

## Management Approach

### **Sustainability Management Policy**

**Golden Tulip Deira Hotel Dubai** strives to be a sustainable organization, sustaining the natural environment on which our business operations depend, and considering long-term environmental and social impacts of all the projects and operations for which we are responsible.

To achieve this vision, **Golden Tulip Deira Hotel Dubai** will implement a sustainability strategy to demonstrate a positive economic, environmental, and social impact from all our activities.

**Golden Tulip Deira Hotel Dubai's** leadership is committed to continually improving its sustainability performance.

**Golden Tulip Deira Hotel Dubai** will comply with all sustainability related legislation, regulation, and other requirements.

**Golden Tulip Deira Hotel Dubai** will measure and report its sustainability performance against nationally, and where relevant, internationally, sustainability standards.

**Golden Tulip Deira Hotel Dubai** care about the world we live in. We are proud to be doing all that we can, proud to be part of the sustainability solution.

**Golden Tulip Deira Hotel Dubai Green Team** aims to go beyond the sustainability standards of the hospitality industry by implementing innovative and sustainable solutions at our hotel, providing meaningful information for colleagues to help protect the environment and supporting our local community.

**Golden Tulip Deira Hotel Dubai** will manage its operations according to the Dubai Sustainable Tourism (DST) system requirements, and specifically address the following issues:

#### **1 Compliance, Staffing & Training**

- 1.1 Report environment performance through the DST Carbon Calculator on a regular frequency, preferably monthly
- 1.2 Comply with all Dubai Sustainable Tourism and Dubai Supreme Council of Energy regulations, guidelines and directives.
- 1.3 Certify staff by Dubai Tourism and establish a committee to manage sustainability initiatives.
- 1.4 Train employees and educate guests on sustainability initiatives.
- 1.5 Produce events, conferences and business meetings that minimize waste and conserve energy and water.

#### **2 Energy**

- 2.1 Implement a systematic energy efficiency plan and continually improve energy efficiency performance.
- 2.2 Strive to use energy efficient transportation for movement of guests and employees.

#### **3 Water**

- 3.1 Implement a systematic water conservation plan and continually improve water consumption performance.
- 3.2 Strive to reduce water consumption by reusing guest towels and linens.

#### **4 Waste**

- 4.1 Implement a systematic waste management plan to minimize disposal to landfill and food waste, encourage recycling, and encourage reuse of materials.
- 4.2 Strive to reduce waste from guest toiletries.

## 5 Air Quality

5.1 Improve indoor air quality by making 75% of guest rooms are non-smoking.

## 6 Purchasing

6.1 Implement a purchasing management plan which gives preference to sustainable, local, fair-trade and environmentally -friendly goods and services

6.2 Only purchase food products free from endangered or protected fish, seafood or other species.

## 7 Local Community

7.1 Support social and community development and environmental conservation initiatives.

## 8 Annual Objectives & Targets

8.1 Establish an action plan for continuous improvement of sustainability performance, including: Objective Target Evaluation

	Objective	Target	Evaluation
8.1.1	Adhere to all DTCM sustainability regulations and administrative orders	100%	Number of DTCM penalties/fines related to sustainability
8.1.2	Adhere to all other government sustainability regulations and administrative orders	100%	Number of DSCE/DEWA/DM, etc. penalties/fines related to sustainability

## 9 Action Plan

S/N	Relevant Issues	Objectives/targets	Actions	Responsible Employee
9.1	Sustainability Management Approach	Create awareness and culture within the workplace and within the property	Set-up policy, target action plan and inclusion of sustainability topics in employee trainings	Mr. Nicholas and Mr. Ashok
9.2	Compliance, Staffing & Training	All employees to receive annual training on Golden Tulip Deira Hotel Dubai's sustainability plan and their specific responsibilities.	Scheduled 4 trainings in 2024 to cover all employees and their specific responsibilities (housekeeping, engineering, Front office etc.)	Mr. Ashok (Champion Trainer) Mr. Nicholas and Mr. Sankar
9.3	Government Sustainability Projects	Adhere to all DTCM and all other government sustainability regulations	Regularly check online, be aware and be updated on all the government initiatives.	Mr. Nicholas and Mr. Shekar
9.4	Air Quality	Maintain the air quality of 75% non-smoking rooms by 2024	Consistency in maintaining 75% non-smoking rooms is essential for a thorough cleaning and refurbishment process.	Mr. Nicholas and Mr. Shekar
9.5	Purchasing	Increase the purchase of sustainable, local, faire- trade and environmentally-friendly goods and services by 5% in 2024 vs 2023	Create a purchasing management plan that incorporates sustainability criteria into the purchasing decision-making process by March 2024  Purchase all the soap used in the guest rooms compliant with the criteria identified in the purchasing management plan.	Chef Sivan, Mr. Sankar and Mr. Harpreet
9.6	Local Community	Carry out 4 CSR initiatives and activities in 2024.  Plan to implement, serving freshly brewed Arabic tradition coffee to welcome our guests is a way to show that we care about them.	Plan and carry out one CSR initiatives per quarter during 2024 that involve guests and Employees.  The lobby showcases local tradition by offering Arabic coffee and dates.	Mr. Azif and Mr. Sankar and Mr. Nicholas
9.7	Innovation	Reduce the water waste in public area and guest rooms.	Implemented sensor taps in public area wash rooms to reduce water waste and save up to 70% on water conservation.  Guest rooms will have these implemented by 2025 once we prepare our budget.	Mr. Nicholas and Mr. Shekar

Signature:

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