



# SUSTAINABILITY MANAGEMENT PLAN 2018

## Mövenpick Resort Petra

Mövenpick Resort Petra  
Wadi Mousa – Petra, P. O. Box 214 | 71810 | Petra | Jordan  
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MÖVENPICK is a registered trademark of Mövenpick Holding AG.

As a member of Mövenpick Hotels & Resorts, Mövenpick Resort Petra aims to promote, support and incorporate environmentally sustainable practices for a sustainable responsible management targeting to reduce pollution and safeguard the long-term existence of its businesses.

We support environmental measures practiced in the hospitality industry and take into account the economic interest as a whole. We encourage our employees to undergo trainings and engage in continuous learnings, in order to protect the environment while keeping our guests, customers and stakeholders well-informed about our environmental protection initiatives.

Mövenpick Resort Petra is committed to environmental, social and employee sustainability. Our resort thrives to implement sustainable initiatives that will have a long-lasting impact on the community with high regards to key operational aspects to safeguard our environment, society and employees.

### **Environmental Sustainability**

As Mövenpick Resort Petra, we are committed to conducting our business in sustainable way from an environmental perspective, taking care for the planet and making it a better place for the future generations. We also believe that our collective actions do make a difference.

### **Social Sustainability**

Mövenpick Resort Petra continuously seeks ways and engages with initiatives that aim to improve the local community that we belong to, thus referred to Social Sustainability. Part of the CSR program includes #AKiloOfKindness campaign. The Social Sustainability drive of our resort highly supports the worldwide MH&R SHINE program.

### **Employer Sustainability**

Mövenpick Resort Petra believes that employees are the key factor for its' success and therefore find ways to take care of them. The resort is always for development and provides venue in any way possible promoting career growth. Ample trainings, employee engagement and feedback as well as further education sponsorship are always uphold and given attention in the resort.

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## 1.0 Analysis

In 2018, we set a 5% reduction target in diesel, gas, water and electricity consumption compared to the figures of 2016. The results varied accordingly, taking into account the Total Electricity saving (10%) comparing to KWH / OOC room and the Total Water saving (2 %).

An overview of the saving is shown below, and a more detailed report is available on records.

| YTD      | Diesel  |         |
|----------|---------|---------|
|          | 2016    | 2017    |
| Liter    | 136,623 | 171,411 |
| Pax      | 33688   | 71876   |
| Room     | 35101   | 41317   |
| L / PAX  | 4.06    | 2.38    |
| L / ROOM | 3.89    | 4.15    |

| YTD        | Electricity |           |
|------------|-------------|-----------|
|            | 2016        | 2017      |
| KHW        | 1,882,000   | 1,987,451 |
| PAX        | 33688       | 71876     |
| Room       | 35101       | 41317     |
| KWH / PAX  | 55.87       | 27.65     |
| KWH / ROOM | 53.62       | 48.10     |

| YTD         | Water  |        |
|-------------|--------|--------|
|             | 2016   | 2017   |
| Cubic Meter | 26,146 | 33,487 |
| PAX         | 33688  | 71876  |
| Room        | 35101  | 41317  |
| L / Guest   | 0.78   | 0.47   |
| L / Room    | 0.74   | 0.81   |

## Green Globe Partnership

Mövenpick Hotels & Resorts is to become one of the largest hotel groups to commit to Green Globe certification for all its properties worldwide. With the new partnership, we underpin our ambition to set an example for the industry. The strategy is part of a company-wide program to establish a common and global approach to environmental, social and employee sustainability.

Mövenpick Hotels & Resorts is aiming to set a new benchmark for sustainability, by committing to a certification partnership with the internationally acclaimed Green Globe.

Our aim at Mövenpick Resort Petra is to maintain our compliance with the Green Globe indicators.

### About Green Globe

The origin of Green Globe can be traced back to the United Nations Rio de Janeiro Earth Summit in 1992, where 182 heads of state from around the world endorsed the Agenda 21 principles of sustainable development. Two years later, the Green Globe membership was established. The Green Globe brand represents the best in sustainable practice within the travel and tourism sector, and provides certification, training and marketing services in 83 countries.

For more information, visit [www.greenglobe.com](http://www.greenglobe.com).

## 2.0 Sustainability Criteria

**A. Environmental** – The activity minimizes any damage to the environment, i.e., plants, animals, water, soil, energy use, contamination, etc. and benefits the environment through protection and conservation, and running a business in a way that does not destroy the natural resources – natural, cultural or economic – on which it depends.

**B. Social** – The activity does not harm and may revitalize the social structure or culture of the community where it is located.

**C. Employer** – Mövenpick Resort Petra hires talents with good personality; people with passion to grow in hospitality. We promote and actively embrace diversity, culture, generations, backgrounds and thoughts. Our growth offers many career opportunities to talents who live out our company values and core behaviors.

## 3.0 Policy

Mövenpick Resort Petra is committed to conducting business in sustainable way from an environmental, employer and local community perspective. We are committed to carrying out our business practices in the most sustainable manner possible. With sustainability, we refer to how we behave and take into consideration the impacts of our operations towards the environment, our employees and the local community we are operating to ensure a better place for the future generations.

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**Our General Environmental Objectives are:**

- To ensure a healthy and safe environment for our guests and our employees;
- To comply with all local and national environmental legislations and regulations, and continuously improve the environmental management of the resort, as well as to prevent ecological pollution caused directly or indirectly by the company
- To set objectives and targets according to the identified environmental impacts, and to implement and maintain an environmental management system to meet international standards and achieved identified and agreed objectives;
- To constantly monitor environmental impact and improve quality assurance management
- To save freshwater using an efficient management and consumption controls;
- To improve energy efficiency, conservation and management by regular controls, people involvement and implementing modern and regenerative or other best available technologies, wherever reasonably possible and feasible;
- To reduce, reuse and recycle waste materials and avoid any hazardous substances, in order to minimize harming the environment;
- To reinforce our employee's ecological and social sensitivity, and ensure environmentally safe and sound working conditions with motivation, information and training;
- To take into account ecological and social aspects in our relationship with investors, suppliers and subcontractors, and strive for the most environmentally sound solutions;
- To cooperate with environment-friendly organizations
- To influence authorities and support special projects in the local community in order to keep the economic, social, environmental and cultural situation intact, or improve existing conditions. It is the policy of the hotel to operate in an environment-friendly manner, protecting resources, the environment and the cultural heritage in which they are located; and
- To ensure the implementation of WWF and wildlife species guidelines on protection of rare species.

**We aim to:**

- Reduce energy consumption through the implementation of energy efficient lighting
- Reduced water consumption
- Implement an effective waste management program promoting recycling and reducing the unnecessary use of products.
- Instill a sense of involvement and commitment from our team
- Introduce green products in our operations

- Continuously celebrate our diverse work force and providing equal opportunities to learn, develop and making promotions from within
- Improve employee engagement and job security
- Ensure fairness and transparency in terms of hiring and promotions as well as compensation and benefits
- Encourage communication and a sense of entrepreneurship
- Positively contribute to the country and the communities in which we operate in
- Work closely with registered local and global charity partners
- Organized and support fundraising initiatives
- Promote local products
- Keep our guests, customers and employees informed about our environmental protection initiatives, whenever they are worth reporting.

## 4.0 Strategy and Tools

### A. Design and Structure

Mövenpick Resort Petra is situated just steps from one of the New Seven Wonders of the World, at the entrance to the historical Petra site in Jordan. This enviable location makes it a first choice for many travelers who come to marvel at the ancient Nabataean citadel of Petra, the UNESCO World Heritage Site also known as the Rose City.

With authentic antiques and artwork, it is undeniably one of the most distinguished hotels in the Middle East. Oriental architecture and intricate interior designs are featured throughout the resort, including in its 183 rooms and suites, where guests also benefit from Wi-Fi and a complimentary minibar.



Seven restaurants and bars serve excellent cuisine and a large variety of beverages, which can be savored while overlooking often-spectacular views. Seasonal outlets make the most of the local desert climate, with a rooftop garden in summer and tea room fireplace in winter available for guest enjoyment. A meeting room for 100 delegates can be provided for conferences and special events.

Coming from the north, from Amman or Queen Alia International Airport, take the desert highway towards Petra, Ma'an and Aqaba. After approximately 200 km, follow the signs to

Petra on your right and follow the main road until you reach Petra. The resort is located on your right, directly in front of the entrance to the historic site of Petra.

Coming from the south from Aqaba, take the desert highway towards Amman or Ma'an. After approximately 85 km, follow the signs to Petra on the left and follow the main road until you reach Petra.

- 41 Classic rooms (king size and twin beds), 24 sqm
- 114 Superior rooms (king size and twin beds), 28 sqm
- 21 Junior Suites (king size and twin beds), 32 sqm
- 5 Suites (king size), 40 sqm
- 2 Royal Suites (king size), 55 sqm
- Air conditioning (controlled in the room)
- Seven bars and restaurants
- One meeting room
- Outdoor swimming pool
- Gym
- Steam rooms and relaxation lounges
- Gift Shop
- 24-Hour room service

## B. Resort's Key Strategic Objectives

The management team, along with the owning company, has mutually agreed to align their efforts towards achieving the strategic objectives of the resort, which are not limited to the following key major areas:

1. To achieve financial results for the resort;
2. To re-position the property for certain other market segments;
3. To consistently exert the best efforts in order to enhance the overall guest experience;
4. To align our training efforts for each associate with the expected performance in order to achieve qualitative and business targets;
5. To protect profit by making all efforts possible to reduce any related costs to certain areas, for instance, in energy consumption
6. To ensure meeting the quality standards of the resort, as per the standards set by the Area Office.



### **C. Effective Sustainable Management**

- The resort has implemented a sustainability management system that is suitable to its reality and scale, and that considers environmental, socio-cultural, quality and safety issues.
- The resort is in compliance with all relevant legislations and regulations (including, amongst others, the areas of health, safety, labour and the environment).
- The resort conducts employees' training on environmental and socio-cultural management issues.
- Customer satisfaction is measured, and corrective action taken, where necessary.
- Promotional materials are truthful and do not promise more than can be reasonably expected by customers.
- Design and construction of buildings and infrastructure complies with local zoning and protected or heritage area requirements; the resort respects the surrounding natural or cultural heritage in its design and impact and uses locally appropriate principles of sustainable construction; provides access to the handicapped.

### **D. Maximizing Economic Benefits to the Community**

- The resort contributes to community development and infrastructure.
- Locals are employed, even in management positions.
- Local services and goods are purchased by the business.
- The resort helps local small entrepreneurs develop and sell products that build on the areas of nature, history and culture (including food and drink, crafts, performing arts, agricultural products and others).
- The resort continuously supports the local government's efforts in promoting and developing the tourism sector.

### **E. Minimizing Socio-Cultural Harm**

- There is an appropriate code of behavior with respect to activities in indigenous and local communities, as well as in culturally sensitive sites, established by mutual consent or following established guidelines.
- Cultural interpretation or education is provided to customers.
- The resort is equitable in hiring women and local minorities, even in management positions.
- Historical and archaeological artefacts are not sold, traded or displayed, except as permitted by law.

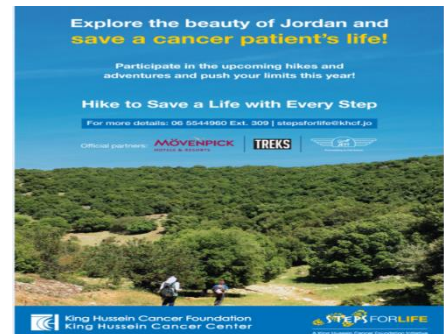
- The business contributes to the protection of local historical, archaeological and cultural properties and permits access to them by local residents.

### **CORPORATE SOCIAL RESPONSIBILITY PROGRAM (CSR) – SHINE**



Shine is the CSR program of Mövenpick Hotels & Resorts that guides all of the team members to take part in the company's initiatives in social responsibility. There are certain activities that engage our associates with the local community in terms of assistance, volunteering, awareness raising, charity and supporting noble causes of other organizations on a large scale.

1. Supporting the King Hussein Cancer Foundation through the Room for Hope Initiative wherein 1 JD for every room booking made by guests is donated to the foundation
2. Actively participating in local community activities including but not limited (e.g. Clean-up the World, Earth Hour)
3. A Kilo of Kindness Ramadan CSR Mövenpick Jordan distributes food parcels for Tikyet Um Ali in Deir Ala
4. Participating in the Soap for Hope in coordination with Johnson Diversey.
5. Collecting bottle caps/taps and donating them to Green Wheels to purchase wheel chairs for physically-challenged individuals.
6. Partnership with King Hussein Foundation for the Steps for Like, a trekking initiative for the benefit of cancer patients



## F. Minimizing Environmental Harm

- Incorporating green initiatives in daily operations to conserve energy
- Implementing a purchasing policy that favours environment-friendly products for building materials, capital goods, food and consumables.
- Measuring non-renewable energy consumption and implement procedures to reduce use and consumption
- Measuring potable water consumption and implementing procedures to reduce it
- Reducing contamination
- Measuring Green House gases and working on ways to reduce them
- Implementing a solid waste management plan with quantitative goals to minimize waste that is not reused or recycled
- Minimizing the use of hazardous substances including pesticides, paints, swimming pool disinfectants and cleaning materials, or substituting them with safe products
- Implementing policies to reduce noise, light pollution, runoffs, ozone depletion, air pollution and soil contamination
- Using local plant species/varieties for landscaping and green areas
- Implementing a contingency plan
- Providing environmental interpretation or education to employees and customers
- Strict implementation of No Endangered Species Purchasing Policy.

- Engaging in continuous study and projects with aim of improving positive impact to the environment by reducing use of natural resources like water and energy whenever possible.

## G. Quality Assurance

The Mövenpick brand has certain tools for assuring quality in services and product delivery for the properties. Some major tools include:

- Guests' responses through certain channels, such TrustYou, TrustYou Survey, TripAdvisor and Booking.com, amongst others, give an indication of the areas that need attention on a daily basis and enhance the existing procedures.
- Regular quality assurance meetings engage all department heads with the HM, to evaluate all issues related to quality and proactively address them not to happen again.
- The Area Office conducts operational and departmental audits to gauge the performance of the hotel on the quality aspects as set by the brand.
- Certain government entities, such as the Ministry of Tourism ensure quality assurance by making regular visits.
- Accreditations, such as Green Globe and ISO 22000 assist in maintaining the quality standards of designated areas.

## 5.0 Procedures

Guided by our objectives and our strong desire of becoming a benchmark for sustainable practices, Mövenpick Resort & Spa Dead Sea was able to identify the below actions which were/will be incorporated in the resort's daily operations to be implemented in the resort level and employee level.

- A. Resort level
- B. Employee level

### A. Resort level

Mövenpick Resort Petra will take the following approach:

- Identify and secure affiliations and memberships to Environmental Organizations and comply to membership rules and regulations (Green Globe, ISO22000)
- Identifying individuals/specific committees to spearhead the resort's campaign in promoting sustainability initiatives and establishing "Sustainable Committee"
- Carry out projects and activities those are in-line with the environmental objectives for reducing energy, water and waste.

- Sourcing our sustainable suppliers for resort's operations requirements
- Encourage communication and community awareness of environmental sustainable efforts of the resort to campaign sustainability
- Continuous support and participation in environmental activities and involving guests' support through effective PR initiatives
- Use only environmentally sound guest supplies and amenities (Eco M)
- Consider purchasing only from certified suppliers if the process is comparable/acceptable.
- Set development cooperation with "green and environment-friendly" local farms and inform guests about it.
- Use wherever possible only organically grown vegetables and fruits in the hotel kitchen and support suppliers/farmers who organically grow vegetables and fruits.
- Use recycled papers, tissues, toilet papers and printed materials, wherever available at competitive prices.

## **B. Employee level**

We have almost 168 associates working in the property, 17 of which are part of management (Levels 1, 2, 3) whilst 151 (Levels 4, 5, 6 & 7) are non-management.

- Establish well-defined "Green Duties" for employees.
- Engage in regular committee meetings to brainstorm for green initiatives
- Ensure efficient flow of communication related to green initiatives in respective departments
- Encourage employees to influence community decisions towards an environment-friendly approach.
- Support community programs to raise awareness promoting green initiatives
- Spread the information about the necessity for separated garbage collection.
- Support the community in efforts to restore/preserve historical sites.
- Encourage employees to adopt an environment-friendly approach that extends to the employees' accommodation and households.

## **6.0 Environment Plans & Actions**

### **A. Ensure Environnementale Responsable Management**

Environmental protection is the responsibility of management. If business management is environmentally committed, it motivates the employees, business partners, customers and suppliers to think and act in a more environmentally responsible manner. This process

requires the time, conviction and commitment of managers and leaders at all levels of management.

#### **Actions**

- Inform employees about all the measures we implement and all aspects of environmental protection.
- Provide employees with further training in environmental matters, encouraging them to identify more strongly with and be more sensitive towards environmental protection goals.
- Include our customers and guests in our environmental protection measures, since they are our conscience, involving them if need be in the development of the environmental concept within our business, as well as examining and implementing their ideas and suggestions.

#### **B. We want to achieve measurable results**

Environmentally aware business management is a prerequisite for future business growth. Over the next few years, we want to achieve tangible successes in the following areas:

- **Electricity:** by the end of 2018 a **2% saving** vs 2017 on electricity per occupied rooms
- **Diesel:** by the end of 2018 a **2% saving** vs 2017 on diesel per occupied room
- **Gas:** by the end of 2018 a **2% saving** vs 2017 on gas per occupied room
- **Water:** by the end of 2018 a **2% saving** vs 2017 on water per occupied room
- **Waste Management:** by end of 2018, we aim to improve waste management by reducing our garbage/waste collection **2%** compared to 2017

#### **Actions**

- Reduce energy consumption through the implementation of energy efficient lighting (LED bulbs) and efficient maintenance program of resort's operating equipment and machines.
- Reduce water consumption through installing water-saving aerators in guest rooms, efficient water usage in operations.
- Improve waste management through efficient recycling program.
- Supervise planting and vegetation on the area

### C. Providing reliable information

By providing concise and reliable information to our guests, suppliers and the general public, we intend to report on our environmental initiatives when these are worth mentioning, because they are over and above the usually expected measures.

#### Actions

- Regular updates for our website and internal and external collaterals.
- Regular updates for local newspapers, magazines and Social Media accounts.
- Partnership with an eco-friendly supplier to bring bigger impact to the community (e.g. Soap for Hope with Johnson Diversey).

### 7.0 Waste Management Plan

The hospitality industry, hotel sector in particular, generates various kinds and large quantities of waste daily that require adequate, efficient and proper management.

#### Solid wastes

Hazardous and non-hazardous solid wastes are normally generated during construction and operational phases. Non-hazardous waste materials normally include paper and cardboard items, glass and aluminum products, plastic items, organic wastes, building materials and furniture, and used oils and fats. Hazardous wastes, on the other hand, may include batteries, solvents, paints, antifouling agents and some packaging wastes. Several principles of waste reduction in resort facilities shall be considered as part of a formal waste management plan, which includes but not limited to the following:

- Buying in bulk quantities whenever possible;
- Use of refillable, bulk dispensers (e.g. toiletries) rather than individually packaged products;
- Working with suppliers to limit use of, and establish recycling for, product packaging;
- Avoiding use of polystyrene foam in all operations;
- Providing in-room recycling procedures and appropriate receptacles;
- Use of glass or durable plastics instead of disposable plastic items (e.g. straws, cups);
- Disposing of waste materials only after all waste prevention and recycling strategies have been explored and maximised. The waste management plan includes the role of each and every employee of the resort in carrying out the prescribed recycling practices in their work area, wherever possible.

### 7. a. Garbage category

- Dry waste (paper, plastic and aluminium)
- Wet garbage
- Glass garbage
- Waste oil (kitchen and engineering)
- Metal garbage
- Wood garbage
- Hazardous waste
  - Electrical and electronics waste
  - IT scrap
  - Tube light and bulbs
  - Expired chemicals
  - Empty containers
  - Cleaning waste
  - Clinical wastes

### 7. b. Departmental responsibility

#### **Housekeeping:**

- Waste segregation in every guest floor
- Reuse of used paper
- Garbage segregation on floors

#### **Stewarding:**

- Use of biodegradable garbage bags
- Keeping track of wastage
- Recycling of paper and cardboards
- Recycling of glass
- Recycling of aluminum
- Recycling of plastic
- Recycling of used kitchen oil

#### **Offices and administration:**

- Recycling of papers
- Printing on both sides of a paper
- Garbage segregation in respective offices

#### **Engineering and technical services:**

- Controlling and measuring of emissions and effluents out from the property
- Hazardous waste recycling and disposal



- Grease traps cleaning twice a month

**7. c. Details on the waste removal companies:**

- General waste and recycling: collected by Petra Region Authority

**7. d. Interesting Facts about Recycling**

- Recycling one ton of paper saves 17 mature trees, 7,000 gallons of water, 3 cubic yards of landfill space, 2 barrels of oil and 4,100 kilowatt-hours of electricity — enough energy to power the average American home for five months.
- Recycling paper instead of making it from new materials generates 74% less air pollution and uses 50% less water.
- Producing recycled paper requires about 60% of the energy used to make paper from virgin wood pulp.

**8.0 Health & Safety**

Mövenpick Resort Petra is committed to providing a healthy and safe environment to its' guests, employees and the local community which are shown in through the following practices:

1. Prohibiting food and beverages from outside to be brought inside the resort
2. X-ray machine available at the resort entrance
3. Designated Evacuation Area for guests and employees
4. Material Safety Data Sheets (MSDS) available and readily accessible in the Engineering, Housekeeping and Kitchen areas
5. Team equipped with safety gears at working areas
6. First aid kits available and readily accessible for the team to use in emergency cases

**9.0 Major Projects Completed & KPIs per departments**

**Waste Separation**

All resort wastes are separated as follows:

1. Green: Paper
2. Blue: Plastic
3. Gray: Metal
4. Orange: Food

### **Electrical Savings – to ensure saving from electrical consumption**

1. All the technical equipments are maintained regularly and inspections documented through our Dynawin System (in progress).
2. Energy consumption is calculated in relation to turnover and number of guests, through the online optimizer.
3. Energy consumption is recorded every day by the engineering department and shared in the daily management meeting.
4. An automatic switch on/off air-conditioning system is in place in the guestrooms.
5. Proper scheduling of laundry operations.

### **Water Conservations – to achieve savings from water consumption**

1. Water consumption is recorded daily by the engineering department.
2. All water taps are fitted with flow regulators.
3. Bathrooms are fitted with low-consumption shower heads.
4. Water Saving Aerators are installed to reduce consumption.
5. Laundry operations are scheduled efficiently
6. Immediate repair of leaking

### **Housekeeping and Stewarding – to maintain waste diversion**

1. Johnson Diversey Company supplies our resort with ECO cleaning materials.
2. Employees are trained by Johnson Diversey Company to optimise usage of materials.
3. A hygiene concept to be set up in the entire resort.
4. All the cleaning chemicals in use have environmental certificates.
5. All the chemicals are kept locked in a separate room.
6. All product descriptions are available for all the cleaning materials used.

### **Food & Beverage, Kitchen and Purchasing – to ensure compliance to IUCN Red List**

1. Purchase from environmentally certified suppliers.
2. Ensure no endangered species are included in the menus.

### **Guestrooms**

1. All guestrooms are fitted with heating thermostats and regulators.
2. Rooms for non-smokers are available.
3. Energy-saving lamps and light bulbs are in place.
4. Motion detector switches and motion detectors are installed in certain areas

## Food & Beverages Management

This procedure establishes the guidelines for an ecologically sound operation. This helps the Food and Beverages Director, manager and assistants in reviewing their operations with a view towards reaching the essential food safety and environmental tasks.

The Food and Beverages Director with the Executive Chef are responsible in carrying our environment-friendly operations in his area of accountability. Encourage staff to participate in activities and trainings to protect people and the environment on the following topics:

Food Hygiene and Safety  
Food Waste Management

## 10.0 Landscape

The hotel has limited green areas, hence, landscape with trees and plants that tolerate the climate, soil and water availability.

### Precautionary Statements:

A. If spilled on eyes or skin, immediately flush with plenty of water for at least 15 minutes, whilst removing contaminated clothing and shoes. Wash clothes before reusing. If victim ingests the material but remains conscious and alert, give two to four capfuls of milk or water. Never give anything by mouth to an unconscious person. Get medical aid.

B. Company policy prohibits use of invasive alien species in gardens, landscapes and other areas of operation. Company only utilizes products that are certified by the government. Also used by the company are certified seeds and other products that are non-hazardous to the environment.

### 11. Environment Committee

- A. It is the policy of the resort to have a sustainability team headed by the Hotel Manager within its organization. This committee establishes an environmental, employer and social concept for the resort and implements this concept through the tool of a detailed action plan and therefore meets quarterly.
- B. The environmental team is headed by Chief Engineer who reports on regular basis in writing about the status of implementation of action plans within the different departments. The Environmental Concept as well as the Yearly Action Plan will be shared accordingly to all concerned.

#### **Environment Committee:**

Ms. Rania Bawalsa  
Mr. Nezar Bdour  
Mr. Firas Hasanat  
Mr. Akef Ghanem  
Mr. Khalil Fdoul

Hotel Manager  
Chef Engineer  
Director of Food and Beverage  
Financial Controller  
Human Resources Manager

#### **Approved by:**



Rania Bawalsa  
Hotel Manager

