on a regular monthly basis, and is run by engineering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

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

Two Seasons Hotel & Apartments and resort recycling of waste has been improved. We are encouraging our guests to help us with our recycling programs. We attempt to produce as little waste as possible, and nothing is thrown out, that can be used again.

### **WASTE MANAGEMENT AT TWO SEASONS HOTEL & APARTMENTS**

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



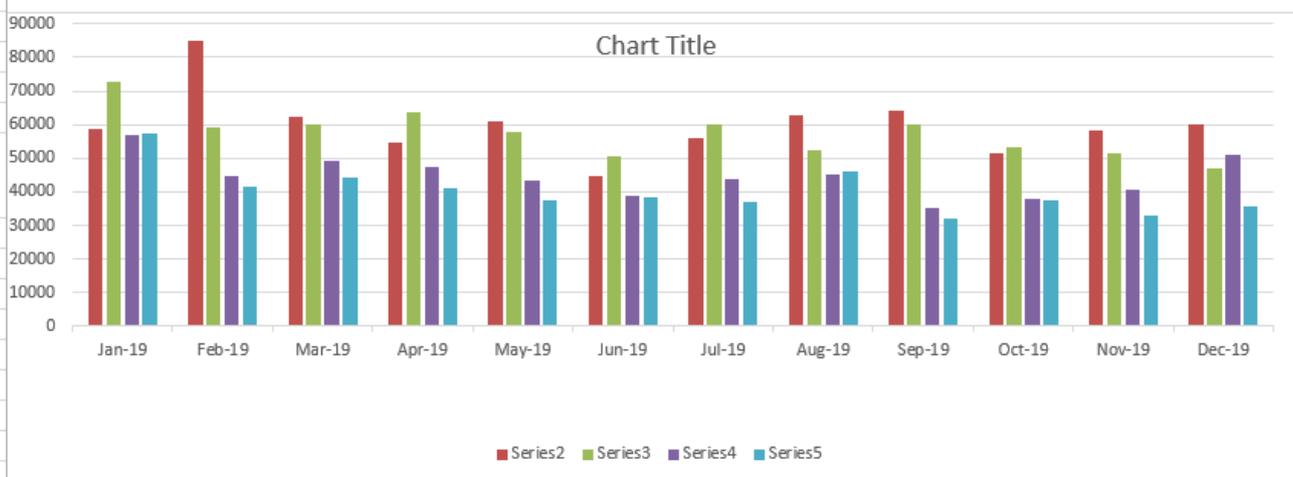
Waste Hierarchy

### Overall Recycle Waste Monitor Trend Sheet 2019



### Overall General Waste Monitor Trend Sheet -2016,2017, 2018 , 2019

YEAR	TYPE OF WASTE	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	TOTAL
YEAR 2016	GENERAL WASTE	58740	85080	62260	54560	61160	44660	56100	62920	64240	51700	58080	60280	719780
YEAR 2017	GENERAL WASTE	72820	59400	60060	63800	57860	50600	60060	52580	60060	53460	51480	47080	689260
YEAR 2018	GENERAL WASTE	56760	44660	49280	47520	43340	38720	43780	45100	35200	37840	40480	51040	533720
YEAR 2019	GENERAL WASTE	57200	41580	44200	41000	37590	38600	37021	45862	32040	37620	33120	35460	481293



YEAR	GENERAL WASTE KG	WASTE REDUCTION
2016	719780	
2017	689260	2.00%
2018	533720	-89.62%
2019	481293	10.38%



**MONTHLY WASTE DIVERSION CHART 2019**

**Monthly Waste Diversion Chart 2019**

MONTH	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
<b>Carton</b>	5911	5253	5281	4255	2944	3986	3828	3878	3384	3693	3445	4419
<b>BottlePL</b>	3788	3312	3744	3618	2510	3532	3561	3676	3040	2533	2730	3285
<b>Paper</b>	2994	977	1097	939	838	1315	834	610	1251	789	879	743
<b>Plastic</b>	1348	933	988	1086	917	1486	969	996	961	849	776	1065
<b>Tins</b>	1018	1022	1153	1068	808	993	965	1054	984	995	870	1052
<b>COOKING OIL</b>	1629	720	720	1800	900	900	720	720	900	900	1440	720
<b>Can</b>	73	108	134	109	62	138	90	74	109	281	121	174
<b>Glass</b>	1441	1329	969	2001	751	1234	1569	1257	1367	1162	1519	1890
<b>Total Recycle waste Kg</b>	<b>18202</b>	<b>13654</b>	<b>14086</b>	<b>14876</b>	<b>9730</b>	<b>13584</b>	<b>12536</b>	<b>12265</b>	<b>11996</b>	<b>11202</b>	<b>11780</b>	<b>13348</b>
<b>General Waste kg</b>	57200	41580	44200	41000	37590	38600	37021	45862	32040	37620	33120	35460
<b>Total wastage</b>	75,402	55,234	58,286	55,876	47,320	52,184	49,557	58,127	44,036	48,822	44,900	48,808
<b>% of Recycle waste</b>	24.13994	24.72028	24.16704	26.62324	20.56213	26.03097	25.29612	21.10035	27.24135	22.94457	26.23608	27.34798



## 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 staff:** - In the floor level the segregation of the waste are done for general waste and can and plastic bottles
- **Guest room's waste collection:** Two separate bags are used to collect general waste and the cans and plastic bottles from all the guest rooms to increase the recycle waste and measure for proper segregation
- 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 been 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



Two Seasons Hotel & Apartments recycles waste and are looking for more improvement. We have 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 environmental friendly detergents. All back-office computer and electronic equipment is shut down when work-day is over. Meeting room's lights and equipment are shut down when not in use. All appliances are set at the most efficient level, to save energy, money and appliances. 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 EEG, collect recycle waste to ensure that less waste goes to Dubai landfill site.
- Measure emphasis on sustainability development for continual improvement.
- Implement for energy saving projects.
- Use reusable bags for staff and management laundry cloths

This concludes the Sustainability Management Plan for Two Seasons Hotel & Apartments in 2016. 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 for energy saving projects

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:

- **Biodiversity:** Two Seasons Hotel & Apartments had supported biodiversity through EWS-WWF in 2016. We are looking to replace them with another organization.

As per Two Seasons Hotel & Apartments 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.

Two Seasons Hotel & Apartments prohibits 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. Two Seasons Hotel & Apartments has participated in Posh Paw activities.

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.

## Organic Garden initiatives

Two Seasons Hotel & Dubai has launched an organic garden project within its facilities on the roof top, 41th floor.

The garden launch is aimed at creating awareness and importance of sustainability through an engaging and productive activity that generates both revenue and is beneficial environmentally.

The garden is made up of various plots that have been designated by Agriculture Box.

The initiative also aims at reducing food waste by not bulk producing and harvesting only according to day to day requirement. Some of the products grown seasonally are cherry tomatoes, sweet basil, celery, strawberry, rosemary, mint leaves and sweet potatoes.

The product harvested from the gardens will be utilized by the hotel chefs who will use it to create healthy dishes and add them to the hotel's F&B outlets' menus. Vegetables and fruit compost will be made and used seasonably to make the fruit and vegetables grow. The garden is also utilizing fertilizers generated for the Bokashi machine placed in the hotel to recycle food waste.



## E. ENVIRONMENTAL POLICY

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Two Seasons Hotel & Apartments are conscious of global environmental issues and acknowledge our responsibility towards the environment. While the well-being of our guests remains on the forefront, we commit ourselves to carry out operations in a suitable manner, taking every step to minimize operational impact on, and preserve the environment wherever we operate. The aim of this global sustainability approach is to increase awareness regarding the environment and share best practice ideas and initiatives within the company.

Two Seasons Hotel & Apartments aims to reduce its consumption through the use of basic measures such as energy efficient lighting, water consumption reduction and a better management of waste and chemicals.

In delivering this commitment, Two Seasons Hotel & Apartments will endeavor to:

- Meet or exceed applicable environmental legislations, environmental standards and best practices
- Value and preserve the natural and cultural heritage of our hotel, thus enabling our guests to enjoy an authentically local experience
- Promote efficient use of materials and resources across our hotels, especially water and energy
- Work diligently to minimize our waste stream by reusing, recycling and conserving natural resources, particularly through energy and water conservation
- Set sound environmental and social objectives and targets, integrate a process of review and issue progress reports on a periodic basis
- Continually identify opportunities for improvement of our environmental management system
- Promote awareness, train and educate employees on environmental issues and sustainable working practices
- Engage our guests, colleagues, suppliers, contractors and the local community in our initiative to preserve the environment and consider their opinion/feedback when setting out environmental program and procedures
- Conduct environmentally preferable purchasing practices
- Eliminate the use of harmful non-biodegradable chemicals
- Participate in efforts environmental protection at local and national levels

This policy is intended to guide our hotel towards sustainable management. Through this sustainability approach, Two Seasons Hotel & Apartments aims to continue to build lasting relationships based on care and reliability with its team, guests, hotel owners, suppliers and communities.

### e. GREEN TEAM COMMITTEE MEMBERS

The Green team committee is headed by the Managing Director and led by the two Green Globe Champions whose main responsibility is to make sure the program is run smoothly in the hotel; monthly sustainability meetings are conducted, and action plans updated to meet the targets.

- Director of Talent & Career Development (Green Globe Champion)

- HACCP Manager (Green Globe Champion)
- Materials Manager
- Food & Beverage Manager
- Assistant Front Office Manager
- Recreations Manager
- Executive Chef
- Executive Housekeeper
- Assistant HR Manager
- Financial Accountant
- Chief Steward
- Maintenance manager
- Health & Safety Officer
- Security Manager
- IT Manager
- Laundry Manager
- Assistant Housekeeper
- Chief Concierge
- Marketing Executive

**Departmental responsibilities:**

**Engineering:**

- Controlling and measuring emissions and effluents out from the property
- Measuring carbon footprints

**Housekeeping:**

- In charge of cleanliness and tidiness
- Make sure to use eco-friendly products in the cleaning process

**Stewarding:**

- In charge of kitchen and waste management
- Recycling of paper, glass, aluminum, cans

**Sales & Marketing:**

- To make sure to communicate the program with the guest, internally and externally
- to conduct CSR activities with guest participation

**Purchasing:**

- to make sure sustainability products are purchased in the hotel

**Health, Safety & Security:**

- to make sure the health and safety and security rules and regulations are in place

**Concierge:**

- in charge of promoting sustainable tourism to the guests

**Front Office:**

- In charge of making sure sustainability check-in/check-out is in place

**Food & beverage / Kitchen:**

- To make sure healthy menus are served
- To make sure Green Globe Sustainability requirements is in place in the menu and served

**HR:**

- To make sure CSR activities are conducted, including the activities with employees and company policies are in place

**L&D**

- To make sure all criteria of GG are updated, colleagues are trained and informed, and Sustainability practices are in place.

## f. Sustainability & Green Environment Achievements 2019

### Green living at Two Seasons Hotel Dubai

Two Seasons Hotel is collaborating with government and non-government organizations since 2016 to fully engage in sustainability and social activities to support the national and international humanitarian initiatives. In order to protect the bio-diversity, Two Seasons Hotel is working closely with the EWS-WWF to preserve wildlife species. As part of our commitment to the community, we also work with Dubai Foundation for Women & Children, Rashid Centre for people of determination.

Two Seasons Hotel has been working collaboratively with Emirates Environmental Group (EEG) and has been awarded many times since 2013 until present time. As a member of EEG in 2017, we've sponsored EEG events and workshops in Two Seasons Hotel. We work together with EEG and Arabian CSR Network for Waste Management and Recycling programs. Two Seasons Hotel is also participating in Posh Paw (Animal Welfare Organization) activities for the last three years.

### Two Seasons Hotel Dubai receives special honoring for the Arabia Corporate Social Responsibility CSR Award

<https://www.hoteliermiddleeast.com/109567-two-seasons-hotel-dubai-wins-accolades-for-corporate-social-responsibility-and-sustainability-initiatives>

The Arabia Corporate Social Responsibility CSR Network honors Two Seasons Hotel & Apartments Dubai by giving the Arabia Corporate Social Responsibility CSR Award. Winners were crowned across 11 categories in the 12th cycle of the Arabia CSR Awards at the Ritz Carlton in DIFC on Wednesday.

Two Seasons Hotel received the 1<sup>st</sup> Runner Up Award in the Hospitality category



The awards aim to raise the standard of regional companies when it comes to their corporate social responsibility and sustainability initiatives. Criteria's are based on United Nations Global Compact Principles, Global Reporting Initiative Standards and the European Foundation for Quality Management, making it one of the most rigorous CSR awards in the world.

Almost 300 people attended the event, held under the patronage of Shaikh Salem bin Sultan bin Saqr Al Qasimi, chairman of the Department of Civil Aviation in Ras Al Khaimah. From a total 116 competitors from 42 sectors across 14 Arab countries, 28 were honored.

## **Two Seasons Hotel awarded by the Dubai Sustainable Tourism**

<https://www.hoteliermiddleeast.com/operations/back-of-house/human-resources/104231-two-seasons-hotel-wins-dubai-sustainability-award>

Dubai Tourism is implementing its Dubai Sustainable Tourism initiative in collaboration with the following partners; Etihad ESCO, Dubai Carbon, Emirates Environmental Group and Emirates Wildlife Society – WWF, DEWA and Dubai Municipality and many others as strategic partners. The initiative is also in line with Dubai's goal to become one of the world's leading sustainable tourism destinations.

Dubai Sustainable Tourism Awards are held to recognize those companies within the tourism sector that have demonstrated good practices when it comes to reducing the company's carbon footprint, in efforts to promote sustainability of the tourism industry. The total CO2 emissions released by the event was calculated & financially compensated into a project that uses energy efficiency to minimize fossil fuel impacts.

Two Seasons Hotel & Apartments received the Dubai Sustainably Award from H.E. Helal Almarri, Director General of Departments of Tourism and Commerce Marketing for the 4 star hotel category.



## Two Seasons Hotel Awarded by Emirates Environmental Group for recycling initiatives

<http://www.ttgmena.com/two-seasons-hotel-apartments-recognised-for-dedication-to-the-environment/>

Emirates Environmental Group (EEG) organized its 22nd Emirates Recycling Awards Ceremony on the 10th of June at the Knowledge Village under the patronage and attendance of H.E Eng Sheikh Salem Bin Sultan bin Saqr Al qasimi, Chairman of the Ras Al Khaimah Department of Civil Aviation, Member of the Executive Council of the government of Ras Al Khaimah

The Emirates Environmental Group (EEG) awarded Two Seasons Hotel & Apartments a certificate of appreciation for winning the first runner up in the Corporate Category for collecting 16 015 kg of Glass in the campaign of 2018 the hotel also won the 2nd runner up place for collecting 1238 kg of cans.

Through the years, the waste collection and recycling campaign which covers eight (8) major waste streams – aluminum cans, paper, toner, glass, battery, plastic, mobiles and tetrapaks have registered sturdy growth as depicted by increased and active participation of organizations, volunteers and individuals alike.



“When Sustainability is viewed as being a  
matter of survival for your business,  
We believe you can create massive changes”.  
*Cameron Sinclair*