



تو سیزنز  
TWO SEASONS  
فندق ومنتجع فندقية  
HOTEL & APARTMENTS

# SUSTAINABILITY MANAGEMENT PLAN 2024



green living



A report on sustainability plans and policies at Two Seasons Hotel & Apartments  
[www.2seasonshotels.com/green-living](http://www.2seasonshotels.com/green-living)

January 2024



June 1, 2023

## Statement on Sustainability

As part of our commitments in building a sustainable business for our employees, guests, communities, and business partners, we have embarked into our sustainable and environmental journey since 2015 when we joined "Green Globe" and become certified (Good Member in Green Globe).

With our shared values, we have made great strides to tackle climate crisis and reduce CO2 emissions, we have renewed our commitments with new target reduction for carbon emissions, energy, water and recently introducing water filtration and bottling system to eliminate plastic usage.

While I am proud of how far we have come in meeting our targets there is still more work to do for us to achieve Dubai Sustainability Goals, by continuing to work together and keeping sustainability at our future, we will do our part to ensure a greater tomorrow for our guests and colleagues.

Regards,



Freddy Farid  
Managing Director

June 1, 2023

## بيان حول الاستدامة

كجزء من التزاماتنا في بناء أعمال مستدامة لموظفينا وضيوفنا ومجتمعاتنا وشركائنا التجاريين ، شرعنا في رحلتنا المستدامة والبيئية منذ عام 2015 عندما انضممنا إلى "جرين جلوب" وأصبحنا معتمدين (كعضو جيد في جرين جلوب)، من خلال قيمنا المشتركة ، قطعنا خطوات كبيرة لمعالجة أزمة المناخ وتقليل انبعاثات ثاني أكسيد الكربون ، ووجدنا التزاماتنا مع هدف جديد لخفض انبعاثات الكربون والطاقة والمياه. وإدخال نظام تنقية المياه وتعبئتها مؤخراً لإنهاء استخدام البلاستيك. بينما أنا فخور بالمدى الذي قطعناه في تحقيق أهدافنا ، لا يزال هناك المزيد من العمل الذي يتعين علينا القيام به لتحقيق أهداف دبي للاستدامة ، من خلال الاستمرار في العمل معاً والحفاظ على الاستدامة في مستقبلنا، سنقوم بدورنا لضمان غد أفضل لضيوفنا وزملائنا.

Regards,



Freddy Farid  
Managing Director



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## I. MISSION & VISION

Two Seasons Hotel Management LLC, a Hospitality Management Company's vision is to educate and promote the importance of green living in hospitality amongst children, the next generation of travelers.

Our mission is to move towards sustainability where all concerns are integrated into a business strategy which leads to the company being more resilient and proactive to future challenges and opportunities.

## II. INTRODUCTION

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”. 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.

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. With this certification, we are able to confidently promote our environmental credentials along with our commitment to the people.





### III. PURPOSE

The primary purpose of the Sustainability Management Plan is to guide decision-making and management of the daily business operations in a sustainable manner.

- To develop the business in a sustainable manner considering the environmental, socio-cultural, quality, 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 reduction and resource conservation by effectively practicing 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

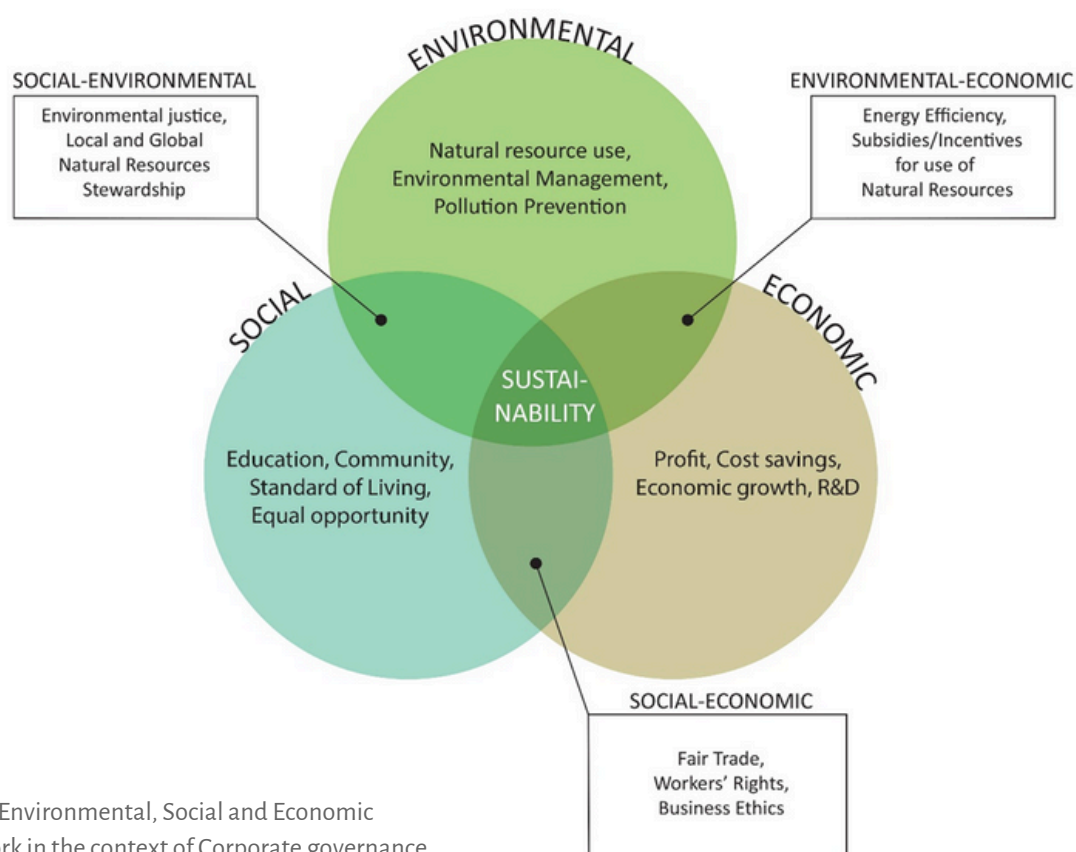





Figure 1. Environmental, Social and Economic framework in the context of Corporate governance

## TWO SEASONS HOTEL & APARTMENTS DUBAI AND THE UNITED NATIONS

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).



Table 1. Sustainability Management Plan aligned with DTCM and UN Sustainable Development Goals



Sustainable Development Goal	Target Alignments	Two Seasons Efforts
	<b>GOOD HEALTH AND WELL-BEING</b> <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>The hotel conducts annual free medical check-up for all employees health and wellbeing. We also participate in blood donation campaign in partnership with DHA .</p>
	<b>GENDER EQUALITY</b> <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,' 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 implemented in the company since its opening to comply with UAE labor law and international laws of the United Nations.</p>
	<b>CLEAN WATER AND SANITATION</b> <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>	<ul style="list-style-type: none"> <li>Reduce water consumption by 26% since 2010</li> <li>Chemical clean up response plan</li> <li>Usage of Eco friendly chemicals and lead free paints.</li> </ul>



## TWO SEASONS HOTEL & APARTMENTS DUBAI AND THE UNITED NATIONS






Table 1. Sustainability Management Plan aligned with DTCM and UN Sustainable Development Goals

Sustainable Development Goal	Target Alignments	Two Seasons Efforts
	<b>CLEAN WATER AND SANITATION</b> <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>	<ul style="list-style-type: none"> <li>• Sedimentary erosion plan</li> <li>• Reduction of water use through controls, reporting and campaigns.</li> <li>• Monitoring overall water consumption.</li> <li>• Reducing pressure of water in taps by fixing aerators (water savers).</li> <li>• A monthly, bi-monthly and quarterly water testing for legionella and TBC in the building to ensure that water is clean and safe.</li> <li>• Installation of motion sensor Taps in all public areas toilets and replacement of tap aerators in guestrooms</li> <li>• All Pressure regulating valves (PRV) re-adjusted.</li> <li>• Hot water NRV replaced.</li> <li>• Water leakage rectified on time.</li> <li>• A premium water filtration and bottling system was installed in the hotel to reduce plastic waste.</li> </ul>
	<b>AFFORDABLE AND CLEAN ENERGY</b> <ul style="list-style-type: none"> <li>• Universal access to reliable energy services</li> <li>• Increase share of renewable energy</li> <li>• Double rate of energy efficiency</li> </ul>	<ul style="list-style-type: none"> <li>• Reduced energy consumption by 32% since 2010</li> <li>• Offset carbon emissions with our 2 electric car charging stations</li> <li>• Offset carbon emissions through carpool business trips and employee commuting since 2016</li> <li>• HVAC units serviced. filters cleaning increased.</li> <li>• Hot air access closed.</li> <li>• Lift landing areas glass door closers fixed.</li> <li>• Chillers set point adjusted according to ambient temperature. Kitchens and public areas lights replaced.</li> <li>• LED lights installation project done in guestrooms and some in public areas.</li> </ul>

## TWO SEASONS HOTEL & APARTMENTS DUBAI AND THE UNITED NATIONS



Table 1. Sustainability Management Plan aligned with DTCM and UN Sustainable Development Goals

Sustainable Development Goal	Target Alignments	Two Seasons Efforts
	<b>RESPONSIBLE CONSUMPTION AND PRODUCTION</b> <ul style="list-style-type: none"> <li>Achieve sustainable use of natural resources</li> <li>Halve per capita global food waste</li> <li>Create sustainable development tools</li> <li>Reporting on sustainability practices</li> </ul>	<ul style="list-style-type: none"> <li>Reduced water consumption by 26 % since 2010</li> <li>Conducted food waste reduction pilots in the property</li> <li>Invested in sustainable operations and energy, carbon, water and waste management resulting in significant savings.</li> <li>Served food in smaller portions and place selected desserts in small containers to control food waste among our guests</li> </ul>
	<b>LIFE BELOW WATER</b> <ul style="list-style-type: none"> <li>Reduce marine pollution</li> <li>Protect marine and coastal ecosystems</li> <li>Regulate harvesting and overfishing</li> <li>Increase benefits to developing countries from sustainable use of marine resources through sustainable tourism</li> </ul>	<ul style="list-style-type: none"> <li>Banned plastic straws in all the hotel F&amp;B outlets</li> <li>Sourced seafood from sustainable food suppliers with certifications</li> </ul>
	<b>PARTNERSHIP FOR THE GOALS</b> <ul style="list-style-type: none"> <li>Assist developing countries in attaining sustainability</li> <li>Multi-stakeholder partnerships for sustainable development</li> <li>Implement official development assistance commitments</li> </ul>	<ul style="list-style-type: none"> <li>Partnered with Dubai Municipality on food donating for the community</li> <li>Partnership with EEG- Emirates Environmental Group on environmental causes.</li> <li>Partner with DHA on Blood Donation campaigns</li> </ul>



## TWO SEASONS HOTEL & APARTMENTS TARGETS 2024

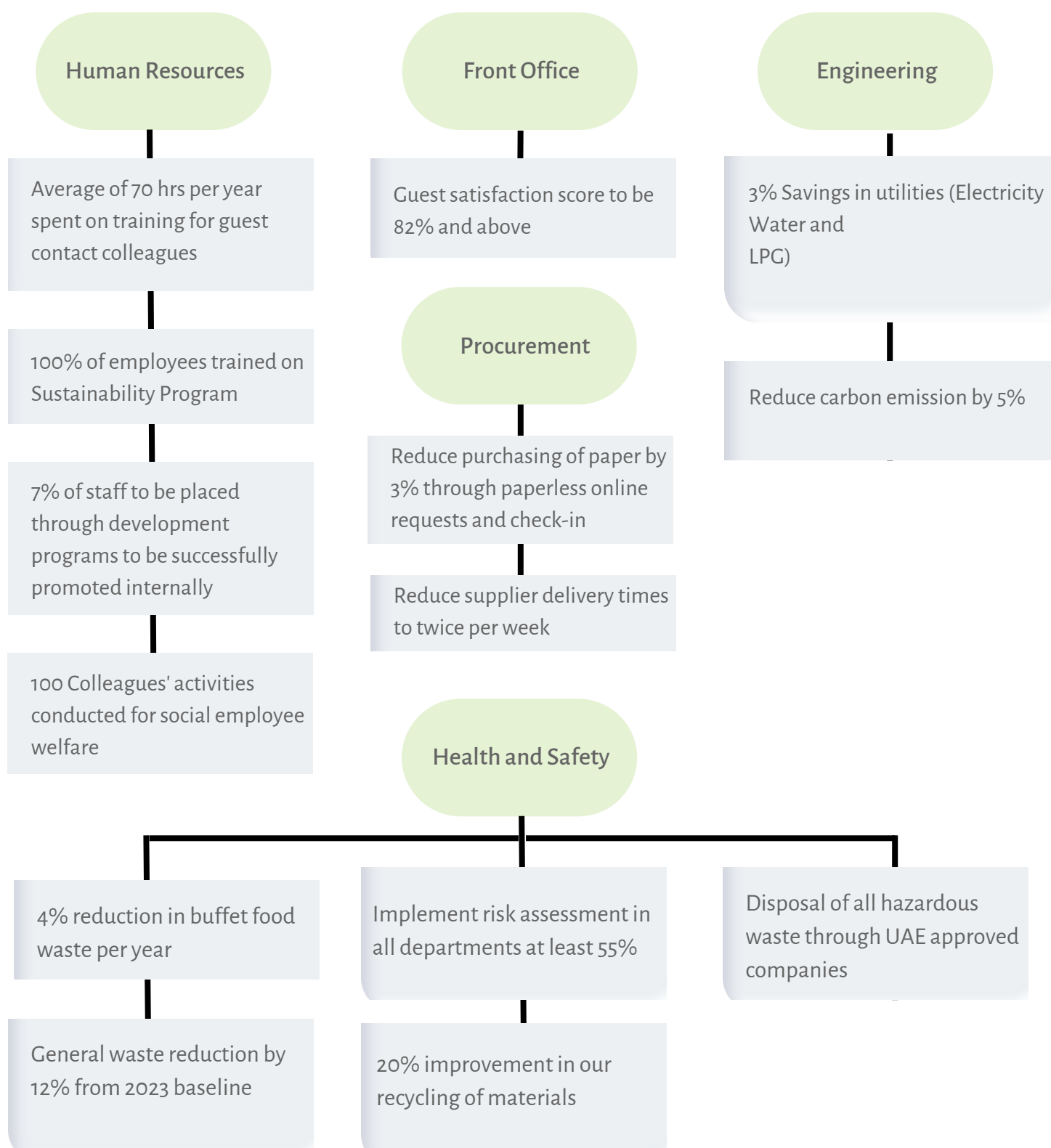


Figure 2. Two Seasons Hotel's Sustainability Targets

## IV. 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:

- 506 apartments
- 504 suites
- 6 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 equipment
- Retail shops for beauty and fashion
- Karate, Yoga and Dancing studio
- With over 1653 sqm of Meeting and Conference space
- Kids Club

## V. REFERENCES

Green Key Certification Standard & Guide to Certification  
ISO22000 Certification on Food Safety

## VI. DEFINITIONS, TERMS & ABBREVIATIONS

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



## VI. DEFINITIONS, TERMS & ABBREVIATIONS

UAE	United Arab Emirates
EEG	Emirates Environment Group
UN SDG	United Nations Sustainable Development Goals
ERT	Emergency Response Team
EN - WWF	Emirates Nature - World Wide Fund for Nature

## A. SUSTAINABLE MANAGEMENT

### 4. KEY AREAS OF OUR SUSTAINABILITY MANAGEMENT PLAN

#### I. Environmental

We aim to be actively involved in conserving our resources, reducing pollution, protecting biodiversity, ecosystems and landscapes. Two Seasons Hotel & Apartments conducted an analysis of environmental impacts and the measures to mitigate. The property will protect the environment through the conservation of depleting resources and the reduction of carbon emissions.

#### ENERGY CONSERVATION AT Two Seasons Hotel & Apartments

We always work towards a greener Dubai and we strive to implement innovative technologies that are best for our guests, the environment and for all our colleagues working towards greener Dubai.

#### ENERGY SAVING INITIATIVES COMPLETED

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



## A. SUSTAINABLE MANAGEMENT

### 4. KEY AREAS OF OUR SUSTAINABILITY MANAGEMENT PLAN

#### I. Environmental

##### 2022 - 2023 ENERGY SAVING INITIATIVES

- New Shisha Tent Motorized Roof installed
- New burner for boiler installed
- Heat exchange new pumps installed
- 3 floors renovation completed
- Inner lobby renovation completed
- New CCTV IP system installed
- Replacement of old TV to LED TVs in all renovated rooms
- Replacement of old appliances to Energy rated appliances

II. Socio-cultural – 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 – It involves 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, and 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, staff and all the stakeholders are well protected. Usage of safety instruments and machinery are ensured with the respective PPE required for the tasks. The training on health and safety are given to all staff and contractors. Two Seasons Hotel & Apartments made all the initiatives to create a safe and healthy working environment for all the members.

## A. SUSTAINABLE MANAGEMENT

### 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 based on the following:

- a) Appropriate to the nature and scale of the organization's activities
- b) 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 organization subscribes
- e) Provide a framework for setting and reviewing SMP objectives and targets
- f) Documented, implemented, maintained and communicated to all employees
- g) Available to all interested and associate's parties and
- h) SMP is reviewed periodically to remain relevant and appropriate to the organization

### 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.

## A. SUSTAINABLE MANAGEMENT

### A3. EMPLOYEE TRAINING

Two Seasons Hotel & Apartments is in line with the HR competencies and competency models in terms of employee hiring, training, annual appraisal and performance review.

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.

Table 2. Hotel Training on Health & Safety and Cross Training numbers of hours spent and percentage

<b>Health &amp; Safety Training</b>	Total 359 of training hours from January to June 2023
<b>Employees Cross Training</b>	6.5% colleagues have undergone cross training from January to June 2023



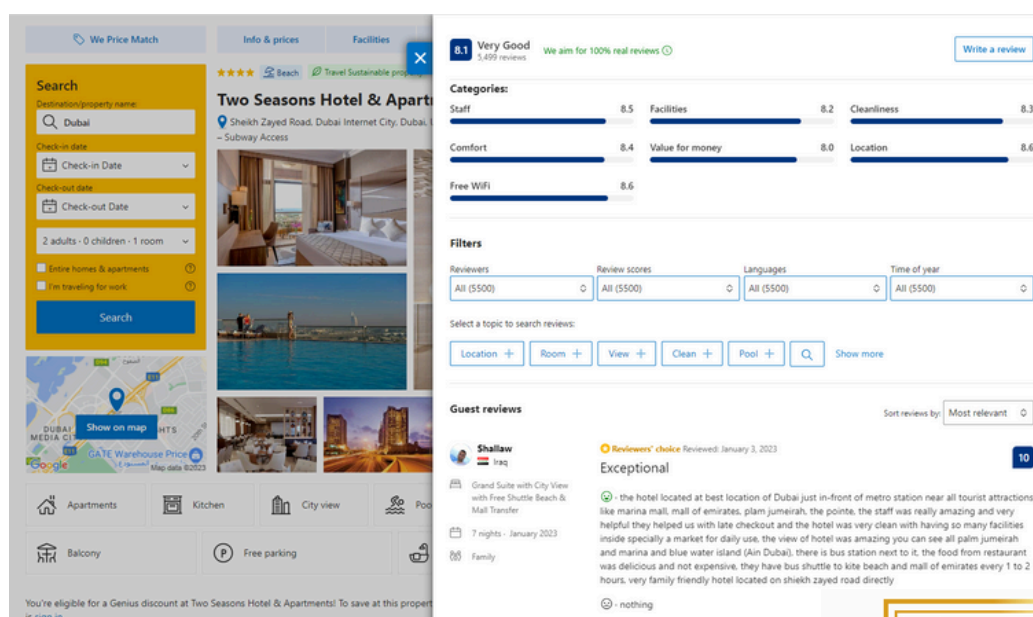
## A. SUSTAINABLE MANAGEMENT

### A.4 CUSTOMER SATISFACTION

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 the departments and areas of business to ensure that our guests are always the 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.

Aside from 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, Quality and Environmental Management System (QEMS), TrustYou survey feedback, F&B guest comment cards, financial audit on cashiering practices, reservations mystery audits and other 3rd party online platforms such as TripAdvisor, Booking.com, Expedia and all social media channels.



Two Seasons Hotel reviews on Booking.com

### TrustYou Certificate of Excellence 2023

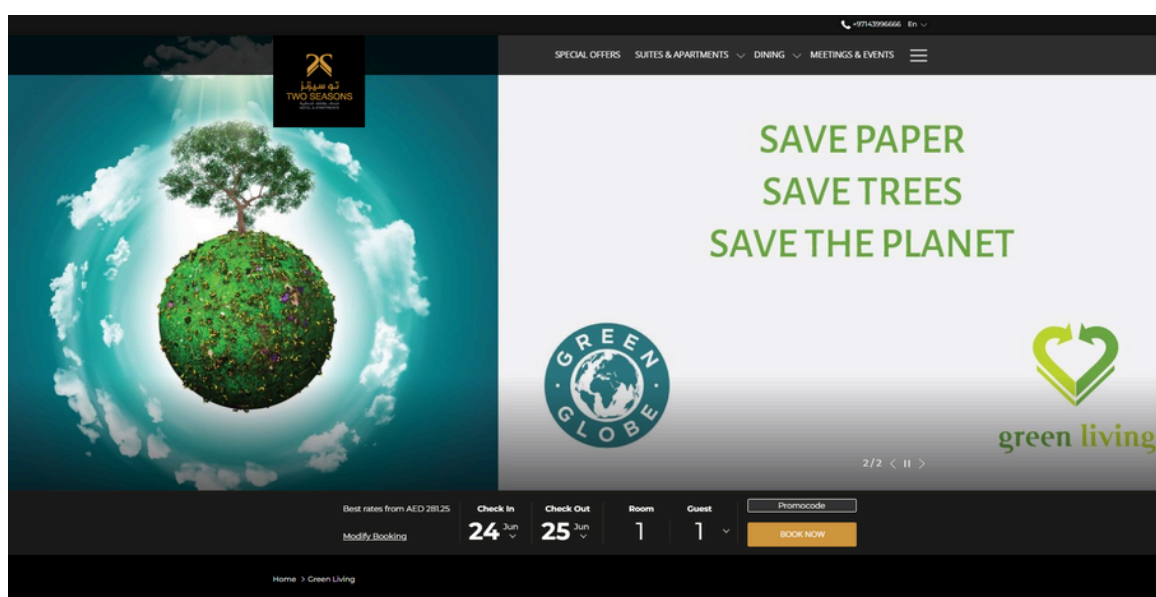
With 7,551 verified reviews, Two Seasons Hotel & Apartments was awarded with a TrustYou Certificate of Excellence 2023. This Excellent rating recognizes our guest satisfaction and team's efforts in delivering outstanding hospitality services.



## A. SUSTAINABLE MANAGEMENT

### 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 survey forms and online reviews.



Two Season Hotel's website with the advocacy on Green Living principles and practices

### 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 which aligns to local traditions and family values.

- 506 apartments
- 504 suites
- 6 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

## A. SUSTAINABLE MANAGEMENT

### A.6 LOCAL ZONING, DESIGN AND CONSTRUCTION

Ongoing maintenance and repairs are performed regularly in the hotel. The refurbishments if any, include re-using as much of the original structure as possible. Renovations are always performed with the purpose of being as sustainable, energy-saving and long-lasting as possible. It includes the use of environment-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 part of the sustainability plan to reduce water consumption. The LED lights and motion sensors are replaced where applicable to reduce the energy consumption. Eco-friendly design and materials are reviewed based on sustainability management plan.

### A.7 EXPERIENTIAL OR INTERPRETATION TOURISM

We inform our guests about the local environment, local culture and cultural heritage through various means; through electronic signage or something as simple as tent cards. As UAE is predominantly a Muslim country, guests are educated with the local culture, and traditional places of interest. The strength of the local community is shown to the guests during the holy month of Ramadan. We decorate our lobby area and dining outlets with Ramadan themed decors to highlight the Islamic culture celebration.



Ramadan themed decoration at the hotel lobby



Our front office team was sent to experience authentic Emirati cultural tour in collaboration with our partner, Heritage Express

Various expedition packages are available with local tour organizers to visit places of historical interests, museums, heritage village, 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. The Concierge team is trained in 'Experiential Tourism' and 'Dubai Way' programs.



## A. SUSTAINABLE MANAGEMENT

### A.8 COMMUNICATIONS STRATEGY

We communicate with our guests and visitors in a comprehensive manner, both online and offline. 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 a tent card to educate guests on saving water and energy by opting to reuse linens and towels. This provides them an opportunity to contribute to water and energy conservation. We are encouraging the guest to grow plants by giving free tree saplings. Two Seasons is also a member of Emirates Environmental Group which is a local organization that facilitates environment protection, sustainable management and social responsibility. There are various community activities we participate in such as Earth Hour, World Environment Day, Tree planting, Can Collection and Toner and Cartilages collections. Apart from these, we also participated in Beat Diabetes Walk and conducted waste management training for our staff with our environmental service partner, Averda.



Beat Diabetes Walk participation - February 2024



Can Collection Campaign organized by Emirates Environmental Group - November 2023



Clean UAE campaign in Ajman organized by Emirates Environmental Group - December 2023



Our team planted 40 trees at the Al Naseem Reserve in Ajman for the program "For our Emirates we Plant" - December 2023

## A. SUSTAINABLE MANAGEMENT

### 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 on the health and safety issues while working and guests are informed of hazards by using appropriate signage and other form of communication. Purchase and operating policy for all mechanisms including equipment and facilities is regulated to be as environmentally friendly as possible with low emission and minimal energy consumption. We have an experienced team of engineers and technicians who maintain the facilities and equipment to ensure they are in good working condition. All necessary and mandatory safety requirements for the same are in order, such as method statement, risk assessment, and personal protective equipment.

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

#### Highlights:

- Guests are informed 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

#### Chemical safety and drills:



Emergency Response Team (ERT) and Housekeeping staff during the Chemical Spill Drill

## A. SUSTAINABLE MANAGEMENT

### A.9 HEALTH AND SAFETY

#### Chemical safety and drills:



Emergency Response team supervising the chemical spill safety drill

**March 15, 2023**

An internal chemical spill drill training at the laundry department's chemical storage room was conducted to assess the readiness of the staff in case of emergency.

This operation under health and safety training involves the Emergency Response Team (ERT), conducting chemical spill clean up and disposal as per the standards.

#### Highlights:

- All paint is environment-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 DM



Clean up of chemical spill in the Laundry department during the safety drill



## A. SUSTAINABLE MANAGEMENT

### A.9 HEALTH AND SAFETY

#### 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, 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 has 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 Aiders on usage as we put value on the life of our staff and guests.



First Aid training orientation

## A. SUSTAINABLE MANAGEMENT

### A.9 HEALTH AND SAFETY

#### FIRST AID - February 21, 2023

A first aid training was conducted for the staff to be certified as per law. This training provided basic first aid to guest or staff before the arrival of first aiders, ambulance and paramedic. We have 18 current first aiders in place.

**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 demonstration of CPR during the first aid training

### 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 situations. The safety equipment and the alarms are tested on periodic basis for functionality and efficiency. The review and assessment on mock drills are done on a 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 numbers are activated and trained by Dubai Municipality.
- As part of our disaster management plan, we have trained our staffs on sand storm, flood, earthquake and tsunami.

## A. SUSTAINABLE MANAGEMENT

### A.10 DISASTER MANAGEMENT & EMERGENCY RESPONSE

#### EMERGENCY EVACUATION DRILL

January 19, 2023

Emergency evacuation drill is conducted annually along with Dubai Civil Defense to assess the staff readiness in case of an evacuation.



Emergency Evacuation Drill at the side of the hotel



Emergency Evacuation Drill with the ambulance



Post assessment of Emergency Evacuation Drill

### 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 the hotel has been continually striving hard to achieve its sustainability efforts.

## A. SUSTAINABLE MANAGEMENT

### A.11 CONTINUOUS IMPROVEMENT PLAN

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

Table 3. 2023-2024 Sustainability Improvement Plan

KPO 2023 Goals	KPO 2023 Achievements	KPO 2024 Goals	KPO 2024 Achievements
Reduce carbon emission by 2%	Achieved	Reduce carbon emission by 5%	
Savings in utilities <ul style="list-style-type: none"> <li>Electricity - 2%</li> <li>Water - 2%</li> <li>LPG - 2%</li> </ul>	<ul style="list-style-type: none"> <li>Electricity &amp; Water - Not Achieved due to higher occupancy</li> <li>LPG - 15% reduction Achieved</li> </ul>	Savings in utilities <ul style="list-style-type: none"> <li>Electricity - 3%</li> <li>Water - 3%</li> <li>LPG - 3%</li> </ul>	
10 or more Colleagues activities conducted for social employee welfare	120 activities successfully conducted	100 Colleagues activities conducted for social employee welfare	
6.5% of staff to be placed through development programs to be successfully promoted internally	Achieved - 6.9%	7% of staff to be placed through development programs to be successfully promoted internally	
Average of 60 hours per year need to be spent on training, assisting and supporting our stakeholders	Achieved - 70 hours	Average of 70 hours per year need to be spent on training, assisting and supporting our stakeholders	
Guest satisfaction score to be 80% and above	Achieved	Guest satisfaction score to be 82%	



## A. SUSTAINABLE MANAGEMENT

### A.11 CONTINUOUS IMPROVEMENT PLAN

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

Table 3. 2023-2024 Sustainability Improvement Plan

KPO 2023 Goals	KPO 2023 Achievements	KPO 2024 Goals	KPO 2024 Achievements
100% of staff to attend sustainability training	Not Achieved - only 75%	100% of staff to attend sustainability training	
Reduce purchasing of paper by 2% due to the usage of online requests system (paperless check in)	Achieved	Reduce purchasing of paper by 3% due to the usage of online requests system (paperless check in)	
Reduce supplier delivery times from daily to twice per week	Achieved	Reduce supplier delivery times - twice per week	
15% improvement in our recycling of materials	Achieved by 70% due to e-waste contribution to EEG	20% improvement in our recycling of materials	
2% reduction in buffet food waste per year	Achieved by 5%	4% reduction in buffet food waste per year	
General waste reduction by 10% from 2022 baseline	Achieved	General waste reduction by 12% from 2023 baseline	
Implement risk assessment in all departments at least 50%	Achieved	Implement risk assessment in all departments at least 55%	
Disposal of all hazardous waste through UAE approved companies	Achieved	Disposal of all hazardous waste through UAE approved companies	

## A. SUSTAINABLE MANAGEMENT

### A.12 ENVIRONMENTAL ASPECTS AND IMPACTS REGISTER

Table 4. Energy Consumption Environmental Aspects and Impacts Register

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 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 Carbon Calculator 2. LPG Monitoring 3. Cleaning filters in kitchen gas cookers 4. Use of efficient equipment and reduced use of gas by controlling supplies
3.	Testing of generator machines	Usage of natural resources	Depletion of natural resources	Medium - As it's a 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 Carbon Calculator for CO <sub>2</sub> emissions
4.	Testing of Fire Pumps	Usage of natural resources	Noise pollution Air pollution	Medium	Low		1	2	1. Scheduled on minimum time testing and running 2. PPM is on monthly basis
5.	Boiler Operation	Energy and carbon	Production of CO <sub>2</sub>	High	Low	3	1		1. Monitoring in Carbon Calculator for CO <sub>2</sub> emissions 2. Monthly maintenance of boiler machines as per AMC 3. PPM is in place
6.	Heating water & Supply of steam to laundry	Use of Gas	Air pollution	High	Low	3	1		1. MSDS Maintained 2. PPM 3. Controlling use of LPG 4. Monitoring in Carbon Calculator for CO <sub>2</sub> emissions
7.	Travel and Transport	Usage of Fossil fuel	Global Carbon emissions	High	Low	3	1		1 Use of Carbon Calculator for CO <sub>2</sub> emissions 2. Travel initiatives like combining trips/ flights. 3. Servicing of vehicles 4. Using metro 5. Traveling when its essential

## A. SUSTAINABLE MANAGEMENT

### A.12 ENVIRONMENTAL ASPECTS AND IMPACTS REGISTER

Table 4. Energy Consumption Environmental Aspects and Impacts Register

No.	Activities	Environment Aspect	Environment Impact	Likelihood of Impact	Severity of Impact	Significance Rating			Control Measures
						H	L	M	
8.	AC – temperature in Guest rooms/ Banquet halls	Usage of Electrical energy	Depletion of resources CO2 emissions	High	Low	3	1		1. Monitoring AC at set point above 22degrees. 2.Closing of blind curtains in the offices and guest rooms 4. PPM for AC unit 5. Filter cleaning in guest rooms 6. Monitoring the CO2 emissions for guest rooms and banquet halls.
9.	Chiller rooms	Usage of Electrical energy	Depletion of resources CO2 emissions	High	Low	3	1		1. Monitoring of the energy 2. PPM is in place 3. AMC
10.	IT	Usage of Electrical energy	Depletion of resources	High	low	3	1		1. Setting computers at hibernate mode. 2. Energy star equipment.
11.	Electrical Pump	Usage of Electrical energy	Depletion of resources CO2 emissions	High	low	3	1		1. PPM is in place 2. Co2 emissions monitoring
12.	Fire pump	Usage of electrical energy	Depletion of resource	Low	high	3		2	1. Regular checks are made for fire pumps 2. Monitoring of electricity.

## A. SUSTAINABLE MANAGEMENT

### A.12 ENVIRONMENTAL ASPECTS AND IMPACTS REGISTER

Table 5. Water Consumption Environmental Aspects and Impacts Register

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		1. Chemical clean up response plan 2. Eco friendly chemicals and lead free paints. 3. Sedimentary erosion plan 4. Reduction of water use through controls, reporting and campaigns.
2.	Watering of plants	Water consumption	Depletion of finite resources	Medium	Low	3	1		1.Usage of low water plants 2. Timings for watering plants 3. Proper weed management 4. Planning to put water meters.
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.
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



## A. SUSTAINABLE MANAGEMENT

### A.12 ENVIRONMENTAL ASPECTS AND IMPACTS REGISTER

Table 5. Water Consumption Environmental Aspects and Impacts Register

No.	Activities	Environment Aspect	Environment Impact	Likelihood of Impact	Severity of Impact	Significance Rating			Control Measures
						H	L	M	
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 equipment 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	1. Proper storage tanks. 2. Tank cleaning and water testing done for the samples.

Table 6. Biodiversity Environmental Aspects and Impacts Register

No.	Activities	Environment Aspect	Environment Impact	Likelihood of Impact	Severity of Impact	Significance Rating			Control Measures
						H	L	M	
1.	Purchase of catering supplies for dining	Procurement	Potential damage to local biodiversity	Medium	Low		1	2	1. Procurement policy promotes environment/ species protection 2. Sustainable procurement
2.	Construction activities	Civil Works/ Maintenances	Potential habitat loss & damage to local biodiversity	Medium	Low		1	2	1. Materials purchased effectively & are fit of purpose 2. Projects designed to ensure sustainable use of resources and efficient use 3. Demolitions have opportunity for reduce, reuse and recycle
3.	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

## A. SUSTAINABLE MANAGEMENT

### A.12 ENVIRONMENTAL ASPECTS AND IMPACTS REGISTER

Table 6. Biodiversity Environmental Aspects and Impacts Register

No.	Activities	Environment Aspect	Environment Impact	Likelihood of Impact	Severity of Impact	Significance Rating			Control Measures
						H	L	M	
4.	Building cleaning activities	Surface water run- off to ground water	Possible entry into fresh water and soil ecosystems leading to reduction in species diversity	Low	High	2	3	6	<ol style="list-style-type: none"> <li>1. Drainage design is approved</li> <li>2. Correct routes for disposal of liquids</li> <li>3. Spill kits to fit into intended areas</li> <li>4. Design systems allows water to be used efficiently</li> <li>5. Save water initiatives</li> <li>6. Use of spill kits training</li> </ol>
5.	Land Management	Use of pesticides, Herbicides	Damage to biodiversity / ecosystem	High	Low	3	1		<ol style="list-style-type: none"> <li>1. Mitigated by correct COSHH</li> <li>2. Use of native or invasive species</li> <li>3. Use of ecofriendly chemicals and bio degradable chemicals</li> <li>4. Proper weed management</li> </ol>
6.	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>
7.	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>
8.	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>
9.	Management of car parks	Emissions to air from vehicles	Production of greenhouse gases e.g. 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>

## A. SUSTAINABLE MANAGEMENT

### A.12 ENVIRONMENTAL ASPECTS AND IMPACTS REGISTER

Table 7. Chemicals Environmental Aspects and Impacts Register

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
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

## A. SUSTAINABLE MANAGEMENT

### A.12 ENVIRONMENTAL ASPECTS AND IMPACTS REGISTER

Table 8. Waste Environmental Aspects and Impacts Register

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	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	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
4.	Left over/waste cooking oil	Disposal of used cooking oils	1. Water pollution 2. Land pollution	High	Low	3	1		1. Proper storage of waste oil in the garbage room 2. Use of secondary trays 3. Regular grease traps cleaning to prevent water pollution 4. Monitoring of the cooking oil
5.	Availability/use of linen, sheets, uniforms	Disposal of used linen, sheets and uniforms	Land pollution	Medium	Low		1	2	1. Reuse again of bed sheets, Pillow covers 2. Linen donation to charity organization like red crescent 3. Reused as duster, mops and waste cloth for workshops.
6	Maintenance works Masonry and tiling	Disposal of Debris	Land pollution	Medium	Low		1	2	1. Segregation of waste 2. Proper disposal of waste 3. Restrict the location of work to prevent land contamination 4. Clearance of the waste generation in case it is third party vendor



## A. SUSTAINABLE MANAGEMENT

### A.12 ENVIRONMENTAL ASPECTS AND IMPACTS REGISTER

Table 8. Waste Environmental Aspects and Impacts Register

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	1. Segregation of IT waste 2. Assigned location for disposal of the batteries and tonners
8.	Use/availability of cartridges and toner (e.g.: printers, photocopiers, fax	Disposal of Empty cartridges and toner	1.Land pollution 2.Water pollution	Medium	Low		1	2	1 Segregation of waste materials 2.Proper disposal of non-recycle materials 3. Refill the toner where ever possible
9.	Disposal of Lighting Equipment	Disposal of used compact fluorescent lights	1. Land contamination	High	Low	3	1		1. Segregation of hazardous waste 2. Proper Disposal of waste

Table 9. Greenhouse Gas Emissions Environmental Aspects and Impacts Register

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

## A. SUSTAINABLE MANAGEMENT

### A.12 ENVIRONMENTAL ASPECTS AND IMPACTS REGISTER

Table 9. Greenhouse Gas Emissions Environmental Aspects and Impacts Register

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>

Table 10. Community Environmental Aspects and Impacts Register

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	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>

## A. SUSTAINABLE MANAGEMENT

### A.12 ENVIRONMENTAL ASPECTS AND IMPACTS REGISTER

Table 10. Community Environmental Aspects and Impacts Register

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		1. Proper waste segregation 2. Proper waste disposal 3. Monitoring of waste disposal 4. Co2 Emissions are calculated through Hotel optimizer 5. Monitoring of the waste generated

Table 11. Biodiversity Environmental Aspects and Impacts Register

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 around the hotel	1. Air pollution 2. Environmental contamination	High	Medium	3	1		1. Use of eco-friendly chemicals and other products 2. Monthly monitoring and cleaning programs 3. Rehabilitate animals in collaboration with 3 <sup>rd</sup> party (Animal adaptation) 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

## A. SUSTAINABLE MANAGEMENT

### A.12 ENVIRONMENTAL ASPECTS AND IMPACTS REGISTER

Table 12. Environmental Aspects and Impacts Register Severity of the Impact

	Severity of the Impact		
Likelihood			
	Low	Moderate	High
1. Likely	Insignificant Impact	Medium Significant Impact	Significant Impact
2. Unlikely	Insignificant Impact	Insignificant Impact	Medium Significant Impact

Criteria	Definition	Scoring
Likelihood of Impact	The assessment criteria should account for the relative volume together with the frequency of any release. Continuous emissions score are highest in this category.	0 - Negligible probability of occurrence 1 - Low probability of occurrence 2 - Medium probability of occurrence 3 - High probability of occurrence or continuous emissions
Severity of Impact	Each aspect needs to be assessed for the actual or potential degree of harm being caused to the environment from any hazardous release.	0 - No environmental impact exists 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

### 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 ORGANIZATION OR COMMUNITY WE WILL ASSIST ARE

1. Charity events, fun runs and international events that we participate in and need our help
2. Education on the Land and Human Rights
3. Activities for Autism awareness
4. Activities with Emirates Nature - WWF Leaders of Change Initiative

#### HOW TO MANAGE THE COMMUNITY INVOLVEMENT

1. A group will be setup called the Sustainability 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.

## B. SOCIAL / ECONOMIC

### B.1 COMMUNITY DEVELOPMENT

#### RECYCLING REVENUE SOURCES

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.

#### IMPORTANCE OF COMMUNITY INVOLVEMENT

1. Promote the importance of recycling within the hotel and ensure that the staff know the benefits of sorting and recycling and how it 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 manageable.
3. Every person can make a difference to the environment and the community
4. Every 3 months all lost property are submitted to the police by the Security as per the Dubai government.
5. Average of 50 hours per month need to be spend on training, assisting and supporting the local community

## B. SOCIAL / ECONOMIC

### B.1 COMMUNITY DEVELOPMENT

Two Seasons Hotel & Apartments recognizes its roles and responsibilities in contributing to the sustainable development of the community where it operates. The hotel aims to maximize 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 and create economic growth.
- Environmental Protection: Supporting initiatives that help protect the integrity of the environment. We also want to support initiatives that use innovative products and services to help solve environmental problems.

## B. SOCIAL / ECONOMIC

### B.1 COMMUNITY DEVELOPMENT INITIATIVES 2022 - 2023

Table 13. Community Development Initiatives 2022 - 2023





EVENT	DESCRIPTION	PHOTO
BLOOD DONATION CAMPAIGN	We participated in the Blood Donation campaign in partnership with the Dubai Health Authority.	
TREE PLANTING	We have planted 7 trees at Emirates Environmental Group's Tree planting program in Ras Al Khaimah.	
EMERGENCY EVACUATION / FIRE DRILL	Emergency evacuation drill is conducted annually along with Dubai Civil Defense to assess the staff readiness in case of an evacuation.	
FIRST AID TRAINING	First aid training was conducted for the staff to be certified as per law. This training provided basic first aid to guest or staff before the arrival of first aiders, ambulance and paramedic.	



## B. SOCIAL / ECONOMIC

### B.1 COMMUNITY DEVELOPMENT INITIATIVES 2023 - 2024

Table 13. Community Development Initiatives 2023 - 2024

EVENT	DESCRIPTION	
EARTH HOUR CELEBRATION	We took part in observing the biggest hour for Earth by switching off our main lighting and AC in the public areas from 8:30 pm.	
IFTAR PARTY FOR COLLEAGUES	Iftar party and awarding ceremony for outstanding staff and football game winners were held last April 2023 as part of our socio-cultural engagement with all the staff. We also had a Quran recitation contest in celebration of the Islamic culture and tradition.	
LONG SERVICE AWARDS PROGRAM	The hotel organized a loyalty awarding ceremony for employees to recognize their long service.	
BREAST CANCER AWARENESS	A breast cancer awareness talk was organized by our HR department in collaboration with First Response team to spread awareness on the prevention of the said disease.	

## B. SOCIAL / ECONOMIC

### B.1 COMMUNITY DEVELOPMENT INITIATIVES 2022 - 2023

Table 13. Community Development Initiatives 2022 - 2023

EVENT	DESCRIPTION	
<p><b>CLEAN UAE CAMPAIGN WITH EEG</b></p>	<p>We have participated in EEG's recycling campaigns in which we contributed paper, e-waste, glass, plastic, aluminium cans, toner cartridges and mobile phones from January to May 2023.</p>	
<p><b>WORLD ENVIRONMENT DAY</b></p>	<p>In celebration of World Environment Day, our Sustainability Committee promoted the campaign for "Beat Plastic Pollution" by engaging with guests and distributing eco-friendly bags for shopping, showcasing a video with ways on how to save the planet, planting trees, and collecting garbage within the hotel vicinity.</p>	
<p><b>BEAT DIABETES WALK</b></p>	<p>Our team participated in Beat Diabetes Walk to support and raise awareness on diabetes management and prevention.</p>	
<p><b>UAE FOOD BANK DONATION DURING WORLD FOOD DAY</b></p>	<p>We have partnered with UAE Food Bank to donate food during Eid</p>	

## B. SOCIAL / ECONOMIC

### B.1 COMMUNITY DEVELOPMENT INITIATIVES 2022 - 2023

Table 13. Community Development Initiatives 2022 - 2023

EVENT	DESCRIPTION	
EMIRATES RECYCLING AWARDS	Two Seasons Hotel received numerous awards at the Emirates Recycling Awards 2024 for E-waste - Winner, Glass - 1st Runner Up and Mobile phones - 1st Runner up.	
FREE MEDICAL CHECK UP FOR STAFF	Medical Camp was organized in June 2023 for staff welfare and wellbeing. It includes Blood sugar testing, blood pressure check, eye check up, dental check to name a few.	
EID ALADHA FOOD DONATION TO CONSTRUCTION WORKERS	We organized a food donation for casual construction workers at the hotel security area during Eid al Adha.	
CAN COLLECTION DAY	We participated with Emirates Environmental Group's Can Collection Day and have contributed 113 kg of aluminium cans.	



## B. SOCIAL / ECONOMIC

### B.1 COMMUNITY DEVELOPMENT INITIATIVES 2022 - 2023

Table 13. Community Development Initiatives 2022 - 2023

EVENT	DESCRIPTION	
EMIRATES ENVIRONMENTAL GROUP FORUM'S VENUE HOST	Two Seasons Hotel hosted the forum organized by Emirates Environmental Group .entitled “Integrating Stakeholder Alliances: To a Carbon Free UAE”	
EMPLOYEE CULTURAL EXPERIENCE IN PARTNERSHIP WITH HERITAGE EXPRESS	We have partnered with Heritage Express to educate both our guests and employees about the Emirati culture. We sent staff to experience the cultural tours to be able to share their unique experience to guests.	
AVERDA ENVIRONMENTAL WASTE MANAGEMENT TRAINING	We have partnered with UAE Food Bank to donate food during Eid	
UAE FOOD BANK DONATION FOR EID	We have partnered with UAE Food Bank to donate food during Eid	



## B. SOCIAL / ECONOMIC

### B.2 LOCAL EMPLOYMENT

Two Seasons Hotel & Apartments supports local employment to support the local community. As part of its initiatives, recruitment in specific job advertisements for UAE nationals is also in place. 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 part of the sustainability plan, we have approached several Hotel management colleges to support recruitment of locals as employees and interns.

- Equal employment opportunity policy
- Code of Conduct policy
- Recruit and select colleagues policy
- UAE Federal Law no. 8 for 1980

### B.3 FAIR TRADE

Two Seasons Hotel & Apartments ensures the use of right methods to select suppliers and procure goods and services with 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 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. 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 and 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 as 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.



Eid al Adha food donation to  
construction workers in the hotel

## B. SOCIAL / ECONOMIC

### B.5 RESPECT LOCAL POPULATION

UAE is predominantly a Muslim country and as such, guests and colleagues are informed 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's 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.



Book library in the cafeteria



Artifacts for sale in the lobby

### B.6 ANTI-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 the hotel's child exploitation policy, the hotel does not encourage any type of exploitation with regards to labor, sexual abuse or harassment and child trafficking within the hotel premises as a part of the Sustainability Management Plan. Appropriate policies are in place against the employment of children, sexual harassment, and exploitation. 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.

## B. SOCIAL / ECONOMIC

### B.6 ANTI-EXPLOITATION POLICY



Department: Human Resources Policy: Anti Exploitation HR - 31

Policy Number: HR 31  
Effective Date: January 2019

**Objectives:**  
The purpose of this policy is to safeguard children and adolescents from sexual abuse and violence at Two Seasons Hotel and Apartments.

**Statement of Policy:**  
This policy ensures we provide awareness, information and guidance towards the safety and well-being of our guests who is suspected to be sexually exploited and gain more understanding of grooming and other methods of exploitation and begin to take a proactive and coordinated approach to deal with it.

- Two Seasons Hotel will take actions to safeguard and promote welfare of particular children and young people by participating in CSR activities like providing NGO's with Donation of Food, Cloths or toys.
- Safeguarding training and refresher training includes an awareness of sexual exploitation and how to identify the warning signs.
- We ensure strong commitment from Managers, a share understanding of the problem of sexual exploitation and effective coordination towards the cause by actively participating in related CSR activities.
- We ensure information sharing protocol in place and working well so that the relevant information is shared where is in the best interest of the Guest and Children.
- Two Seasons hotel will contact agencies or individual organization promoting the welfare of children and young people to ensure CSR activities will be carried out based on their needs.
- We ensure awareness on our initiative towards safeguarding sexual exploitation is created within the community through our website and press releases.
- Call Deputy Manager/Duty Manager as a procedure.

**Approvals**

Akilu Admekom  
Director of Talent & Career Development

Suresh Chandran  
Director of Finance

Freddy Farid  
Managing Director

Two Seasons Hotel and Apartment Date: January 2019

Child Exploitation Policy

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 part of the 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 27 different nationalities in the group. Women candidates are encouraged to apply across all levels of the business.

## B. SOCIAL / ECONOMIC

### B.7 EQUITABLE HIRING

Out of 31 management positions at Two Seasons Hotel & Apartments, 9 are covered by women; Front Office, Executive Housekeeper, Health & Safety, Food & Beverage, Sales and Marketing, to name a few. UAE has strict labor law related issues, which we fully adhere to. 29% of female management teams are represented at Two Seasons Hotel & Apartments.

#	Country	Colleagues	%
1	India	89	25.80%
2	Nepal	40	11.59%
3	Bangladesh	39	11.30%
4	Egypt	32	9.28%
5	Philippines	34	9.86%
6	Sri Lanka	35	10.14%
7	Myanmar	9	2.61%
8	Pakistan	19	5.51%
9	Syria	10	2.90%
10	Nigeria	5	1.45%
11	Kenya	4	1.16%
12	Jordan	2	0.58%
13	Cameroon	3	0.87%
14	Uganda	5	1.45%
15	Morocco	3	0.87%
16	Lebanon	2	0.58%
17	Russia	1	0.29%
18	Ukraine	2	0.58%
19	Indonesia	4	1.16%
20	Sudan	1	0.29%
21	Liberia	1	0.29%
22	Ghana	1	0.29%
23	Ireland	1	0.29%
24	Tunisia	1	0.29%
25	Kazakhstan	1	0.29%
26	Bulgaria	1	0.29%
<b>Grand Total</b>		<b>345</b>	<b>100.00%</b>

Table 14. 2024 Percentage of nationality mix at Two Seasons Hotel

## B. SOCIAL / ECONOMIC

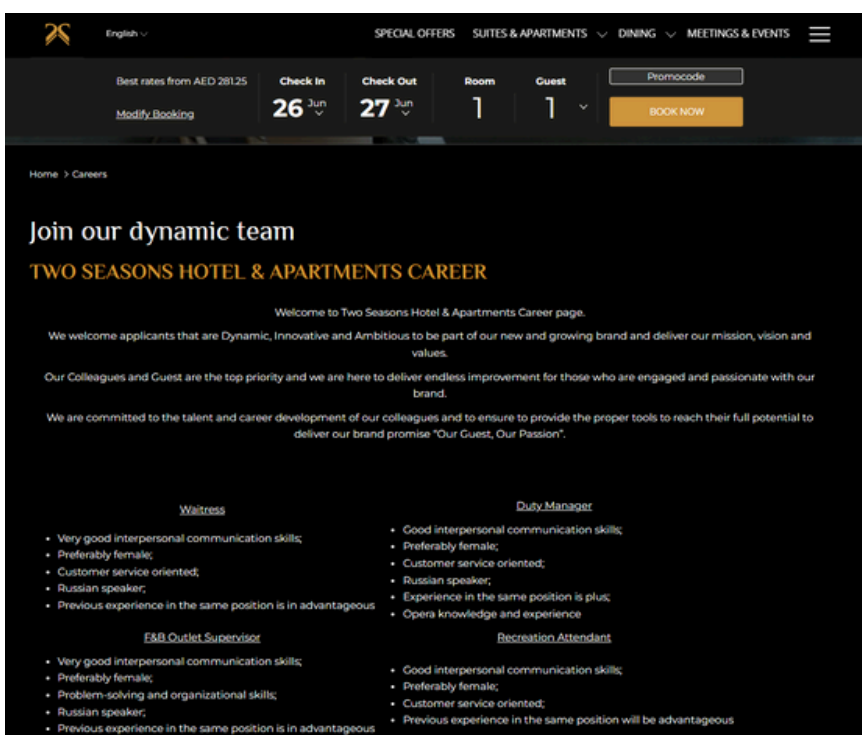
### B.8 EMPLOYEE PROTECTION

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. Although, the hospitality industry might require additional hours of work as the need arises, colleagues are remunerated accordingly as per the policies outlined. The employees are given career development plans and cross training exposure to preferred areas to boost their morale and confidence.

From 2022, 6.5% of the colleagues completed career development plan 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.



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## Join our dynamic team

### TWO SEASONS HOTEL & APARTMENTS CAREER

Welcome to Two Seasons Hotel & Apartments Career page.

We welcome applicants that are Dynamic, Innovative and Ambitious to be part of our new and growing brand and deliver our mission, vision and values.

Our Colleagues and Guest are the top priority and we are here to deliver endless improvement for those who are engaged and passionate with our brand.

We are committed to the talent and career development of our colleagues and to ensure to provide the proper tools to reach their full potential to deliver our brand promise "Our Guest, Our Passion".

<b>Waitress</b> <ul style="list-style-type: none"> <li>• Very good interpersonal communication skills;</li> <li>• Preferably female;</li> <li>• Customer service oriented;</li> <li>• Russian speaker;</li> <li>• Previous experience in the same position is in advantageous</li> </ul>	<b>Duty Manager</b> <ul style="list-style-type: none"> <li>• Good interpersonal communication skills;</li> <li>• Preferably female;</li> <li>• Customer service oriented;</li> <li>• Russian speaker;</li> <li>• Experience in the same position is plus;</li> <li>• Opera knowledge and experience</li> </ul>
<b>F&amp;B Outlet Supervisor</b> <ul style="list-style-type: none"> <li>• Very good interpersonal communication skills;</li> <li>• Preferably female;</li> <li>• Problem-solving and organizational skills;</li> <li>• Russian speaker;</li> <li>• Previous experience in the same position is in advantageous</li> </ul>	<b>Recreation Attendant</b> <ul style="list-style-type: none"> <li>• Good interpersonal communication skills;</li> <li>• Preferably female;</li> <li>• Customer service oriented;</li> <li>• Previous experience in the same position will be advantageous</li> </ul>



Two Seasons Hotel & Apartments  
6,005 followers  
2mo · 🌐

We are looking for a Kitchen & Laundry Supervisor to join our team! If you have the qualifications we are looking for, please send your CV to [careers@2seasonshotels.com](mailto:careers@2seasonshotels.com) ...see more

**توسینز TWO SEASONS**  
اوتل و آپارتمنت

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### KITCHEN & LAUNDRY SUPERVISOR

- With 1-2 years related work experience
- With good communication skills
- Knowledge of HACCP requirements
- With technical record update

**Join our Team!**

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[careers@2seasonshotels.com](mailto:careers@2seasonshotels.com)

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## B. SOCIAL / ECONOMIC

### B.10 LOCAL LIVELIHOODS

Two Seasons Hotel & Apartments has designated runoff from buildings and parking lot. The building structures are designed according to legal compliance and appropriate mitigation. It is located in the Tecom area and follows the regulations in line with Dubai Municipality norms.



### B.11 BRIBERY & CORRUPTION

Two Seasons Hotel & Apartments strictly prohibits all forms of bribery taken directly or indirectly. It prohibits its employees from soliciting, arranging or accepting bribes intended for the employees benefit or that of the employee's family, friend associates or acquaintances. The management reviews on fair practices based on the selection of vendors and materials that are eco-friendly and support the vendors with best environmental practices. No gifts can be accepted from any supplier or third party partner. Two Seasons Hotel & Apartments adhere strictly on anti-bribery and corruption and no form 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.

## B. SOCIAL / ECONOMIC

### B.11 ANTI-BRIBERY & CORRUPTION

<b>Policy Number: HR 32</b> <b>Effective Date: January 2019</b>	 <b>Code of Conduct</b>
<b>Entertainment and Gifts:</b> 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.	
<b>Dealings with Government Employee or Officials:</b> 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.	
<b>Dealings with Media and Online Communities:</b> 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.	
<b>Protection of Company Records:</b> 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.	
<b>Competitive Practices:</b> Two Season 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.	
<b>Political Activities and Contributions:</b> 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	

<b>Policy Number: HR 32</b> <b>Effective Date: January 2019</b>	 <b>Code of Conduct</b>
<b>Entertainment and Gifts:</b> 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.	
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<b>Political Activities and Contributions:</b> 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	

Gift Policy and Code of Conduct

<b>Policy Number: HR 32</b> <b>Effective Date: January 2019</b>	 <b>Code of Conduct</b>
the colleague engages. No colleague shall engage in any political activity contrary to the Law.	
<b>Safety, Health and Environment:</b> 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.	
<b>Grooming:</b> All Two Seasons Hotels' colleagues should maintain a high standard of personal hygiene and grooming, in accordance with Company standards.	
<b>Discipline:</b> 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.	
<b>Discrimination, human exploitation and harassment:</b> 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. 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.	
<b>Use of Electronic System:</b> 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.	
<b>Information Systems / Software:</b>	

<b>Policy Number: HR 32</b> <b>Effective Date: January 2019</b>	 <b>Code of Conduct</b>
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.	
<b>Employment of Relatives:</b> 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".	
<b>Bribery and Corruption:</b> 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). Failure to abide by the above instructions will result in severe disciplinary actions that could lead to an immediate termination of contract without notice.	
<b>Approvals</b>	
Aklilu Admekom Director of Talent & Career Development	
Suresh Chandran Director of Finance	
Freddy Farid Managing Director	

## C. CULTURAL HERITAGE

### C1. CODE OF BEHAVIOR

### C2. HISTORICAL ARTIFACTS

### C3. PROTECTION OF SITES

### C4. INCORPORATION OF CULTURE

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



The staffs at Two Seasons Hotel & Apartments is trained to guide guests towards the cultural sights and events, 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 with regards 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 HOTEL RESOURCES AND PROTECTION OF BIODIVERSITY

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 the 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 mandated by the UAE law. A strong preference is given to fair trade and eco-certified suppliers – we will often choose not to have a service, rather than compromising our integrity.

We minimize our output of printed matter and prefer to communicate through our website (which is carbon 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 possible.

Refrigerator and freezer temperatures are measured and monitored on a constant basis by the culinary staff. 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 use the green key card in order to turn on lights – whereby all electric appliances are turned off when guest is not in room. Energy efficient LED lights are installed throughout the property, and outdoor lighting is controlled by a timer.

Energy efficient equipment is purchased wherever available, and only used when needed. Old bed linen, duvets and towels that are still usable are donated to charity. There are no disposable cutlery or other eating utensils used in the hotel.



## D. CONSERVATION OF HOTEL RESOURCES AND PROTECTION OF BIODIVERSITY

Active systems are in place to detect and repair leaking toilets, faucets and showerheads in guest rooms with constant coordination between the housekeeping and engineering department. There is also a system in place to detect and repair all machinery and equipment on a regular monthly basis, and is run by the engineering department.

Native plants or low water plants are used in landscaping to minimize water consumption in the outdoor garden. Two Seasons Hotel & Apartments waste recycling has been improved as we encourage our guests to help us with our recycling programs. We strive 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 reasonably practical, waste management and waste reduction will be practiced following the waste hierarchy approach:

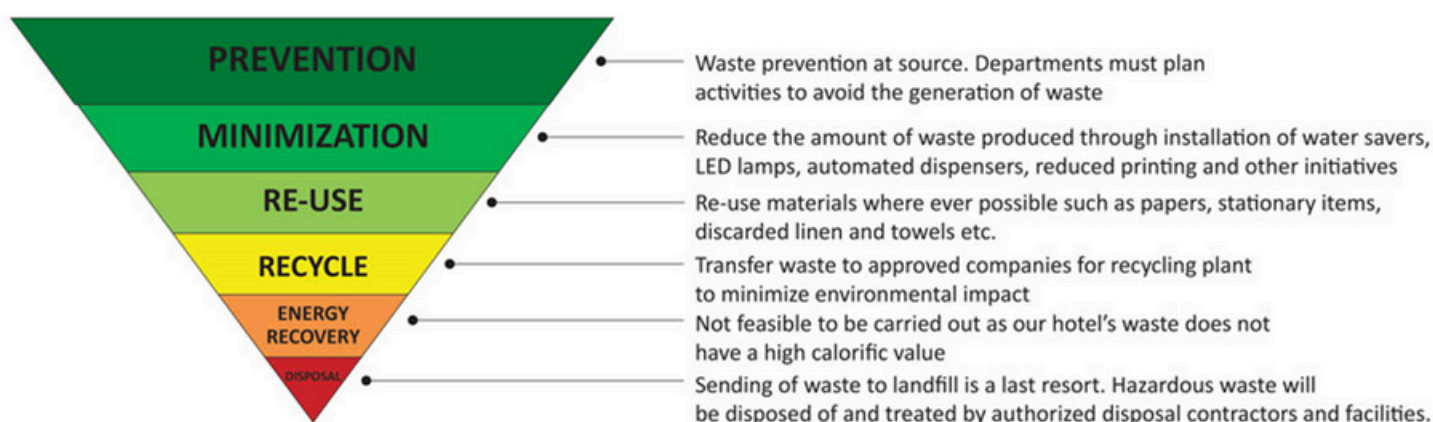


Figure 3: Waste Hierarchy Approach

### Ramadan 2024: No to Food Waste Campaign by the UAE Food Bank

Our hotel has contributed to the “No to Food Waste” under the 1 Million Surplus Meals Initiative during Ramadan 2024, organized by the UAE Food Bank. As a result, we have diverted 5,672 kg of food waste from landfill equivalent to 14,179 non-consumable meals. This contribution has reduced 7,203 kg of CO<sub>2</sub> emissions, created 1,134 kg of compost, supported 4,934 square ft. of farming land and saved 170 cubic feet of landfill space.





## D. CONSERVATION OF HOTEL RESOURCES AND PROTECTION OF BIODIVERSITY



Figure 4: Overall Recycled Waste Reduction Trend for 2022 - 2024



Figure 5: Food Waste Monitor Trend from January to December 2022 - 2024

## D. CONSERVATION OF HOTEL RESOURCES AND PROTECTION OF BIODIVERSITY

### 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 bin 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, can and plastic bottles
- Guest room's waste collection: Two separate bags are used to collect general waste and cans and plastic bottles from all the guest rooms to increase the recycled 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 have been separated and stored in designated areas and monitored by engineering and IT department. The waste is disposed through the approved suppliers.
- All new joiners are fully briefed about the benefits of segregation, procedures for collection waste and the Hotel's environmental policies



Waste Segregation bins for glass, cans, plastic and paper

Two Seasons Hotel & Apartments recycles waste and constantly looks on how to improve. We have specific glass, cans, plastic 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.



Figure 6: Waste Management Cycle

## D. CONSERVATION OF HOTEL RESOURCES AND PROTECTION OF BIODIVERSITY

A food-saving program, Food Watch has been established 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. The next initiative would be to have a Compactor machine to compost food waste and use the product as manure for the trees within the property.

- All employee laundry is washed in-house with environment-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. We raise environmental awareness within the guest rooms through the information on the room television, information brochures and tent cards.
- In partnership with EEG, we collect recycled waste to ensure that less waste goes to Dubai landfill site.
- Measure emphasis on sustainability development for continual improvement
- Implement energy saving projects
- Use reusable bags for staff and management laundry clothes

Our concrete aim is to reduce the 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, room information brochures, and tent cards
- Measure emphasis on sustainability development
- Implement energy saving projects

### Water Filtration and Bottling System to Eliminate Plastic Bottles

Water filtration and bottling system was installed at the hotel to eliminate single-use plastic bottles. This initiative will significantly reduce the energy resources required for plastic production, transportation, and disposal. It will reduce the hotel's plastic waste and carbon footprint. The premium filtration system ensures compliance to microbiological safety of drinking water and meets the UAE bottled water standards.

## D. CONSERVATION OF HOTEL RESOURCES AND PROTECTION OF BIODIVERSITY

It will enhance guest experience as more guests are looking for hotels with sustainable travel practices. In addition, the guest will be encouraged to support our sustainability initiative to beat plastic pollution. They are given the option to purchase the glass bottle should they wish to take it out.

We are 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:

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 consumption in the indoor and outdoor garden.

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



Water filtration and bottling system



Vegetable garden cultivation at the rooftop of the hotel before the Summer season



## E. ENVIRONMENTAL POLICY

Two Seasons Hotel & Apartments is 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 practices, 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 or green procurement practices
- Eliminate the use of harmful non-biodegradable chemicals
- Participate in efforts for 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 building lasting relationships based on care and reliability with its team, guests, hotel owners, suppliers and communities.



Freddy Farid  
Managing Director



## SUSTAINABILITY COMMITTEE MEMBERS

The Sustainability Committee is headed by the Managing Director and led by the two Sustainability Champions whose main responsibility is to ensure the program runs smoothly in the hotel. Monthly sustainability meetings are conducted and action plans are updated to meet the targets.

- Managing Director
- Executive Secretary to MD
- Housekeeping Executive
- Assistant Housekeeping Manager
- Recreation Manager
- HR Assistant Manager
- HR Officer
- Chief Steward
- Maintenance Manager
- Engineering Administrator
- Executive Chef
- Materials Officer
- Bell Captain
- Longterm Supervisor
- Guest Experience Manager
- Duty Manager
- Sales Manager
- Marketing Executive
- Health & Safety Coordinator

### Department Responsibilities:

#### Engineering:

- Control and measure emissions and effluents out from the property
- Measure 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

## DEPARTMENT RESPONSIBILITIES

### Sales & Marketing:

- Ensure to communicate the program with the guest, internally and externally
- Conduct CSR activities with guest participation

### Purchasing:

- Ensure sustainability products are purchased in the hotel

### Health, Safety & Security:

- Ensure 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:

- Ensure healthy menus are served
- Ensure Green Globe Sustainability requirements are in place in the menu and served

### HR:

- Ensure CSR activities are conducted, including the activities with employees and company policies are in place



## SUSTAINABILITY & GREEN ENVIRONMENT

### ACHIEVEMENTS 2023 - 2024

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. As part of our commitment to the community, we also work with Dubai Health Authority in the Blood Donation Campaign. The hotel will also donate to Emirates Red Crescent charity projects. We are in discussion with an NGO for autism awareness, an important concern that is well supported by the government of Dubai.

Two Seasons Hotel has been working collaboratively with Emirates Environmental Group (EEG) and has been awarded many times since 2013 until present time. We work together with EEG and Arabian CSR Network for Waste Management and Recycling programs.

#### Two Seasons Hotel & Apartments Applied for Green Key

This year we will apply for the Green Key Certification, a standard of excellence in environmental responsibility and sustainable operation. This ecolabel certifies our sustainability efforts and commitment, thereby attracting today's travelers in contributing to a positive impact on the environment.



Wooden Guest Key card





## SUSTAINABILITY & GREEN ENVIRONMENT ACHIEVEMENTS 2023-2024

### Two Seasons Hotel & Apartments Wins the 2023 Arabia CSR Awards - Hospitality category

Two Seasons Hotel and Apartments emerged victorious at the prestigious 16th Arabia CSR Awards held on October 2 at Anantara Downtown Dubai. On a momentous occasion, the hotel clinched the coveted hospitality category winner title at the Arabia CSR Awards, reaffirming its commitment to Corporate Social Responsibility (CSR) and Sustainability.







## SUSTAINABILITY & GREEN ENVIRONMENT ACHIEVEMENTS 2023-2024

### Two Seasons Hotel & Apartments Recognized as Tripadvisor® 2024 Travelers' Choice® Award Winner

DUBAI, UAE – May 17, 2024 – Two Seasons Hotel & Apartments is pleased to announce today that it has been recognized in Tripadvisor's® Travelers' Choice® Awards for 2024. The award honors businesses that consistently earn great reviews, placing them among the top 10% of listings around the world on Tripadvisor. This award contributes partly to Dubai's great achievement as the number 1 global destination in Tripadvisor® Travellers' Choice Awards for the third successive year.



### 2024 Emirates Recycling Awards: Recognizing Sustainability Champions



The Emirates Recycling Awards, organized by the Emirates Environmental Group (EEG), aimed to honor individuals and organizations who made remarkable contributions to waste recycling programs. We are thrilled to announce that Two Seasons Hotel has secured three notable awards: Winner on the E-waste, 1st Runner up on the Glass and 2nd Runner Up on the Mobile phone Recycling Campaigns of 2023! This recognition truly showcases our collective efforts and unwavering commitment to sustainable practices.