

MERCURE

HOTEL

DUBAI BARSHA HEIGHTS



# SUSTAINABILITY

## MANAGEMENT POLICY AND PLAN





POLICY NUMBER	E/SYS /05/ EMS
EFFECTIVE DATE	18 <sup>th</sup> January 2022
VERSION	7
FIRST ISSUED	18 <sup>th</sup> June 2017

## MERCURE HOTEL SUITES & APARTMENTS TARGETS FOR 2021

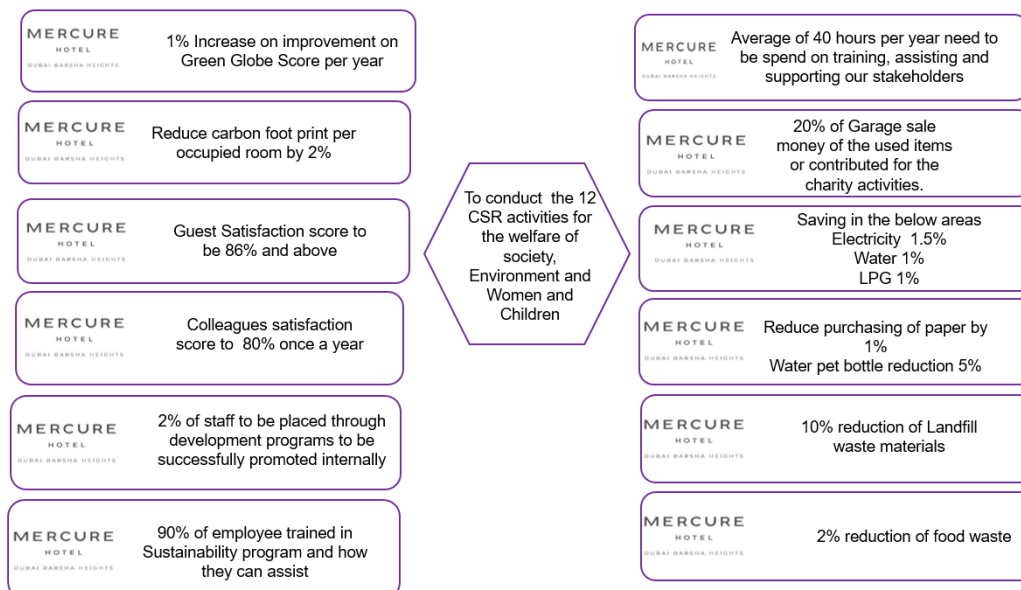
### TABLE OF CONTENTS

a. PURPOSE	4
b. SCOPE	4
c. REFERENCES	25
d. DEFINITIONS, TERMS & ABBREVIATIONS	26
A. SUSTAINABLE MANAGEMENT	8
A1 Implement a Sustainable Management Plan	8
A2 Legal Compliance	8
A3 Employee Training	8
A4 Customer Satisfaction	9
A5 Accuracy of Promotional Materials	9
A6 Local Zoning, Design and Construction	9
A7 Experiential or Interpretation Tourism	9
A8 Communications Strategy	9
A9 Health and Safety	10
A10 Disaster Management & Emergency Response	11
B. SOCIAL / ECONOMIC	12
B1 Community Development	11
B2 Local Employment	14
B3 Fair Trade	14
B4 Local Entrepreneurs	14
B5 Respect Local Population	14
B6 Exploitation	15
B7 Equitable Hiring	15
B8 Employee Protection	15
B9 Basic Services	15
B10 Local Livelihoods	15
B11 Bribery & Corruption	15
C. CULTURAL HERITAGE	18
C1 Code of Behavior	16
C2 Historical Artifacts	16
C3 Protection of Sites	16
C4 Incorporation of Culture	16
D. CONSERVATION OF RESOURCES, REDUCTION OF RESOURCES AND CONSERVATION OF BIODIVERSITY	19

# Sustainability Management Plan for 2022

**MERCURE**  
HOTEL  
DUBAI BARSHA HEIGHTS

## Planet 21 Sustainability Goals- 2022



F-EHS-02 Rev 00

### Green Globe/ ISO 14001 - KEY PERFORMANCE INDICATOR FOR 2021

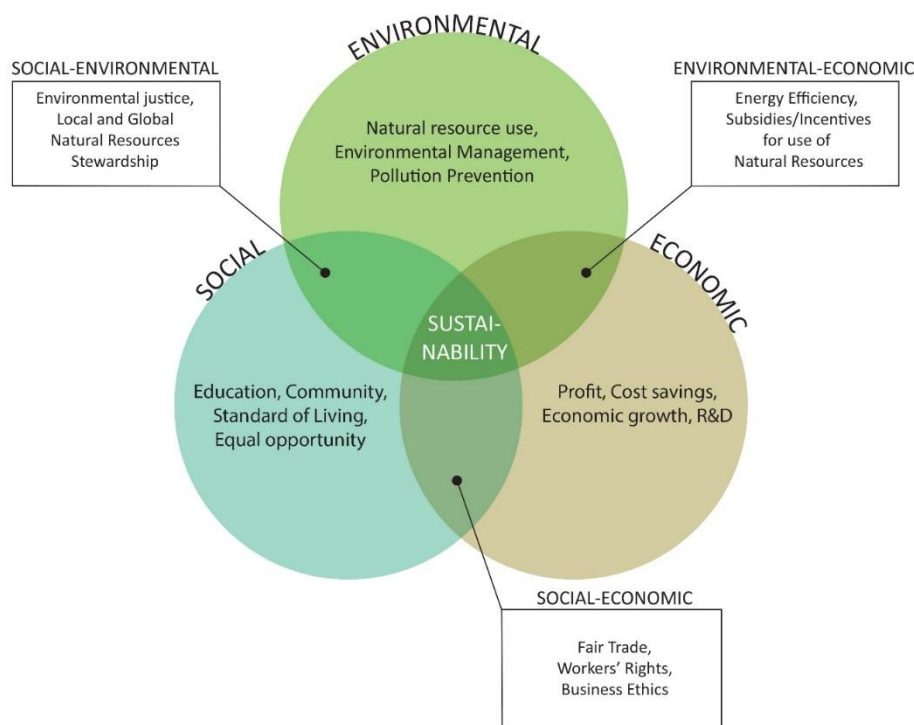
No	Green Globe / ISO 14001 Objectives	Departments	Target	Achieved	Variances in +/- in %	Remarks
1.	1% Increase on the improvement on Green Globe score per year	Quality	85%	92%	+7%	Was the desktop audit for 2021
2.	Reduce carbon foot print per occupied room by 2%	Engineering	2%	2%	+25%	Carbon footprints per occupied room in 2020 is 34.50 KgCO <sub>2</sub> e Carbon footprints per occupied room in 2021 is 25.10 KgCO <sub>2</sub> e Carbon footprints per occupied room is reduced by 27.27%
3.	Guest Satisfaction scores to be 86% in Trust You	Front Office	86%	85% on apartment 86% on suites	-0.5%	Achieved -99.99%
4.	Colleagues satisfaction scores to 80% once a year	HR	80%	63%	-17	Due to Covid many activities and staff welfare activities was not been carried out 2021.
5.	2% of staff to be placed through development programs to be successfully promoted internally	HR	2.00%	64 members	+19.5	There were 64 heartist who was promoted and role change and CDP was done.
6.	85% employees are trained in Planet 21 Sustainability Program	Training	85%	100%	+15%	88 % Completed on INES (Planet 21), 100% completed during Induction (Green Globe)
7.	Average of 40 hours per year need to be spent on training, assisting and supporting our stakeholders	Training	40 hours	50 hours	+10%	New team were given additional hours of training.
8.	To conduct CSR Activities for Welfare of the Society, Environment, Women and Children.	HR	12	10	-2	Achieve 83.33% only. 2 Activities are not been done due too, Covid protocols and there is no Mass gathering.
9.	To use Garage sale activities for the donations.	HK/ HR	20% of Revenue	730AED collected and 130 AED 20% given		From the garage sale total sale we handed over 20% to T&C and remaining item donated to Al bait Society.
10.	Saving in below areas : Electricity 2% ; Water 2% ; LPG 2%	Engineering	Electricity 2% Water 2% LPG : 2 %	Achieved Electricity /Water Fuel - Not achieved		Achieved for the Electricity and Water. Fuel prices are changing as per the market rate of Adnoc.
11.	Reduce purchasing of Stationary paper by 1% Water Pet Bottle by 11%	Purchase	1% 11%	Paper A4 -15% Water Pet Bottle -70%	-14% -59%	Usage of paper and pet bottles to increased due to the full occupancy
12.	5% Reduction of Land fill Waste compared to last year	Kitchen Stewarding	5%	2020- 311903 kg 2021- 352927 kg	25.24%	For 2020 - 2.02 Kg per occupied room and in 2021 1.51 kg per occupied room
13.	2% reduction of the Food Waste	Kitchen / Kitchen Steward	2%	2020- 8275 kg/ 63862 pax 2021- 11124 kg / 124.592pax	0.13kg/ PP 0.09 Kg/PP	The waste is comparatively reduced when compared to overall cover waste,

Objectives agreed at the Beginning of the year 2021

*K. S. Sait*  
12/2022  
Prepared and Reviewed by  
**Kavitha Sai**  
Quality and Hygiene Manager

*Tasbas Levent*  
Approved  
**TASBAS LEVENT**  
General Manager

## a. PURPOSE



## Key Objectives of Planet 21

- The primary purpose of the Planet 21 Sustainability Management Plan is to guide decision making, management, and the daily operations of the business in a sustainable manner.
- To develop the business in a sustainable manner considering the environmental, socio-cultural, quality, and health & safety issues.
- To demonstrate management commitment to comply with the environmental laws and other regulations of the United Arab Emirates for Hotel Operations and for Sustainability.
- To develop a monitoring and audit program to ensure compliance to the Sustainability Management Plan and relevant environmental legislation and the early detection of any significant environmental impacts from the activities of the business.
- To outline mitigation measures in order to minimize the impact of the business activities on the surrounding environment.
- To present mitigation strategies and actions for the control of pollution, waste minimization and resource conservation by effectively practising Reduce, Reuse and Recycle wherever possible.
- To establish a framework for environmental management to ensure the implementation of the identified mitigation measures.
- We follow and Practice the standards of Green Globe and Planet 21 Accor brands standards of Sustainability at Mercure Hotel Suites & Apartments.

## b. SCOPE

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

The facilities of Hotel and Sustainability plan is based on **Mercure Hotel Suites & Apartments** size and the facilities that are available:

- 607 Apartments
- 408 Suites
- 3 restaurants and café social and Exit Bar
- Three pools - main pool, Jacuzzi and kids pool
- Football court, basketball court and two squash courts
- Spa with saunas, steam room and hammam
- Fitness set up with the latest gym equipment
- Retails shops for beauty and fashion
- Meeting & events rooms
- Kids Club
- Exit Bar

## THE MERCURE HOTEL SUITES & APARTMENTS VISION

---

### ACCORHOTELS Vision:

To be the world's benchmark hospitality player so we can offer our guests, employees and partners a unique experience.

### ACCORHOTELS Values:

Guest Passion  
Sustainable Performance  
Trust  
Respect  
Innovation  
Spirit of Conquest

### Mercure Vision:

Midscale branded hotels guarantee quality through standardization, whilst local independent hotels offer diversity.

Yet, in an increasingly globalized world, clients now aspire for diversity without compromising on quality.

### Mercure Mission:

Deliver a gratifying locally inspired experience guaranteed by enthusiastic Hoteliers and Mercure's worldwide high level quality commitment.

### Mercure Values:

Authenticity  
Curiosity  
Personal Commitment

## PLANET 21 SUSTAINABILITY MANAGEMENT PLAN ENCOMPASSES 4 STRATEGIC FOCUS AREAS AND 2 PRIORITIES:

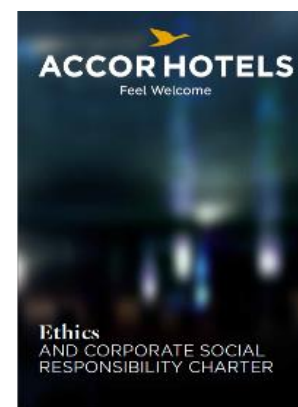
---



## ETHICAL & CSR CHARTER

=

*Code of Conduct*



## COMPLIANCE

=

*Business ethics, labor law,  
human rights, data privacy, etc.*

## COMMITMENTS

=

*Values, corporate social and  
environmental responsibility  
with **Planet 21**,  
**Solidarity AccorHotels***

**I. Environmental** – Planet 21 Sustainable management plan of Accor Group is actively involved in conserving resources, reducing pollution, conserving biodiversity, ecosystems and landscapes. The recommendations for moving towards carbon neutral buildings. Mercure Hotel suites & Apartments **have** made the analysis of environmental impact and the measures to mitigate the environmental impact. The property will enable to protect the environment through the conservation of depleting resources and controlling the environment from pollution, reducing their carbon emissions. It takes initiatives, the steps to protect the bio-diversity through preserving the wildlife species through activities. The hotel has spearheaded for removing negative impact which affects the environmental in various aspects.

**II. Socio-cultural** – As part of Ethical and CSR charter of Accor group. The team are involved in corporate social responsibility actions for supporting the local communities, employees, guest and other stake holders. There are community development activities like Clean Up, Can Collection etc, fair trade, support local entrepreneurs, and activities to respect local culture. 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. Accor's policy against discrimination against any form is been followed.

**III. Quality** – any activity that can sustain itself economically through creating competitive advantages within the industry with inspired service that not only meets, but exceeds guest expectations; it continues to contribute to the economic well-being of the surrounding community through Planet 21 Practices , buying local products that are eco-friendly like Amenities, Paper and Chemicals etc. A sustainable business should benefit its colleagues, customers, business partners, owners, other stakeholders. The guest satisfaction levels are measured through the online review scores from Booking.com Trip Advisor and has an internal survey from Trust You and through I auditor monitoring of individual standards. Intertek Ecristal has been Signed a contract for the mystery shopper for reservations. This is maintain the quality parameter of reservation and there is also Accor brand standard audits. **The Hotel has undergone certification for ISO 22001 and HACCP certified from SGS, ISO 9001 and 14001 Standards are certified by Intertek. We have received the Gold certificate from Green Globe for the year 2020 which is pride of the hotel for following the sustainability standards.**

**IV. Health & Safety** – Mercure Hotel Suites & Apartments complies with all health and safety regulations recommended by the Local government, ensures that guest, staff and all the stake holders are well protected. Usage of safety instruments and machinery are ensured with the respective PPE required for the tasks. The training on health and safety are given to all staff and contractors. Mercure Hotel Suites & Apartments made all initiatives for making the work environment safe and secure to all the members. Regular trainings and internal on Health and Safety; HS audits are scheduled to ensure for a Safe environment. All safe implementations are in place for the Covid precautions are in place and the audit Validation is completed from Accor.

### ENERGY CONSERVATION AT MERCURE HOTEL SUITES & APARTMENTS

We have more concern on the energy conservation through the involvement of new technologies and Planet 21 initiates to work towards a greener Dubai. We strive to implement innovated technologies which is the best for our guest, the environment and all our employees. This has a greater impact on saving the energy and conserving it for reducing the carbon emissions

### MERCURE HOTEL SUITES & APARTMENTS ENERGY SAVING INITIATIVES 2022

- The major key point of the energy consumption is the Chiller, in the winter season we used to monitor the chiller set point properly and adjust the set point with the ambient temperature to save energy.
- In the month of December 2021 has been replaced the hot water PRV station with the new PRV which will help us to maintain the standard pressure of the hot water for the entire building and also it will help us to reduce the hot water leakage. And also it will increase the life time of the pump's
- In the month of December 2021 has been replaced the water transfer pump with the new pump and VFD control system in the 24<sup>th</sup> floor mechanical plant, the VFD control system will help us to reduce the energy and cost saving as well life time of the Pump's





## A. SUSTAINABLE MANAGEMENT

### A1. Implement a Sustainable Management Plan- Planet 21:

Mercure Hotel Suites & Apartments shall establish and maintain the Planet 21 internal sustainable practices complying with requirements of Green Globe. There are a number of elements that make up the Planet 21 in action guide for the world wide Practice of Sustainability in Accor Group.

Mercure Hotel Suites & Apartments shall formulate policies and procedures of Planet 21 that:

- a) are appropriate to the nature and scale of the organisation's activities
- b) are aligned with the four key areas of Green Globe environmental, socio-cultural, quality and health & safety issues is also in line Planet 21 which comprises of 4 Strategic Programme
- c) Includes a commitment to continual improvement of the SMP and target for the Green Globe.
- d) includes a commitment to comply as a minimum with the current applicable legislations regulations and other requirement to which the organisation subscribes
- e) provide a framework for setting and reviewing SMP objectives and targets.
- f) They are documented, implemented, maintained and communicated to all employees.
- g) they are available to all interested and associates parties and
- h) SMP is reviewed periodically to remain relevant and appropriate to the organisations
- i) Accor Planet 21 sustainability plan includes monitoring of yearly basis and we have obtained 132 score in Gaia platform

### A2. Legal Compliance:

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

### A3. Employee Training:

Employee hiring, training, annual appraisal and performance review, at Mercure Hotel Suites & Apartments are in line with the Accor Group.

There are various training modules initiated by the Accor Group including the skills, knowledge and attributes that make organizations and individuals successful. Once competencies are identified, people with these competencies trained and developed according. 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 through Induction. INES is a new learning platform and periodic sessions are conducted for Manager and Assistant Manager and Supervisors. The Sustainability goals and management plans are communicated to the employees in the Induction and allocated specific training on sustainability management.

### A.4 Customer Satisfaction

Mercure Hotel Suites & Apartments, customer satisfaction is supported by Front Office and Sales & Marketing Department. To operate in a way that focuses on continuous improvement and long term sustainability. It works with all departments and areas of the business to ensure that our guests are always our first priority by having a system in place that allow us to measure how well we are doing, and to respond quickly when we are not getting the desired results.

Besides customer satisfaction we also review and monitor internal quality performance. Some of the

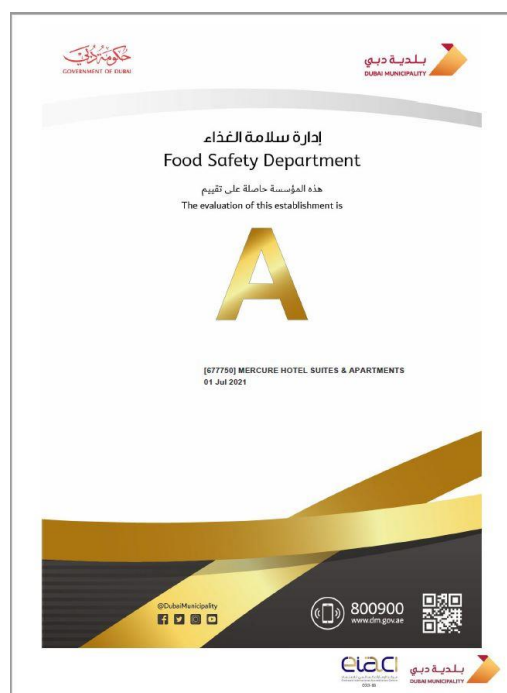


tools used for monitoring and reviewing the same are:

Intertek mystery shopper audits are planned from 2021, QEMS, Trust You, , F&B guest comment cards, financial audit on cashiering practices, reservations mystery audits IFH and other online Social Media platforms such as trip advisor, booking.com and platforms which enable us to know the guest needs. These are potential areas for reviewing the Guest Satisfaction levels and ensuring the scores levels are monitored on regular basis and the necessary actions are taken.

Mercure is certified for ISO 9001 and ISO 14001 from Intertek 2019 and the surveillance and recertification audit will be planned. The training of ISO awareness and Internal Auditor training is given for the Heartist. Mercure has successfully obtained the ISO 22000 and HACCP from SGS even during the Global crisis.

Green Globe Gold certificate is obtained for 2020 and achievements of five years continuous achievement in sustainability. **The hotel was awarded as A Gold certificate for our hygiene and food safety standards from Dubai Municipality.**



### A.5 Accuracy of Promotional Materials

All communication regarding promotional material Mercure Hotel Suites & Apartment goes through the Sales and Marketing team and is in line with

Accor Group principles, local regulations and cultural norms and sustainability practices of Planet 21. Any dissatisfaction from our guests is tracked through the guest feedback forms and online reviews.

## A.6 Local Zoning, Design and Construction

### DESIGN AND STRUCTURE

Mercure Hotel Suites & Apartments is built with relevant government agencies approval. It accommodates 1015 one and two and bedroom suites and apartments. It's a 100% non-smoking rooms and has Exit Bar for the sports loving Guests were major games like Football, Cricket and Rugby is telecasted.

- 681 one bed room suites
- 334 two bed room suites
- 3 restaurants and cafes
- Three pools - main pool, Jacuzzi and kids pool
- Football court, basketball court and two squash courts
- Spa with saunas and steam rooms
- Fitness set up with the latest gym equipment
- Retails shops for beauty and fashion
- Ballet studio & indoor walking studio
- Meeting & events rooms
- Kids Club

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

The lobby as a natural plants as the background made of Moss and Lichens which give a great ambience, and the new renovated floors are with having eco-friendly mattress and also fixtures are LED lights.

Swimming pools with chlorine free and use active ions which decrease the usage of chemicals and

make the swimming pool eco-friendly and maintains water quality.

### **A.7 Experiential or Interpretation Tourism**

We inform our guests about the local environment, local culture and cultural heritage through various means; may be electronic signage or something as simple as tent cards. As UAE is predominantly a Islamic country guests are made aware of the local culture, traditional and places of interest. The strength of the local community is shown to the guests during the holy month of Ramadan.

This year due to the Covid lockdown there were very few trips which was arranged.

Various expedition packages are available with local tour organizers to visit places of historical interests, museums, heritage village, etc. or to embrace a moment of serenity within the vast desert. Mercure Hotel Suites & Apartments work closely with the local market, and as such it is beneficial to the company and the local community.

Mercure Hotel Suites & Apartments endeavors to deliver imaginative and exhilarating experience in culturally connected environments offering thoughtful and generous service.

### **A.8 Communications Strategy**

We communicate with our guests and visitors to the hotels and the website in a comprehensive manner. Our implementations, plans and strategy for a sustainable operation are clearly defined, as well as our involvement with the local community and other charity work. Our sustainable operations involve our guests, example; we have Environmental cards in all the rooms in order to give our Guests an option to participate for protecting the environment, hence providing them an opportunity to play a direct role in water and energy conservation. Also encouraging the guest for growing plants by giving free tree saplings. Mercure Hotel Suites and Apartments actively participates with the Emirates Environmental Group which is a local organization that strives towards the protection of the environment, sustainable management and social responsibility. There are various community activity such as tree plantation, Can Collection collections that are done by them. Apart from these we also camps on blood donation, Clean up campaigns in association with

Dubai Electricity and water department. The Guests are given tips on the energy, water reduction practices in the television and LED screens in lobby. The waste segregation practices are displayed for the awareness for the guests. Earth hour initiatives of Environmental initiatives, the guest are involved. All the Safety precautions in line with the regulatory standards for the COVID 19 requirements. The signage for Masks and Sanitizers are available in all locations. All safe Accor brand standards for the COVID 19 precautions are implemented and also reviewed by Accor and we are certified for compliance.

### **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.

Employees are appropriately trained to make them aware the health and safety issues while working and guests are made aware of hazards by using appropriate signage and other form of communication like cautions, emergency evacuation routes. Purchase and operating policy for all mechanisms, equipment and facilities is that they be as environmental friendly as possible: low emission and consuming minimum energy and star rated and focusing on Health and Safety parameters. We have an experienced team of engineers and technicians who maintain the facilities so that we have constant check on them being in good working condition. All necessary and mandatory safety requirements for the same are found in order, such as method statement, risk assessment, and personal protective equipment to have a safe environment.

Local law enforcement agencies frequently visit the premises to ensure all emergency systems are in order, there are also evacuation mock drills and there are safety audits conducted to ensure that hotel risks are reduced. The hotel nurse is available in house with medical license for handling first aid and there are also certified trained first aiders. HACCP audits are conducted to ensure compliance to the Food Safety Management System to ensure food served is safe. New kitchen staff are trained on food safety and safety and procedures. As per

DM requirement they will undergo a mandatory basic food hygiene course for safe food handling.

#### **Accor – All Safe for COVID 19 precautions:**

We have got online monitoring system of Covid Protocols for each and every department the details are reviewed by VP of Accor and Regional Quality and Sustainability head and we comply with the Accor Brand requirements. Temperature monitoring for Staff and Guests. All the areas are provided with the Disinfectant and all the high touch areas are disinfected on periodic basis. Social distancing are maintained in all areas. Elevator are restricted with strictly for four members and all the facilities are operated minimum members. COVID precaution are communicated through the LED screens and short movie on Hotels efforts made to the protect the guests.

#### **Accor Sustainability System Gaia:**

We have got online monitoring system of sustainability and the Accor group hotels are related.

#### **Highlights:**

- Guests are instructed verbally and by posted signs to take care of wet floor.
- Cautions tapes are put for location with uneven surfaces.
- Swimming pool depth is clearly marked, a trained life guard in rescue and basic first aid are physically present at the pool.
- Safety Warnings are displayed in the board.
- If any events are to be held within the property by external organizers, a clear method statement risk assessment, floor plans, insurance policies, are requested from the organizers, such that a clear gap analysis is conducted, and appropriate preventative measures from our end are also taken.
- All paint is environmental friendly and lead free with very low VOC levels.
- All external contractors need to provide safety permit and equipment for their staff.
- Use of auto dosing system of Chemicals in Housekeeping, Engineering and Kitchen Stewarding.
- Disclaimer and caution signage are available in areas for the swimming pool and in the recreation areas.
- Fire Safety systems are in place and regular testing is been conducted.

- Regular Mock drills are for emergency evacuations are done internally and with DCD.
- All the information to stop the COVID and the actions are very clearly communicated to the guest through visual aids.
- In all the locations sanitizers and masks are kept for the guests and staff.
- Regular disinfections are done in all hi touch points.
- Proper hygiene and sanitization are required at all times.
- Regular Mock drills are for emergency evacuations are done internally and with DCD.

#### **REPORTING EMERGENCIES**

The Emergency Crisis team are trained to respond to emergency situations and our guests is one of the main concerns for Mercure Hotel & Suites & 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 first aid if necessary. There is a list of certified First aiders available.

The department first aider will attend to the need and the Talent and Culture representative should also be informed. An accident tracking is done by the HS officer all relevant Head of Department and associated members. The Health and Safety and Security officer will make the incident investigation and look for the corrective actions.

#### **ACCIDENTS TO GUESTS**

Any accident to a guest, no matter how small, must be reported immediately to the Security, 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 documented by duty manager and Security Manager and sent to all respective departments. Based on the analysis by H&S officer corrective actions will be taken.

#### **FIRST AID**



Mercure Hotel Suites & Apartments have first aid boxes located at various locations on property. All serious injuries or illness will be referred to the doctor, clinic or hospital and monitored by Nurse and trained first aiders on regular basis.

**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 irritation for a foreign body, and/or the use of eye patches or finger guards will be facilitated by the Hotel Nurse or the certified first aider available in the hotel.

## A.10 Disaster Management & Emergency Response:

Mercure Hotel Suites & Apartments follows the Disaster and Emergency plan as recommended by Accor Brand guidelines the UAE government. The mock drills and emergency response team are well trained to handle the situations. The safety equipment and the alarms are tested on periodic basis for effectiveness. The review and assessment on mock drills are done on periodic basis.

## ALL SAFE – Accor Brand guidelines for COVID Response and Protocols:

Mercure Hotel Suites & Apartments follows the ALL Safe the Accor brand guidelines for protecting our guest and heartist against the Covid Protocols. The guide lines are and the implementations are reviewed by the Accor and Validations are done.

Each departments have protocols to follow and all safe, temperature checks for the guests and staff. The Masks and gloves are mandatory for all the members. The disinfection of the high touch areas in all the areas in rooms and Public areas are done.

**#ALLSAFE**  
ACCOR

**YOUR HEALTH AND SAFETY IS OUR ABSOLUTE PRIORITY**

We have introduced intensified hygiene & prevention measures to ensure your safety. The ALLSAFE label, developed with and vetted by Bureau Veritas, represents our new elevated cleanliness protocols and standards, and provides assurance that these standards have been met in our hotels.

Guests provided with individual sanitiser, wipes and mask.	Social distancing enforced in all common areas.
Contactless check-in, check-out and payments carried out whenever possible.	Sanitiser provided in key public areas (front desk, elevators, restaurants etc)
Strengthened room cleaning protocols including extra disinfection of all high touch room and bathroom areas.	Reinforced cleaning program in public areas with frequent disinfection of all high touch areas.
Employees given comprehensive safety and hygiene training.	Guest access to medical professionals and tele-medical support.
Reinforced food safety standards and new buffet protocols.	Safe room service provided at no extra charge in case of restaurant closures.
Dedicated guest hotline to answer questions and to best prepare their stay.	ALLSAFE Officer appointed across all Accor hotels, responsible for guest health and wellbeing.

## B. SOCIAL / ECONOMIC

### B.1 Community Development

Mercure Hotel Suites & Apartments commits to using the revenues generated from the recycling initiatives through Garage sale aids to sponsor and assist to support in the local community. Whereby this money will be managed by Talent and Culture Manager. Every quarter 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.

### Major Focus of CSR Activities:

1. Over Ramadan look at a charity to offer the revenue too
2. Charity events or funding activities to support the society.
3. Activities for disabled People through Rashid Centre organizations to support them.
4. Activities to support the Dubai Foundation for the Woman and Children
5. Clean Up the world with support of Dubai Municipality.
6. Activities to support the environment through EEG.
7. Blood donation drive as part of Support to the hospital for patients

### CSR Activities:

1. Accor Group's initiative of Planet 21 has Ethical and CSR charter in supporting the CSR activities.
2. Planet 21 has CSR charter is developed the hotels to support the People, Guest, Partners and Communities.
3. CSR calendar for the year is designed and the activities will be executed accordingly.
4. Mercure Hotels Suites and Apartments participates in the CSR activities of Emirates Environmental group by giving the recycle waste such as Cans, glass bottles and toners.
5. Every 6 months the Guest refuse that is collected will be auctioned off to raise additional revenue for fund raising and local support and CSR activities.
6. There are activities to support Dubai Foundation for Women & Children.
7. Mangrove tree plantation for supporting the Aqua wildlife and Flamingoes birds through this activity conducted by Protected Areas Environment Dubai department in 2020
8. Accor group supports initiatives Plant for Planet, planting the local Ghaff plant through the Environment card programme.
9. Soap for Hope is done through the association with Diversy. They remanufacture the soaps and give to the developing countries.
10. Mercure Hotel Suites & Apartments has a corporate responsibility clothes donation is done to the Beit Beit Al Khair society.
11. Clean Up the World –Clean-up campaign is been done in association with Dubai Municipality EEG has awarded Mercure Hotel Suites and Apartments

### CSR Activities during the difficult Pandemic times:

Mercure team had done the Blood donation camp during the Pandemic lockdown where many people required for blood for the treatments. The blood donation was done by employees and the Talent and Culture Manager and the Accommodation Manager made the Camp and had given the required the number of members and they have appreciated us for our great gesture



# CSR Activities: 2021



BLOOD DONATION - 2021



SOAP FOR HOPE – 2021



CLOTHES DONATION -2021



CLOTHES DONATION -2021



Earth Hour March 28<sup>th</sup> -2021



100meals donation for EID



# CSR Activities: 2021



Clean Up Campaign – 19 November 2021



Rashid Center – 08 December 2021



Tree Plantation – 21 December 2021



Can Collections -2021



Can Collections -2021



Tree Plantation – 21 December 2021

Mercure Hotel Suites & Apartments as part of Accor initiatives for Planet 21 and its roles and responsibilities in contributing to the sustainable development of the communities in which it operates. This aims at maximizing the return on community investments and their impact on the local community. Through our community investment program, we have identified unique areas of involvement where we can actively support our local communities and engage in a mutually rewarding way with our Employees, partners, stakeholders and Communities.

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

## B.2 Local Employment

Mercure Hotel Suites and Apartment prefers and supports local employment and gives all possible preferences for sourcing workforce in order to support the local community. As part of initiatives it has mentioned as UAE national preferred in specific Job advertisements. As per the hotel's annual road show calendar, Mercure Hotel Suites and Apartments has planned to participate in all relevant local career road shows and events. As a part of sustainability plan we have approached several Hotel management colleges to support recruitment of locals as employees and interns. Due to lockdowns and COVID precautions, there were very less hire for this year 2020. Equal employment opportunity policy.

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

## B.3 Fair Trade

Mercure Hotel Suites & Apartments ensure the use of right methods to select suppliers and procure goods and service at the right quality, price, time, source and delivery while protecting the company. The main focus is on the suppliers with eco-friendly products and promote on the green purchase. Purchasing is done only through local suppliers and preference given on the basis of the needs and requirements of the hotel. The Green procurement policy will design the requirements of Purchase of the hotel through the local vendors, eco-products used Amenities and Chemicals, FSC certified for paper and wood. Low or Zero VOC for the paints. Fair trade coffee and other products are used.

## B.4 Local Entrepreneurs

Mercure Hotel Suites & Apartments as a part of Accor group where in our aims to experience the local produce and local culture through the. Mercure Hotel Suites & Apartments do not engage with local entrepreneurs dealing with historical artifacts moreover it is not permitted by law.

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

## **B.5 Respect Local Population**

As stated earlier UAE is predominantly a Muslim country and as such guests and employees are made aware of the local culture. Information of the same is provided through multimedia or through books and magazines and also to the guest service directory. Local culture awareness presentation is done during employee Induction and also presented in the Employee Handbook. 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 Do and Don't of UAE is mentioned in the service directory of the guest.

## **B.6 Exploitation**

Mercure Hotel Suites & Apartments strictly complies with the UAE Federal Law no 8, for 1980 section 2 on the Regulation of Child labor. Mercure Hotel Suites & Apartments has Child exploitation policy and Watch programme, the hotel does not encourage any type of exploitation in regards to the labor, sexual abuse or harassment and child trafficking within the hotel premises as a part of the Sustainability Management Plan. Accor's watch initiative enables the employees to know the escalation process training when they notice any type of Child exploitation. Appropriate policies are in place against the employment of children, sexual harassment, and exploitation. Mercure Hotel Suites & Apartments has included Watch Programme, child exploitation awareness as part of the internal training conveyed to all employees through customized training material and videos. Mercure Hotel Suites & 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 Dubai Foundation for Women and Children through conducting educations programs and funding activities to support them.

## **B.7 Equitable Hiring**

Mercure Hotel Suites & 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 23 different nationalities in the group. Women candidates are encouraged to apply across all levels of the business. Out of 30 management positions in Mercure Hotel Suites & Apartments, 8 are covered by women; Director of sales and Asst Director of Sales Director, Sales Manager, Duty Manager, Quality and Hygiene Manager and Housekeeping Manager, Long term Operation Manager. UAE has strict labor law related issues, which we adhere to in full. 18.6% of Female management teams are represented at Mercure Hotel Suites and apartments.

## **B.8 Employee Protection**

Salaries and benefits meet national regulations, and all payments required by law into insurance and holiday funds are made on behalf of all employees. Overtime is paid for hours worked beyond the established work in accordance with UAE labor law. Week hours and working hours do not exceed the legal maximum established by the labor law, but being a hospitality industry at times a need might arise to work additional hours, colleagues are accordingly remunerated as per the policies outlined. The employees are given career development plans and cross training exposure to preferred areas to motivate the moral of the employees.

## **B.9 Basic Services**

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



## **B.10 Local Livelihoods**

Mercure Hotel Suites & Apartments has designated runoff from buildings and parking lot. As it's the building structures are designed according to legal compliance and appropriate mitigation. The building structure is in Tecom area and follows the regulations in line with DTCM and Dubai Municipality norms.

## **B.11 Bribery & Corruption**

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

# **C. CULTURAL HERITAGE**

---

## **C1.Code of Behaviour**

## **C2.Historical Artifacts**

## **C3.Protection of Sites**

## **C4.Incorporation of Culture**

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

The employees at Mercure Hotel Suites & Apartments are trained to guide guests towards the cultural sights and events and/or entertainment/restaurants that the guests are most interested in. Local UAE culture and idiosyncrasies can be explained and discussed with guests, but mainly the culture is significantly different from anywhere else in the western/developed part of the world, from where we have a substantial amount of guests coming from. Guests can read through the basic do's and don'ts in their complimentary tourist guide 'Discover Dubai'. The hotel also provides pick and drops for selected locations to promote tourists.

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.

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

Mercure Hotel Suites & Apartments represent the local cultural and heritage by offering dates and Arabic coffee to all guests arriving at the hotel.

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

In line with Mercure Hotel Suites & Apartments Sustainability Development plan, the use of Environmentally Preferable Purchasing (EPP) helps Mercure Hotel Suites & Apartments “buy green,” and in doing so, uses the buying power to stimulate market demand for green products and services. However, this statement should not be key deciding factor in making a commercial buying decision. Mercure Hotel Suites & Apartments offers green meeting package as well, as a part of our sustainability initiative.

- **Biodiversity:** As part of Accor group policies, Mercure Hotel Suites & Apartments environment commitment we are not purchasing, using or promoting any products originating from unsustainable practices or serving food from endangered species prescribed by ICUN Red list. Endangered species or items stemming from unsustainable practices are not used or consumed as per company’s purchasing policy. Mercure Hotel Suites & Apartments will support the biodiversity through EWS-WWF in participating in their activities.
- Mercure Hotel Suites & apartments prohibits the use of invasive alien species in the landscaping or the available potted plants. Native plants and low water plants are used to minimize water in the indoor and outdoor garden.
- Preserving the environment is one of our core values and we will extend our continuous efforts to raise awareness and encouraging not only our employees, but also our guests to be more conscious about the environmental sustainability. In order to reduce the typical for the MENA region and the hospitality industry carbon footprint we have partnered with environmental organizations to guide us to our goal



## CONSERVATION OF RESOURCES, REDUCTION OF RESOURCES

Black and gray waste water is managed by the city in a non-polluting way, and does not affect public health. This is mandatory and unavoidable by UAE law. Major of the areas are provided with the LED lights and water savers to conserve the majors resources like energy and water and outdoor lighting is controlled by a timer.

We minimize our output of printed matter, and prefer to communicate through our website (which is CO2 neutral). Our suppliers often bring their products in crates and cases, which are reused and taken back. Every attempt is made to increase the awareness of the suppliers to avoid using crates and cases where ever possible.

Refrigerator and freezer temperatures are measured and monitored on a constant basis by the culinary staff of food. Energy usage is specified and recorded. Motion sensors are established in some of the areas, feasibility to cover more area is considered. All rooms need room key in order to turn on lights – whereby all electric appliances are turned off when guest is not in room. The BMS controlled helps in maintaining the ambient temperature in all locations.

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

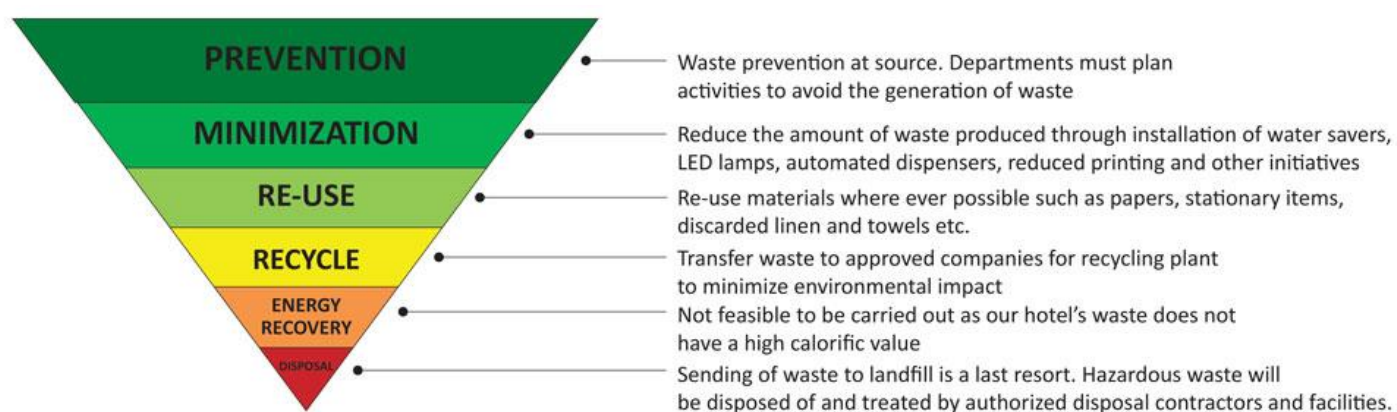
Active system in place to detect and repair leaking toilets, faucets and showerheads in guest rooms, and is run in co-ordination with housekeeping department and engineering department. Active system in place to detect and repair all machinery and equipment on a regular monthly basis, and is run by engineering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

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

Mercure Hotel Suites & Apartments recycles waste and are looking for more improvement. We have asked for specific glass, cardboard and paper recycle bins, and encourage guests to help us with our recycling. In the first level we try to reduce the waste generation, secondly preference for reusing the items and lastly donated to the charity organizations. Using reusable crate for vegetables and bakery products to minimize waste generation. We attempt to produce as little waste as possible, and nothing is thrown out, that can be used again.

## WASTE MANAGEMENT AT MERCURE HOTEL SUITES & APARTMENTS

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



### Waste Hierarchy

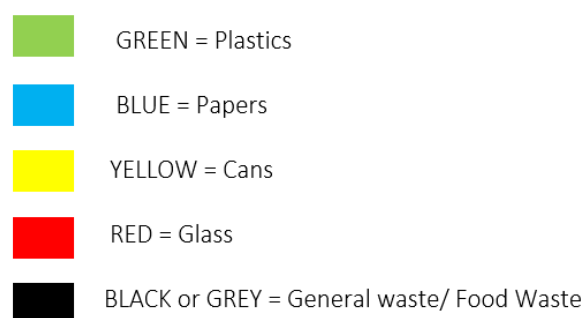
### Waste Segregation

Waste streaming is a highly effective way of reducing waste. The segregation of waste plays a role in reducing, reusing and recycling the waste. In current days due to the COVID the segregation has a huge challenge as the



members are required to say for the safety and only over all segregation is very little when compared to the other years.

- All kitchens, restaurant, café and banquet areas are provided with color coded bins are for proper segregation of waste in the specified areas
- Guest rooms waste bins: The guest rooms are placed with two bins one in the bed room and the other one in the bathroom in order to segregate the waste
- Housekeeping staff: - In the floor level the segregation of the waste are done for general waste and can and plastic bottles.
- The garbage chute is operational and the waste segregation of landfill is thrown in the garbage shoot. The recycle items needs to be segregated on the floor and brought separately to the garbage room.
- Guest room's waste collection: Two separate bags are used to collect general waste and the cans and plastic bottles from all the guest rooms to increase the recycle waste and measure for proper segregation
- All hazardous wastes like battery and bulbs are been separated and stored in designated area and monitored by engineering and IT department. The waste is disposed to the approved suppliers.
- All new joiners are fully briefed about the benefits of segregation, procedures for collection waste and also aware of the Hotel's environmental policies
- The masks and gloves has a segregated bins.
- All recycled and non-recycled waste have to be sorted, collected and stored at separate segregated areas in the garbage room



Color bins for public areas



Waste Management Cycle

Mercure Hotel Suites & Apartments recycles waste and are looking for more improvement. We have specific glass, cardboard and paper recycle bins, and encourage guests to help us with our recycling.

We attempt to produce as little waste as possible, and nothing is thrown out, that can be used again.

**A food-saving program** will be established wherein we will come up with strategies to reduce food wastage. Since such a program might interfere with the operation of the culinary department, the establishment of the same will be done in consultation with the F & B department. Other initiatives could be to decompose the food waste by installing food waste composting machine and using the product as manure for the trees within the property. We have introduced the Food crusher were introduced in the new renovation and it's an great step of minimizing the food waste.

**No bin day** is introduced for our employees to reduce the food waste. The menu designing is planned where very little food waste remains are found. The waste bin is not kept on the NO bin day. It is advised the employees to consume only the food they require and to prevent the food wastage.



All employee laundry is washed in-house with environmental friendly detergents. All back-office computer and electronic equipment is shut down when work-day is over. Meeting room's lights and equipment's are shut down when not in use. All appliances are set at the most efficient level, to save energy, money and appliances. Our concrete aim is to reduce our use of water, electricity and waste in the course of the next year, some of the targets and initiatives to achieve the same are:

- To raise awareness of the environment within the guest rooms by way of environmental information on the room television and room information brochures.
- In partnership with the EEG and Eco tech, collect recycle waste to ensure that zero waste goes to Dubai landfill site.
- Measure emphasis on sustainability development for continual improvement.
- Implement for energy saving projects.

## WASTE COLLECTION CAMPAIGN – EMIRATES ENVIRONMENTAL GROUP (EEG)

Mercure hotels as with great efforts has segregated the recycle waste and collected 130kg of plastic and given obtained certificates from EEG. Mercure Hotel Suites & Apartments is actively participating on Emirates Environmental Group aluminium can collection campaign monthly and also in the Tree Plantation.



### **Mercure – Oasis In house water bottle project**

Mercure Hotel Suites and apartments, largest Mercure hotel in Accor portfolio with 1015 keys, using an average hotel in Accor portfolio with 1015 keys, using an Average 266228 PET bottles of water in a year, while we were operating 525 keys. With the full inventory of rooms of 1015 we would use 52456 PET bottles of water in a year above 600000 bottles of water.

A systematic in house water project Oasis as spearheaded to provide safe drinking water to all our guest and support sustainability by eliminating PET bottles. The programme introduces an integrated system of water purification and filtration using UV-based processes. The Aqua sense bottle-free drinking water system not only helps reduce the use of plastic, but also diminishes the effects of storing, transporting and distributing bottles.

The 'Our Oasis' plant set up within the hotel has a dispenser programmed to fill two one-litre glass bottles every 20 seconds to avoid water wastage during the refilling process. There is also a dedicated glass bottle washer machine to ensure zero cross contamination.

We believe that it is our duty to help both the community and the environment. Our campaign is built on the guidelines from Dubai Municipality and Dubai Sustainable Tourism, with a collaborative approach and sustainable development as the main focuses. Our intention is simple; we want to help make our planet a better place for all."

We had the inauguration of the bottling unit with the support of Dubai Municipality and also Dubai Sustainability Tourism.

"We initiated this sustainable project based on the Planet 21 requirements to eventually reach zero single-use plastic within the hotel. Sustainable living is at the heart of our efforts and Dubai Tourism's recognition of these activities motivates and enables the team to spearhead more initiatives.

## Oasis – Drinking water Unit



## In house water bottle Process flow

Washing and Sanitization of the bottles



Filling



Labelling



Arranging in Crates



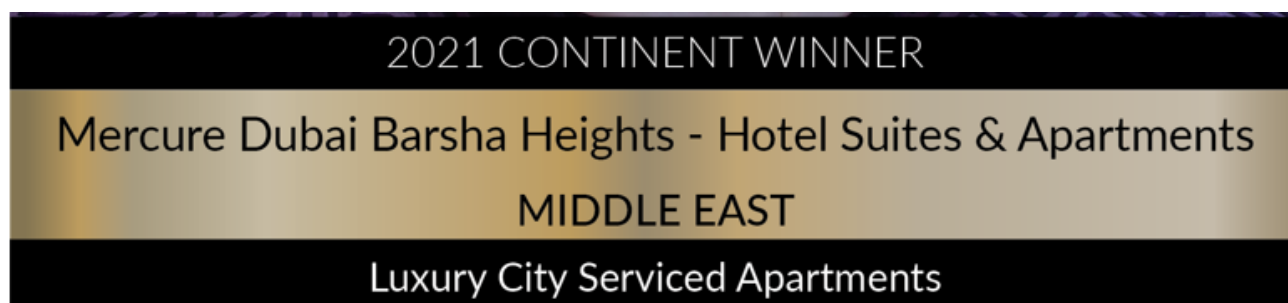
Transportation



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



## Achievements of Mercure -2021



## C. REFERENCES

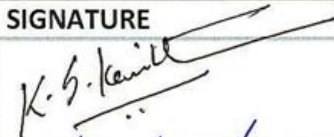

Green Globe Certification Standard & Guide to Certification and Planet 21 Practices on Sustainability

## d. DEFINITIONS, TERMS & ABBREVIATIONS

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

REV. NO.	REV. DATE	DESCRIPTION OF AMENDMENT	EFFECTIVE DATE
1	21 Dec 2016	2017 Goals for SMP included, Pictures of activities and initiatives of 2016 is included.	21-Dec - 2016
2	June 2017	Management Change to Accor Group	18-6-2017
3.	Jan 2019	Inclusions of ISO 9001/14001 and Top management change.	9-1-2019
4.	Jan 2020	New initiatives like No more Plastic bottles and Sustainability Awards and review of the SMP plan	29-1-2020
5.	18 Feb 2021	New Awards and updates for the COVID protocols	18-Feb 2021
6	18-1-2022	No major changes in the SMP plan. Obtained two awards from World Luxury hotel awards and A Gold Grade from Dubai Municipality.	18-1-2022

## AMENDMENT RECORD

DESCRIPTION	NAME/TITLE	SIGNATURE	DATE
<b>PREPARED BY</b>	KAVITHA KANICHETTY SAI- Quality and Hygiene Manager		1-18-2022
<b>APPROVED BY</b>	TASBAS LEVENT- General Manager		1-18-2022