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Dubai
Sustainable
Tourism

DET HOTEL CLASSIFICATION SYSTEM SUSTAINABILITY REQUIREMENTS & DOCUMENTATION TEMPLATES

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A Introduction

The DET Hotel Classification System Sustainability Requirements & Documentation Templates represent a forward-looking sustainability framework designed to elevate the performance and global competitiveness of Dubai's hospitality sector.

Developed by the Dubai Department of Economy and Tourism (DET) and contributing to the Dubai Sustainable Tourism initiative, the framework directly supports the goals of the Dubai Economic Agenda D33, to double the size of Dubai's economy in the decade up to 2033 and to further consolidate Dubai's position as a leading global destination for business and leisure.

In line with D33's goals to accelerate green transformation, enhance the sustainability of critical sectors, and ensure long-term economic resilience, these requirements integrate environmental, social and governance (ESG) practices into core hotel operations. They also reflect Dubai's commitment to the UAE Net Zero by 2050 Strategy, Dubai Integrated Waste Management Strategy 2021–2041, and the city's broader ambition to become a leader in sustainable urban tourism.

For consistency and ease of reference throughout this document, the DET Hotel Classification System Sustainability Requirements & Documentation Templates will hereafter be referred to as the DET Sustainability Requirements.

Purpose

The DET Sustainability Requirements aim to:

- Embed sustainability as a key pillar of economic and tourism growth in support of Dubai's D33 Agenda.
- Promote operational efficiency and resource optimisation across accommodation establishments through measurable sustainability actions.
- Enable data-driven performance, transparent reporting, and regulatory alignment to position Dubai as a global hub for responsible tourism.
- Foster resilience, innovation, and competitiveness in the hospitality sector, ensuring readiness for future environmental, social, and economic challenges.
- Encourage stakeholder collaboration across government, business, and community sectors to drive impactful sustainability outcomes.

Scope

The DET Sustainability Requirements apply to all categories of accommodation in Dubai, including:

Hotels	Resorts	Hotel Apartments	Guest Houses	Youth Hostels; University Campuses
5-4-3-2-1-B	5-4-3	Deluxe (D) Superior (SP) Standard (ST)	Deluxe (D) Standard (ST)	

The requirements are tiered by classification level and address 27 sustainability requirements following four themes: Sustainability management, Socioeconomic impacts, Cultural impacts and Environmental impacts. These span energy and water conservation, waste and emissions reduction, sustainable procurement, guest and staff engagement, local culture, biodiversity, and digital accessibility.

Establishments that successfully implement the DET Sustainability Requirements contribute to Dubai's global sustainability brand and help realise the D33 vision of building a knowledge-based, innovative-driven economy that balances prosperity with planetary responsibility.

Development Process

The development of the DET Sustainability Requirements was informed by a rigorous, multi-stakeholder process, ensuring their credibility, practicality, and alignment with Dubai's strategic vision under the D33 Agenda.

Review of Existing Requirements

The development began with a comprehensive analysis of established sustainability frameworks across local, national, and international contexts. These included regulatory guidelines, operational protocols, and best practices from both public and private sectors. This review provided a robust foundation, ensuring compatibility with Dubai's regulatory environment and alignment with globally recognised sustainability principles.

Stakeholder Consultation

DET engaged a broad spectrum of stakeholders throughout the development process, including:

- Accommodation operators across all classifications
- Sustainability professionals, consultants, and industry experts
- Assessment teams and hospitality training institutions
- Representatives from relevant municipal and regulatory authorities

This collaborative approach ensured that the requirements are practical, relevant across diverse property types, and responsive to real-world operational needs.

Regulatory Alignment

The DET Sustainability Requirements are fully aligned with legislative and policy frameworks, including:

- **Dubai Economic Agenda D33** aims to double the size of Dubai's economy by 2033, by emphasising green growth, regulatory innovation, and global excellence.
- **UAE's Net Zero 2050 Strategy** aims to achieve net zero carbon emissions by 2050, and promote sustainability across all sectors, including tourism and hospitality.
- **UAE Water Security Strategy 2036** aims to ensure sustainable access to water through efficient water use, strategic storage, and advanced desalination and treatment technologies.
- **Dubai Integrated Waste Management Strategy 2021-2041** aims to achieve 100% waste treatment by 2030 and promote circular economy practices in waste management.
- **Cabinet Resolution No. 67 of 2024 on the National Carbon Credit System** framework for measuring, reporting, verifying, and trading greenhouse gas emissions.
- **Dubai Building Code (2021)** and relevant environmental and health standards.
- **Dubai Universal Design Code** ensures that buildings and infrastructure are accessible to people with disabilities.
- **Law No.16 of 2023 Concerning Urban Planning in the Emirate of Dubai** governs urban planning, including zoning and heritage area requirements.
- **UAE Labor Law - Federal Decree Law No. 33 of 2021** and the Emiratisation program encourage the employment of UAE nationals and provide guidelines for training and development.
- **Federal Law No. 38 of 2021 on Copyrights and Neighboring Rights** protects intellectual property rights, including those of local communities.
- **UAE Federal Law No. 24 of 1999 for the Protection and Development of the Environment** regulates the sustainable use and protection of wildlife species.

This ensures seamless integration with national priorities and supports establishments in meeting evolving compliance requirements.

Benchmarking Against Global Frameworks

To ensure international credibility, the DET Sustainability Requirements were benchmarked against leading global sustainability frameworks, including:

- **Global Sustainable Tourism Council (GSTC) Standard**
- **Green Key** certificate for excellence in the field of environmental responsibility and sustainable operation within the tourism industry.
- **Green Globe** certification program focused on sustainable tourism and travel.
- **LEED** (Leadership in Energy and Environmental Design)
- **ISO 14001 standard for Environmental Management Systems (EMS)**
- **UN Sustainable Development Goals (SDGs)**

This benchmarking positions the DET Sustainability Requirements as a regional model and reinforces Dubai's ambition to lead the global transition to a more sustainable tourism economy.

B Changes in the Requirements

To enhance and upgrade the DET Sustainability Requirements, while ensuring alignment with international best practices, fulfillment of the United Nations Sustainable Development Goals (UN SDGs), and compliance with the Global Sustainable Tourism Council (GSTC) standards for hotels, the following changes have been implemented.

Enhanced Requirements

Enhanced Requirements refers to modifications or upgrades to existing sustainability requirements, guidelines, requirement names, or template contents. These enhancements are introduced to improve clarity, applicability, and effectiveness in supporting the achievement of sustainability objectives. Enhanced Requirements are designed to offer more comprehensive and actionable guidance, enabling hotels to align more effectively with the latest local and international sustainability standards and best practices.

New Requirements

New requirements have been introduced to reinforce our commitment to sustainability and ensure a more comprehensive and integrated approach across all relevant operational, environmental, cultural, and social aspects. These additions reflect Dubai's dedication to leading sustainability in tourism and align with both local priorities and global best practices.

C | Classification Table

01 | Sustainability Management Approach

		Classification Department	Classification code
Hotel 5-4-3-2-1-B	There must be a written sustainability policy, specific to the establishment, that addresses relevant environmental, health, safety, responsible tourism, and community issues. The policy must have objectives and an annual action plan for continuous improvement. Sustainability management is commonly known as the triple bottom line – people, planet and profit. A sustainability management policy provides an establishment with a written approach to managing the social and environmental impacts of its business.	Sustainability Awareness General	4.9.2.18
Resort 5-4-3			4.9.2.18
Hotel Apartment D-SP-ST			4.8.2.16
Guest House D-ST			3.8.3.17
Youth Hostel; Uni Campus			3.8.2.15

02 | Performance Metrics

		Classification Department	Classification code
Hotel 5-4-3-2-1-B	The Dubai Sustainable Tourism (DST) Carbon Calculator intensity ratio must be used to track totals for electricity, cooling energy, water, petrol in generators, petrol in owned vehicles, diesel in owned vehicles, diesel in owned generators, refrigerants, LPG usage, and hotel operation waste sent to landfill, while also encouraging an offsetting mechanism within the Dubai ecosystem to achieve Net Zero by 2050.	Sustainability Awareness General	4.9.2.18
Resort 5-4-3			4.9.2.18
Hotel Apartment D-SP-ST			4.8.2.16
Guest House D-ST			3.8.3.17
Youth Hostel; Uni Campus			3.8.2.15

03 | Sustainability Personnel Training

		Classification Department	Classification code
Hotel 5-4 -3	The establishment must designate all Sustainability Committee members as Sustainability Champions, ensuring they are certified through training and verified by the Dubai College of Tourism. These champions should have defined roles and responsibilities for managing the sustainability program.	Staffing General	4.1.1.01
Resort 5-4-3			4.1.1.01
Hotel Apartment D-SP			4.1.1.01
Hotel 2-1-B	The establishment must have two Sustainability Champions certified through training and verified by the Dubai College of Tourism. These champions should have defined roles and responsibilities for managing the sustainability program.		3.1.1.01
Guest House D-ST			3.1.1.01
Hotel Apartment ST			4.1.1.01
Youth Hostel; Uni Campus			3.1.1.01

04 | Sustainability Committee

		Classification Department	Classification code
Hotel 5-4	The establishment must have a Sustainability Committee and/or a team that includes the General Manager and top management staff. The Sustainability Committee and/or team meet on a monthly basis.	Staffing General	4.1.1.01
Resort 5-4			4.1.1.01
Hotel Apartment D			4.1.1.01
Hotel 3-2-1-B	The establishment must have a Sustainability Committee and/or a team that includes the General Manager and top management staff. The Sustainability Committee and/or team meet on a quarterly basis.		4.1.1.01
Resort 3			4.1.1.01
Guest House D-ST			3.1.1.01
Hotel Apartment SP-ST			4.1.1.01
Youth Hostel; Uni Campus			3.1.1.01

05 | Staff Engagement and Education

		Classification Department	Classification code
Hotel 5-4-3-2-1-B	A comprehensive Sustainability Training Program must be developed and implemented, ensuring that all staff receive annual training on the sustainability plan and their specific responsibilities (e.g., housekeeping, engineering, conference or banqueting).	Staffing General	4.1.1.01
Resort 5-4-3			4.1.1.01
Hotel Apartment D-SP-ST			4.1.1.01
Guest House D-ST			3.1.1.01
Youth Hostel; Uni Campus			3.1.1.01

06 | Guest Education

		Classification Department	Classification code
Hotel 5-4-3-2-1-B	Guest engagement should be encouraged through clear campaigns and efforts, both visibly in public areas and rooms, and online via the website, social media, or email/messaging, to promote involvement in sustainability initiatives. Customer satisfaction regarding sustainability programs should also be actively monitored.	Guest Relations General	4.6.1.10
Resort 5-4-3			4.6.1.10
Hotel Apartment D-SP-ST			4.6.1.09
Guest House D-ST			3.5.2.09
Youth Hostel; Uni Campus			3.5.1.05

07 | Green Events

		Classification Department	Classification code
Hotel 5-4	Where applicable, the establishment must offer green meeting services to events, conferences, and business meeting planners. Sales and marketing materials for business meetings must include sustainability initiatives. The establishment must provide pre-event planning for waste diversion, energy and water conservation, and post-event reporting of performance results.	Sustainability Awareness General	4.9.2.18
Resort 5-4			4.9.2.18
Hotel Apartment D			4.9.2.18
Hotel 3	Where applicable, the establishment must offer green meeting services to events, conferences, and business meeting planners. Sales and marketing materials for business meetings must include sustainability initiatives.		4.9.2.18
Resort 3			4.9.2.18
Hotel Apartment SP			4.9.2.18
Hotel 2-1-B	Where applicable, the establishment must offer green meeting services to events, conference, and business meeting planners.		4.9.2.18
Guest House D-ST			3.8.3.17
Hotel Apartment ST			4.9.2.18
Youth Hostel; Uni Campus			3.8.2.15

08 | Energy Management Plan

		Classification Department	Classification code
Hotel 5-4-3-2-1-B	An energy management plan must be in place to improve energy efficiency without compromising guest comfort. The plan should address lighting, equipment, emissions, renewable energy sources, building audits, or other significant energy-related issues. It must include clear reduction objectives and targets. Energy consumption must be measured by type, and steps should be taken to minimise overall usage. Efforts should also be made to increase the use of renewable energy.	Sustainability Awareness General	4.9.2.18
Resort 5-4-3			4.9.2.18
Hotel Apartment D-SP-ST			4.8.2.16
Guest House D-ST			3.8.3.17
Youth Hostel; Uni Campus			3.8.2.15

09 | Energy Management - Automation		Classification Department	Classification code
Hotel 5-4-3	The establishment must use building management systems to optimise lighting and air conditioning in guest rooms and public areas according to occupancy levels.	Maintenance	10.1.1.02
Resort 5-4-3			10.1.1.02
Hotel Apartment D			11.1.1.02
Hotel 2-1-B	The establishment must use simple building management systems and practices to optimise lighting and air conditioning in guest rooms and public areas, where possible.		10.1.1.02
Hotel Apartment SP-ST			11.1.1.02
Guest House D-ST			8.1.1.02
Youth Hostel; Uni Campus			8.1.1.02

10 | Transportation		Classification Department	Classification code
Hotel 5-4-3-2-1-B	There must be a commitment to reducing transportation needs and promoting cleaner, more resource-efficient alternatives for customers, employees, suppliers, and internal operations. This includes encouraging the use of public transportation, shuttles, cycling, and walking by guests and employees.	Sustainability Awareness General	4.7.2.12
Resort 5-4-3			4.8.2.14
Hotel Apartment D-SP-ST			4.7.2.11
Guest House D-ST			3.7.2.12
Youth Hostel; Uni Campus			3.7.2.11

11 | Water Conservation		Classification Department	Classification code
Hotel 5-4-3-2-1-B	A water management plan must be in place to conserve water without compromising guest comfort. The plan should cover the management of plumbing fixtures, equipment, landscaping and irrigation, wastewater, laundry operations, and other significant water-related issues. It must include clear reduction objectives and targets.	Sustainability Awareness General	4.9.2.18
Resort 5-4-3			4.9.2.18
Hotel Apartment D-SP-ST			4.8.2.16
Guest House D-ST			3.8.3.17
Youth Hostel; Uni Campus			3.8.2.15

12 | Wastewater

		Classification Department	Classification code
Hotel 5-4-3-2-1-B	Wastewater, including greywater, must be properly treated and only reused or released in a manner that is safe and does not harm the local population or the environment.	Maintenance	10.1.1.02
Resort 5-4-3			10.1.1.02
Hotel Apartment D-SP-ST			11.1.1.02
Guest House D-ST			8.1.1.02
Youth Hostel; Uni Campus			8.1.1.02

13 | Waste Management Plan

		Classification Department	Classification code
Hotel 5-4-3-2-1-B	A waste management plan must be implemented to minimise landfill disposal, promote recycling, and encourage reuse. The plan should address waste generated in public areas, conferences, guest rooms, and hazardous materials, including measures to track, reduce, and dispose of waste responsibly. It must also include clear reduction targets to ensure continuous improvement and minimal environmental impact.	Sustainability Awareness General	4.9.2.18
Resort 5-4-3			4.9.2.18
Hotel Apartment D-SP-ST			4.8.2.16
Guest House D-ST			3.8.3.17
Youth Hostel; Uni Campus			3.8.2.15

14 | Waste Management - Bathroom

		Classification Department	Classification code
Hotel 5-4-3-2-1-B	The establishment must reduce waste from toiletries, such as shampoos, soaps, shower caps etc., by dispensing in bulk or recyclable packages.	Toiletries	7.2.1.07, 8.4.2.24, 8.6.2.07
Resort 5-4-3			7.2.1.07, 8.4.2.24, 8.6.2.07
Hotel Apartment D-SP-ST			9.2.1.07
Guest House D-ST			6.2.1.07
Youth Hostel; Uni Campus			6.1.2.03

15 | Waste Management - Food

		Classification Department	Classification code
Hotel 5-4-3-2-1-B	A food waste management plan must be in place, including clear reduction targets aimed at eliminating and diverting food waste from landfills. This may involve composting and donation programs. Partnerships should be developed with local vendors and initiatives focused on food repurposing and handling. Food waste must be measured, and reduction, reuse, and recycling mechanisms implemented. Disposal must be carried out in a manner that does not negatively impact the local community or environment.	Food and Beverage	2.3.1.12
Resort 5-4-3			2.3.1.12
Hotel Apartment D-SP-ST			2.3.1.12
Guest House D-ST			2.1.1.04
Youth Hostel; Uni Campus			2.4.2.15

16 | Minimise Pollution

		Classification Department	Classification code
Hotel 5-4-3-2-1-B	Measures must be adopted to reduce pollution caused by noise, light, runoff, erosion, ozone-depleting substances, and contaminants in air, water, and soil. At least 75% of guest rooms should be designated as non-smoking. Public areas must comply with Dubai Municipality rules and regulations.	Maintenance	10.1.1.02
Resort 5-4-3			10.1.1.02
Hotel Apartment D-SP-ST			11.1.1.02
Guest House D-ST			8.1.1.02
Youth Hostel; Uni Campus			8.1.1.02

17 | Harmful Substances

		Classification Department	Classification code
Hotel 5-4-3-2-1-B	The use of harmful substances must be minimised and replaced with safer alternatives whenever possible. All chemicals must be stored, used, handled, and disposed of safely and properly.	Housekeeping	9.1.1.01
Resort 5-4-3			9.1.1.01
Hotel Apartment D-SP-ST			10.1.1.01
Guest House D-ST			7.1.1.01
Youth Hostel; Uni Campus			7.1.1.01

18 | Sustainable Purchasing

		Classification Department	Classification code
Hotel 5-4-3	A purchasing management plan must be in place that prioritises sustainable, local, fair-trade, and environmentally friendly goods and services. The plan should address cleaning supplies, hazardous materials, food products, and other consumables. It should aim to minimise waste, support local entrepreneurs, and ensure that wildlife species are not harvested, consumed, or traded unsustainably. The plan must also adhere to relevant regulations and promote products that reflect the area's nature, history, and culture.	Sustainability Awareness General	4.9.2.18
Resort 5-4-3			4.9.2.18
Hotel Apartment D-SP-ST			4.9.2.18
Hotel 2-1-B			4.9.2.18
Guest House D-ST			4.9.2.18
Youth Hostel; Uni Campus			3.8.3.17

19 | Local Communities

		Classification Department	Classification code
Hotel 5-4-3	Support should be provided for social and community development initiatives, as well as environmental conservation efforts, through donations, volunteering, financial contributions, or partnerships.	Sustainability Awareness General	4.9.2.18
Resort 5-4-3			4.9.2.18
Hotel Apartment D-SP-ST			4.9.2.18
Hotel 2-1-B			4.9.2.18
Guest House D-ST			3.8.3.17
Youth Hostel; Uni Campus			3.8.2.15

20 | Accessibility

		Classification Department	Classification code
Hotel 5-4-3-2-1-B	Access and information must be provided for People of Determination, where appropriate.	Services	4.9.2.18
Resort 5-4-3			4.9.2.18
Hotel Apartment D-SP-ST			4.8.2.16
Guest House D-ST			3.8.3.17
Youth Hostel; Uni Campus			3.8.2.15

21 | Reporting and Communication

		Classification Department	Classification code
Hotel 5-4-3-2-1-B	Sustainability policies, actions, and performance must be shared with stakeholders, including customers, while actively seeking their support and engagement.	Services	4.9.2.18
Resort 5-4-3			4.9.2.18
Hotel Apartment D-SP-ST			4.8.2.16
Guest House D-ST			3.8.3.17
Youth Hostel; Uni Campus			3.8.2.15

22 | Accurate Promotion

		Classification Department	Classification code
Hotel 5-4-3-2-1-B	Promotional materials and marketing communications must be honest and clear about products, services, and sustainability claims.	Services	4.9.2.18
Resort 5-4-3			4.9.2.18
Hotel Apartment D-SP-ST			4.8.2.16
Guest House D-ST			3.8.3.17
Youth Hostel; Uni Campus			3.8.2.15

23 | Dubai Information and Interpretation

		Classification Department	Classification code
Hotel 5-4-3-2-1-B	Information and insights must be offered about the natural environment, local culture, and cultural heritage, along with guidelines on appropriate behaviour when visiting natural areas, living cultures, and heritage sites, while ensuring that visits are managed and promoted in a way that minimises negative impacts and enhances visitor satisfaction.	Services	4.9.2.18
Resort 5-4-3			4.9.2.18
Hotel Apartment D-SP-ST			4.8.2.16
Guest House D-ST			3.8.3.17
Youth Hostel; Uni Campus			3.8.2.15

24 | Dubai Sustainable Tourism and Hotel Engagement

		Classification Department	Classification code
Hotel 5-4-3-2-1-B	Active engagement in sustainable tourism planning and development is encouraged. This includes identifying opportunities for collaboration with Dubai Sustainable Tourism and other stakeholders and implementing strategies to maximise positive sustainability practices while minimising negative impacts.	Services	4.9.2.18
Resort 5-4-3			4.9.2.18
Hotel Apartment D-SP-ST			4.8.2.16
Guest House D-ST			3.8.2.15
Youth Hostel; Uni Campus			3.8.2.15

25 | Dubai Culture

		Classification Department	Classification code
Hotel 5-4-3-2-1-B	Laws and guidelines must be followed to manage responsibly and promote visits to communities and culturally or historically sensitive sites. Contributions should be made toward protecting and enhancing local heritage, historical, ecological, cultural, and spiritual sites by ensuring access for residents, incorporating authentic local culture into operations, design, and decoration with full respect for intellectual property rights, and ensuring that artefacts are handled legally and respectfully.	Services	4.9.2.18
Resort 5-4-3			4.9.2.18
Hotel Apartment D-SP-ST			4.8.2.16
Guest House D-ST			3.8.3.17
Youth Hostel; Uni Campus			3.8.2.15

26 | Biodiversity Conservation and Invasive Species Eradication

		Classification Department	Classification code
Hotel 5-4-3-2-1-B	There must be a strong commitment to active engagement in biodiversity conservation within Dubai, including the responsible management of properties. Special emphasis should be placed on protected areas and regions with high biodiversity. Efforts should be made to minimise and rehabilitate any disturbances to natural ecosystems, along with compensatory contributions to support conservation efforts. The introduction of invasive species must be prevented, with priority given to native species for landscaping and restoration, particularly in natural landscapes.	Services	4.9.2.18
Resort 5-4-3			4.9.2.18
Hotel Apartment D-SP-ST			4.8.2.16
Guest House D-ST			3.8.3.17
Youth Hostel; Uni Campus			3.8.2.15

27 | Responsible Engagement with Wildlife and Animal Welfare		Classification Department	Classification code
Hotel 5-4-3-2-1-B	Observations and interactions with wild or domestic animals, whether in their natural habitat or in captivity, must be carefully managed to prevent negative impacts and ensure compliance with local laws and guidelines, where applicable. Any entity that keeps, owns, or manages animals must ensure that the housing, care, handling, and viewing practices for all animals, wild or domestic, prioritise their welfare. No wild animal species should be acquired, bred, or held in captivity unless this is authorised and properly regulated in accordance with relevant laws and animal-based tourism guidelines.	Services	4.9.2.19
Resort 5-4-3			4.9.2.19
Hotel Apartment D-SP-ST			4.8.2.17
Guest House D-ST			3.8.3.18
Youth Hostel; Uni Campus			3.8.2.16

D Documentation Required

The following documents are required by each establishment to demonstrate compliance with the DET Sustainability Requirements.

No.	DET Requirement	Documentation Required by the Establishment	Template Available
1	Sustainability Management Approach	Sustainability policy signed by the establishment General Manager	✓
		Establishment sustainability objectives	✓
		Sustainability Key Performance Indicator (KPI) relevant to the objectives	✓
		Sustainability KPI track record	✓
2	Performance Metrics	No documents required. The assessor will review the establishment's registration and updated data to the Carbon Calculator	○
3	Sustainability Personnel Training	Dubai Sustainable Tourism certificates for the Sustainability Champions issued by the Dubai College of Tourism and any related training material	✓
		The trained Champions are clearly identified and listed on the Sustainability Committee Roster	✓
4	Sustainability Committee	Committee Roster	✓
		Documented monthly or quarterly meetings based on hotel classification with dated and signed minutes of meeting, including any action plans, performance reviews, or corrective actions discussed	✓
		Committee meeting agendas	✓
		Documented collaboration evidence should include meeting records with Dubai Sustainable Tourism and UAE NGOs, covering agendas, minutes of meeting, and key discussion outcomes	✓
5	Staff Engagement and Education	Training calendars	✓
		Training certificates	✓
		Training curriculum and presentations	✓
		Records of staff engagement activities, such as surveys and photos	✓
		Attendance sheets	✓
6	Guest Education	Visuals, campaigns, website, and pictures	○
		Website or calendar of events	○
		Guest participation feedback forms	✓
		Corrective actions taken in response to guest feedback	✓

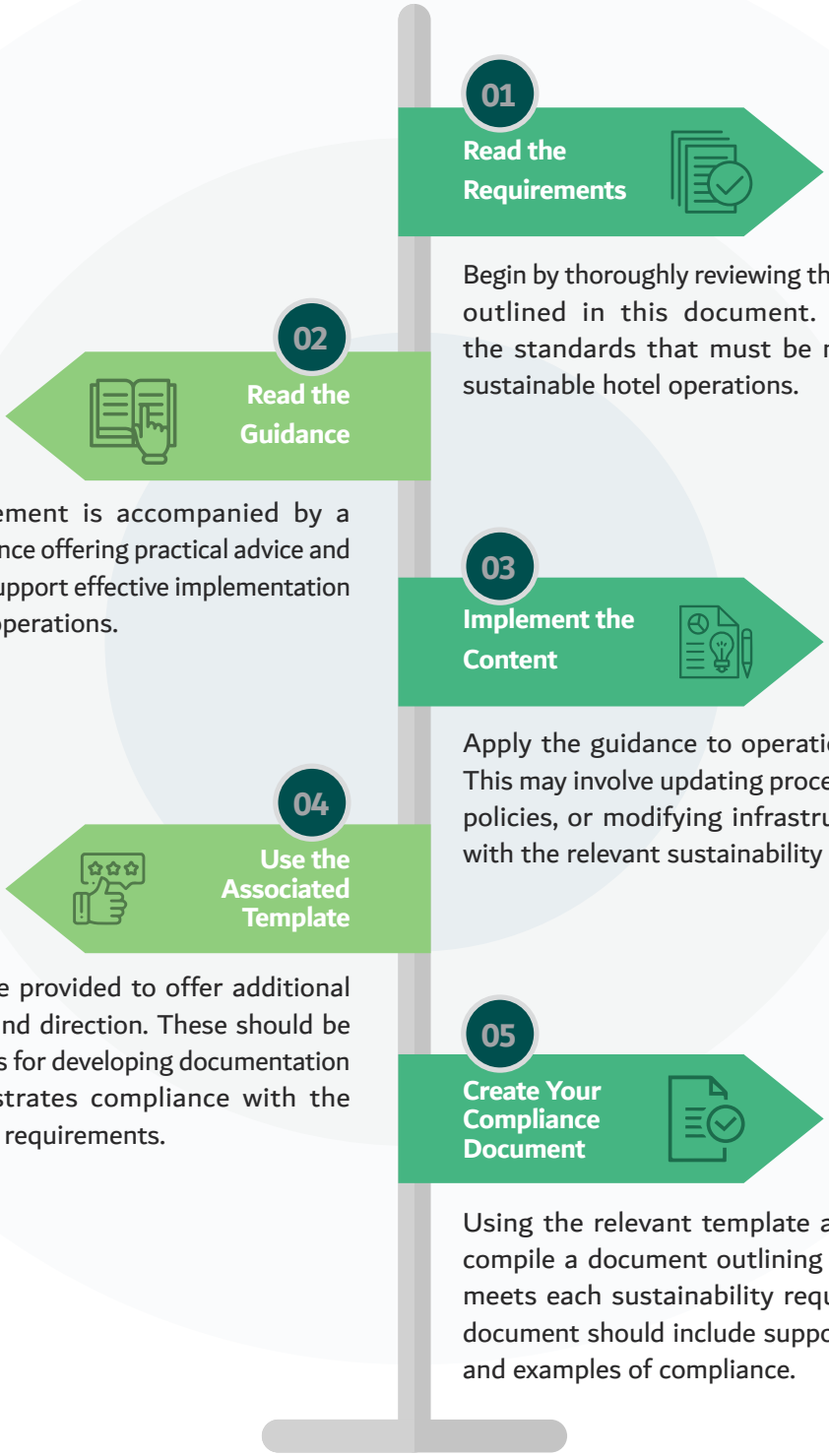
No.	DET Requirement	Documentation Required by Establishment	Template Available
7	Green Events	Green meeting marketing materials	✓
		Pre-event planning procedures	✓
		Post-Event reports	✓
8	Energy Management Plan	Energy Management Plan	✓
		Energy inventory	✓
		Reduction programs and annual savings	✓
		Improvement plans	✓
		Promotional materials	○
		Percentage of energy derived from renewable resources	✓
9	Energy Management - Automation	Building Management System manual	✓
10	Transportation	Documented incentives for guests and employees	✓
		Examples of communication and incentives provided to guests and employees	○
		A vehicle inventory highlighting clean or resource-efficient features	✓
11	Water Conservation	Water Management Plan	✓
		Water inventory	✓
		Reduction programs and annual savings	✓
		Improvement plans	✓
		Promotional materials	○
		Annual Legionella Risk Assessment Report	✓
12	Wastewater	Greywater in monthly water inventory	✓
		Greywater lab results	✓
13	Waste Management Plan	Waste Management Plan	✓
		Total waste inventory	✓
		Monthly records from the waste removal company detailing type and weight	✓
		Documentation of waste diversion rates categorised by type and weight	✓
		Reduction programs and annual savings	✓
		Improvement plans	✓

No.	DET Requirement	Documentation Required by Establishment	Template Available
14	Waste Management - Bathroom	Toiletry inventory	✓
		Procurement records	✓
		Reduction action plans	✓
15	Waste Management – Food	Food Waste Reduction Plan	✓
		Promotional materials encouraging customers to minimise waste and showing daily waste amounts	○
		Staff guidance material	○
		Evidence of staff engagement to reduce food waste	○
		Monthly food waste records showing waste reduction to landfill	✓
16	Minimise Pollution	Minimise Pollution Document	✓
		Acoustic performance compliance report	✓
		Sound insulation testing report	✓
		HVAC and mechanical noise control report	✓
		Facility floor plans	✓
17	Harmful Substances	List of all chemicals used in the establishment with Material Safety Data Sheets (MSDS)	✓
		List of eco-certified chemicals or alternatives used in the establishment	✓
		Track record showing the percentage of eco-friendly certified chemicals compared to regular chemicals	✓
		The establishment chemical management document	✓
18	Sustainable Purchasing	Purchasing Management Plan	✓
		Procurement records and inventory lists	✓
		Annual records evidencing sustainable, local, fair-trade, and environmentally responsible purchases, tracked by supplier count or cost percentage	✓
		Invoices for paints, carpeting and paper products	✓
		Invoices for fish and seafood purchases	✓
19	Local Communities	Local communities' initiatives report	✓
		Partnership agreements or equivalent records of community support	✓
20	Accessibility	Accessibility compliance report by independent body	✓
21	Reporting and Communication	Annual Sustainability Report	✓

No.	DET Requirement	Documentation Required by Establishment	Template Available
22	Accurate Promotion	Past annual sustainability reports or past year's sustainability certificates	✓
23	Dubai Information and Interpretation	Documented evidence of customer communication	○
24	Dubai Sustainable Tourism and Hotel Engagement	Evidence of engagements	○
		Participation in the DST Stamp	○
		Stakeholder consultation session records	○
		Event involvement records (attendance sheets, certificates, photos)	○
25	Dubai Culture	Evidence of the implementation of cultural and heritage initiatives	○
		Photographs of cultural areas displaying Emirati art, and the Majlis corner.	○
		Menus featuring authentic Emirati dishes.	○
		Contracts with local artists and suppliers.	○
		Event flyers, attendance records, and media coverage.	○
26	Biodiversity Conservation and Invasive Species Eradication	A landscape plan detailing plant types, quantities, and locations that support local biodiversity and wildlife habitats	✓
		Contributions to biodiversity initiatives, including marine and aquatic projects (e.g., sea cleaning, coral restoration, mangrove protection) or others	✓
27	Responsible Engagement with Wildlife and Animal Welfare	Copies of documents demonstrating compliance with relevant laws and guidelines	✓
		Signage or guest information materials advising against feeding or touching wildlife, where applicable	✓
		Pet Policy Document: Internal policy outlining allowed breeds, microchipping requirements, and designated pet-friendly areas	✓
		Site map or signage photos: clearly marked pet-friendly zones with appropriate signage	○

E | Implementation Guide

This section provides a step-by-step approach for understanding, implementing, and demonstrating compliance with the DET Sustainability Requirements.



By completing these steps, a hotel ensures alignment with the DET Sustainability Requirements and contributes meaningfully to a greener and more sustainable future for Dubai.

F Control Procedures

Electronic copies of all Required Documentation must be stored on the establishment's systems.

The naming of files and their location on the systems shall be as follows:

01

Stored on Company Systems

All Documentation is to be stored on company systems. They shall be saved in a folder titled "(ESTABLISHMENT) DET Sustainability Documentation".

02

27 Sub-Folders

The documentation folder shall have 27 sub-folders, named for each of the Requirements. Folders shall list the number (01-27) of the Requirement.

Example
"01 Sustainability Management Approach"
"02 Performance Metrics"

03

Documentation Required Records

The documentation sub-folders shall have records for all Documentation Required by DET. The sub-folder records shall be named according to the following convention:

- Records shall start with the name of the establishment, followed by a hyphen.
- Records shall then list the number (01-27) of the Requirement, followed by a hyphen.
- Records shall then list the text of the Documentation Required.

Examples:
"HOTELNAME-01-Sustainability Management Policy"
"HOTELNAME-07-Green meeting marketing materials"

G The Requirements

دبـــي
للسياحـة
المستدامـة

Dubai
Sustainable
Tourism

01 Sustainability Management Approach

Classification	DET Sustainability Requirement	Classification Department	Implementation Timeline	Classification code
Hotel 5-4-3-2-1-B	There must be a written sustainability policy, specific to the establishment, that addresses relevant environmental, health, safety, responsible tourism, and community issues. The policy must have objectives and an annual action plan for continuous improvement. Sustainability management is commonly known as the triple bottom line people, planet and profit. A sustainability management policy provides an establishment with a written approach to managing the social and environmental impacts of its business.	Sustainability Awareness General	The requirement must be implemented immediately.	4.9.2.18
Resort 5-4-3				4.9.2.18
Hotel Apartment D-SP-ST				4.8.2.16
Guest House D-ST				3.8.3.17
Youth Hostel; Uni Campus				3.8.2.15

Guidance

Establishments are encouraged to add additional elements to the template, including their most significant or unique sustainability impacts, to the management policy. The policy may incorporate, or supplement existing statements related to the business's mission, vision, or values.

Examples of advanced elements that can be added include the following:

Ensure the safeguarding of local environments and cultural heritage while fostering economic development in the communities we serve.

Regular monitoring and management of environmental pollutants, including chemical cleaning products, air pollutants, and fertilisers/pesticides.

Documents

Establishments can use the corresponding template as guidance to document implementation of the requirement. These documents may include the following:

- **Sustainability policy signed by establishment General Manager**

  A formal sustainability policy should be developed, outlining a commitment to environmental, social, and economic responsibility, and signed by the General Manager to demonstrate top-level endorsement and accountability.

- **Establishment sustainability objectives**

  Clear sustainability objectives should be defined to guide the establishment's actions and priorities, reflecting its long-term commitment to reducing negative environmental impacts and promoting positive social outcomes.

- **Sustainability Key Performance Indicator (KPI) relevant to the objectives**

  Specific, measurable KPIs should be identified to align with sustainability objectives and effectively monitor progress and performance in key areas such as energy use, water conservation, waste reduction, and community engagement.

- **Sustainability KPI track record**

  A documented history of the selected sustainability KPIs should be maintained to demonstrate ongoing tracking and continuous improvement over time, supporting transparency and informed decision-making.

Template

1 - Sustainability Management Policy

02 Performance Metrics

Classification	DET Sustainability Requirement	Classification Department	Implementation Timeline	Classification code
Hotel 5-4-3-2-1-B	The Dubai Sustainable Tourism (DST) Carbon Calculator intensity ratio must be used to track totals for electricity, cooling energy, water, petrol in generators, petrol in owned vehicles, diesel in owned vehicles, diesel in owned generators, refrigerants, LPG usage, and hotel operation waste sent to landfill, while also encouraging an offsetting mechanism within the Dubai ecosystem to achieve Net Zero by 2050.	Sustainability Awareness General	The requirement must be implemented immediately. New businesses are requested to seek DST support within three months of opening to register and add data to the DST Carbon Calculator.	4.9.2.18
Resort 5-4-3				4.9.2.18
Hotel Apartment D-SP-ST				4.8.2.16
Guest House D-ST				3.8.3.17
Youth Hostel; Uni Campus				3.8.2.15

Guidance

Greenhouse gases are components of Earth's atmosphere that absorb and retain heat, contributing to the warming of the planet. The main greenhouse gases are carbon dioxide (CO2), methane (CH4), nitrous oxide (N2O), and fluorinated gases.

These could be emitted by your establishment's operations in the following areas:

- Heating, Ventilation, and Air Conditioning (HVAC) Systems
- Lighting
- Vehicles
- Water Heaters
- Laundry Equipment
- Kitchen Appliances
- Generators

The DST Carbon Calculator must be used monthly to update and input the hotel's carbon emission sources and to track totals for electricity, cooling energy, water, petrol in generators, petrol in owned vehicles, diesel in owned vehicles, diesel in owned generators, refrigerants, refillable CO2 gas in fire extinguishers, LPG usage, and hotel operation waste sent to landfill.

Measuring key environmental performance indicators (KPIs) is essential for understanding an establishment's current environmental impact and identifying areas for improvement. This data-driven approach provides a foundation for setting realistic targets and designing effective reduction programs that can lead to measurable improvements in resource efficiency, cost savings, and environmental sustainability.

Documents

No documents required, the assessor will review the establishment registration and updated data to the Carbon Calculator.

Template

There is no template provided for this requirement.

03 Sustainability Personnel Training

Classification	DET Sustainability Requirement	Classification Department	Implementation Timeline	Classification code
Hotel 5-4-3	The establishment must designate all Sustainability Committee members as Sustainability Champions, ensuring they are certified through training and verified by the Dubai College of Tourism. These champions should have defined roles and responsibilities for managing the sustainability program.	Staffing General	The requirement must be implemented immediately.	4.1.1.01
Resort 5-4-3				4.1.1.01
Hotel Apartment D-SP				4.1.1.01
Hotel 2-1-B	The establishment must have two Sustainability Champions certified through training and verified by the Dubai College of Tourism. These champions should have defined roles and responsibilities for managing the sustainability program.			3.1.1.01
Hotel Apartment ST				4.1.1.01
Guest House D-ST				3.1.1.01
Youth Hostel; Uni Campus				3.1.1.01

Guidance

- The establishment must designate Sustainability Champions, however, upon approval from DST, group establishments, establishments with multiple properties, or establishments under the same management may designate the Sustainability Champions for more than one property (cluster).
- Sustainability Champions must be enrolled in the Dubai Way Sustainability online course, certified by the Dubai College of Tourism **and** are encouraged to organise training sessions for the Sustainability Committee through Dubai Way.
- Sustainability Champions must provide introductory training to all establishment staff on sustainability requirements.
- When Sustainability Champions leave the company, the establishment is granted a 90-day grace period to replace and train staff.
- The Sustainability Champions training certificate through Dubai College of Tourism must be renewed every two years.

Documents

Dubai Sustainable Tourism Certificates for the Sustainability Champions issued by the Dubai College of Tourism, along with evidence of training materials, must be retained. Trained staff must be clearly designated on the Sustainability Committee Roster.

Template

There is no template provided for this requirement.

04 Sustainability Committee

Classification	DET Sustainability Requirement	Classification Department	Implementation Timeline	Classification code
Hotel 5-4	The establishment must have a Sustainability Committee and/or a team that includes the General Manager and top management staff. The Sustainability Committee and/ or team meet on a monthly basis.	Staffing General	A Sustainability Committee must be convened immediately, using the provided template.	4.1.1.01
Resort 5-4				4.1.1.01
Hotel Apartment D				4.1.1.01
Hotel 3-2-1-B	The establishment must have a Sustainability Committee and/or a team that includes the General Manager and top management staff. The Sustainability Committee and/ or team meet on a quarterly basis.			4.1.1.01
Resort 3				4.1.1.01
Hotel Apartment SP - ST				3.1.1.01
Guest House D-ST				4.1.1.01
Youth Hostel; Uni Campus				3.1.1.01

Guidance

Operations should be evaluated to identify appropriate staff to participate in the Sustainability Committee. Individuals must have the requisite knowledge of the sustainability program, the ability to control or influence program activities, and sufficient resources to contribute. Depending on the DET Sustainability requirement, meetings must be held either monthly or quarterly based on classification.

Sustainability Champion

A Sustainability Champion is a person appointed by the management team to manage sustainability practices and who has completed the Dubai Way Sustainability Online Course offered by the Dubai College of Tourism.

Sustainability Committee Team

The Sustainability Committee Team consists of the establishment heads of departments, including the hotel General Manager.

The Sustainability Champions and Committee Team must be trained on sustainability management system principles and implementation processes through Dubai Way Sustainability Online Course offered by Dubai College of Tourism.

Responsibilities of Sustainability Champions

- Set and implement sustainability policies related to the establishment
- Set goals and track KPIs achieved.
- Hold monthly or quarterly meetings (depending on the establishment classification) with a written action plan to review all sustainability priorities.
- Monitor performance and implement corrective actions.
- Appoint “Green Champions” in each department who are responsible for promoting and implementing sustainability practices within their teams.

Documentation

- The Committee Roster Template provided must be used to document the implementation of the DET Sustainability Requirement.
- Monthly or quarterly meetings must be documented, and minutes must be retained, dated, and signed by all Sustainability Committee members in attendance. The minutes may include written action plans, performance reviews, and corrective actions for any targets to be achieved.
- The Committee Agenda template provided may be used to manage committee meetings.
- Dubai Sustainable Tourism Certifications issued by the Dubai College of Tourism, for the Sustainability Committee must be retained.
- Collaboration evidence includes records of meetings and collaborations with Dubai Sustainable Tourism and UAE NGOs, including agendas, minutes, and outcomes of discussions on innovations, challenges, and opportunities within the Dubai ecosystem.

Template

2 - Sustainability Committee Roster

05 Staff Engagement and Education

Classification	DET Sustainability Requirement	Classification Department	Implementation Timeline	Classification code
Hotel 5-4-3-2-1-B	A comprehensive Sustainability Training Program must be developed and implemented, ensuring that all staff receive annual training on the sustainability plan and their specific responsibilities (e.g., housekeeping, engineering, conference or banqueting).	Staffing General	The requirement must be implemented immediately.	4.1.1.01
Resort 5-4-3				4.1.1.01
Hotel Apartment D-SP-ST				4.1.1.01
Guest House D-ST				3.1.1.01
Youth Hostel; Uni Campus				3.1.1.01

Guidance

Training, according to DST Sustainability Measures provided by the Dubai College of Tourism, is compulsory for 20 percent of hotel staff every 2 years.

A comprehensive Sustainability Training Program must be implemented by the establishment and include:

01 **All team members**

02 **Different sustainability topics covering:**

Environment

- Energy conservation
- Water conservation
- Waste management
- Handling hazardous chemicals
- Eco-friendly cleaning practices
- Sustainable purchasing of food and beverages
- Air quality improvement
- Climate change
- Local biodiversity
- Dubai wild animals and animal welfare
- Dubai native and invasive species

People and Community

- Implementation of the Seven Rs: Rethink, Refuse, Reduce, Reuse, Repair, Recycle and Rot
- Tourism social and economic impact
- Code of conduct
- Dignity and respect in the workplace
- Provision of inclusive services for People of Determination (POD)
- Crisis management
- Dubai culture presentation

The Sustainability Training Program must be conducted using trained trainers from the establishment's head of department and must be reviewed and updated annually.

Training material (presentation, attendance sheet, attendee certificate) must be available.

Staff awareness of sustainability efforts should be raised through pictograms or digital information on screens or apps, when possible.

Engagement Guidance

- Empower staff to take an active role in developing a sustainability strategy for the hotel through continuous education, awareness, and the introduction of a digital sustainability suggestion box via QR code.
- Build a methodology to capture all staff feedback and transform it into future objectives and action plans. This should include contributions from both management and staff and could involve green initiatives.
- Staff contributions should cover topics such as water, energy, waste, cleaning, food and beverage, and the principles of the circular economy. These contributions should also address other sustainability issues like local biodiversity.

Documents

Training courses, calendars, certificates, presentations, training curriculum, attendance sheets, and any evidence of staff engagement such as surveys and photos must be retained.

Template

There is no template provided for this requirement.

06 Guest Education

Classification	DET Sustainability Requirement	Classification Department	Implementation Timeline	Classification code
Hotel 5-4-3-2-1-B	Guest engagement should be encouraged through clear campaigns and efforts, both visibly in public areas and rooms, and online via the website, social media, or email/messaging, to promote involvement in sustainability initiatives. Customer satisfaction regarding sustainability programs should also be actively monitored.	Staffing General	The requirement must be implemented immediately.	4.6.1.10
Resort 5-4-3				4.6.1.10
Hotel Apartment D-SP-ST				4.6.1.09
Guest House D-ST				3.5.2.09
Youth Hostel; Uni Campus				3.5.1.05

Guidance

Integrating Sustainability Across Guest Touchpoint

Guests can be involved in sustainability efforts through multiple communication channels, including digital platforms such as websites, social media, public spaces, guest rooms, and the check-in process.

Encouraging Guest Participation

Guests can be encouraged to:

- Turn off lights and electronic devices when not in use.
- Participate in towel and linen reuse programs.
- Opt for eco-friendly transportation options.
- Support local community and environmental initiatives.
- Choose locally sourced products and services, dining at local restaurants, and engaging with nearby artisans and businesses.

Incentivising Sustainable Choices

Guest participation in sustainability initiatives may be encouraged through rewards or loyalty program incentives.

Monitoring and Enhancing Guest Feedback

Sustainability related topics may be included in guest feedback forms and surveys, allowing guests to rate and comment on sustainability efforts. All feedback should be analysed, documented, and addressed through actionable improvement plans.

Documentation

Records must be retained **for**

Digital Record-Keeping for Guest Sustainability Engagement

Establishments must maintain thorough and organised digital records to monitor, evaluate, and enhance guest involvement in sustainability initiatives. This helps demonstrate transparency, supports continuous improvement, and allows the establishment to assess the effectiveness of its engagement strategies.

Guest Education Initiatives

Establishments should document all efforts aimed at raising guest awareness of sustainability practices. This includes storing visuals such as posters and infographics, records of awareness campaigns, logs of website content updates, event calendars for sustainability-themed activities, digital or physical flyers, and photographs of on-site initiatives. These records help track the scope and reach of educational efforts over time.

Guest Participation and Feedback

Records should capture the extent to which guests are participating in sustainability programs, such as opting into towel reuse programs, attending sustainability tours or workshops, or using recycling bins. Establishments should also maintain guest feedback forms, including both quantitative data (e.g., participation rates) and qualitative inputs (e.g., comments and suggestions) related to sustainability. This information is essential for understanding guest perceptions and identifying opportunities for improvement.

Corrective Actions and Continuous Improvement

Establishments must keep written documentation of any corrective actions taken in response to guest feedback or identified gaps in sustainability practices. This may include updates to educational materials, improvements to sustainability infrastructure, or revisions to guest engagement strategies. Recording these actions supports a culture of accountability and ongoing enhancement of sustainability efforts.

Sustainability Education Programs

A detailed and structured record of guest-focused sustainability education programs should be maintained. This includes descriptions of each initiative (e.g., eco-tours, green workshops), copies of learning materials provided to guests (digital brochures, videos, presentations), and metrics such as attendance numbers or engagement levels. These records demonstrate the establishment's commitment to educating guests and promoting sustainable **behaviour** during their stay.

Template

3 - Guest Feedback and Hotel Corrective Action

07 Green Events

Classification	DET Sustainability Requirement	Classification Department	Implementation Timeline	Classification code
Hotel 5-4	Where applicable, the establishment must offer green meeting services to events, conferences, and business meeting planners. Sales and marketing materials for business meetings must include sustainability initiatives. The establishment must provide pre-event planning for waste diversion, energy and water conservation, and post-event reporting of performance results.	Sustainability Awareness General	The requirement must be implemented immediately. However, establishments that do not have a banquet space are exempt from meeting this requirement.	4.9.2.18
Resort 5-4				4.9.2.18
Hotel Apartment D				4.9.2.18
Hotel 3	Where applicable, the establishment must offer green meeting services to events, conferences, and business meeting planners. Sales and marketing materials for business meetings must include sustainability initiatives.			4.9.2.18
Resort 3				4.9.2.18
Hotel Apartment SP				4.9.2.18
Hotel 2-1-B	Where applicable, the establishment must offer green meeting services to events, conference, and business meeting planners.			4.9.2.18
Hotel Apartment ST				3.8.3.17
Guest House D-ST				4.9.2.18
Youth Hostel; Uni Campus				3.8.2.15

Guidance

- Venues must create a green meeting service offering prospective events, conferences, and business meeting planners. This offering must include elements from the Green Event Checklist and may also feature additional components unique to the venue.
- For certain classifications, sustainability initiatives must be incorporated into event, conference, and business meeting sales and marketing materials. Green meeting services must be clearly distinguished from standard offerings.
- Venues in specific classifications must also engage with event planners before, during, and after events to enhance sustainability performance. This includes applying all relevant Green Event Checklist elements and collecting the required data when available.
- Meeting and conference sales personnel, event managers, food service staff, and other relevant departments should be trained to collaborate effectively with planners in delivering green events.

Event Organiser

In collaboration with the venue, the event organiser should implement the following requirements before the event:

- Ensure all communications about sustainability claims are accurate.
- Monitor and use guest feedback for continuous improvement.
- Prefer reusable or rented goods over disposable ones.
- Choose recyclable or recycled-content products when disposables are necessary.
- Use electronic displays or recyclable materials for signs and banners.
- Maintain a code of conduct for staff, suppliers, exhibitors, and event attendees.
- Collaborate with venues to provide additional accessibility services.
- Share accessibility information with attendees in accessible formats.
- Provide guidance to non-local staff on local customs and etiquette.
- Incorporate local culture in venue selection, design, and cuisine.
- Encourage the use of clean and efficient transportation options.

Documents

The corresponding template must be used to document the implementation of the DET Sustainability Requirement.
Related documentation may include green meeting marketing materials, pre-event planning procedures, and post-event reports, in accordance with the classification requirement outlined above.

Template

4 - Green Events Checklist and Post Event Report

08 Energy Management Plan

Classification	DET Sustainability Requirement	Classification Department	Implementation Timeline	Classification code
Hotel 5-4-3-2-1-B	An energy management plan must be in place to improve energy efficiency without compromising guest comfort. The plan should address lighting, equipment, emissions, renewable energy sources, building audits, or other significant energy-related issues. It must include clear reduction objectives and targets. Energy consumption must be measured by type, and steps should be taken to minimise overall usage. Efforts should also be made to increase the use of renewable energy.	Sustainability Awareness General	The requirement must be implemented immediately.	4.9.2.18
Resort 5-4-3				4.9.2.18
Hotel Apartment D-SP-ST				4.8.2.16
Guest House D-ST				3.8.3.17
Youth Hostel; Uni Campus				3.8.2.15

Guidance

Energy consumption must be reduced through a variety of approaches, including:

- Starting in 2027, 4 and 5 classified establishments should set energy reduction targets aligned the UAE's Net Zero 2050 Strategy . Targets may be expressed in absolute and intensity terms (e.g. per occupied room) and must clearly define a base year and interim milestones (e.g., 2030, 2035).
- All other classifications are required to demonstrate optimised energy utilisation by implementing an energy management plan.

- Upgrade all lighting to LED fixtures or other energy-efficient bulbs.
- Minimise outdoor lighting or implement motion sensors to reduce unnecessary energy use.
- Conduct regular maintenance of all mechanical systems, including HVAC, refrigeration, and swimming pools, to ensure optimal energy efficiency.
- Ensure that existing office and electronic equipment have energy-efficient features and rating.
- Select energy-efficient products for all future equipment purchases, in accordance with Emirates Standardisation Energy Labels guidelines.
- Implement a scheduled maintenance program to routinely check all energy equipment and installations to prevent excessive energy consumption.
- Use DST's Carbon Calculator to analyse emissions and develop reduction strategies for significant sources.
- Any establishment opting to use carbon credits must comply with Cabinet Resolution No. (67) of 2024 – National Register for Carbon Credits (UAE).
- Conduct in-depth energy audits every three to five years to identify energy saving opportunities.

- Ensure all tenant activities within the premises are included within the establishment's energy conservation targets (entertainment zones, spa and fitness centers, leased food and beverage outlets, shops), when possible.

The following lists may be helpful to establishments in their compliance with the requirements:

- List of DEWA Enrolled Solar PV Contractors and Consultants
- List of Accredited ESCOs
- List of Accredited Energy Auditors

Documentation

- The corresponding template must be used to document implementation of the DET Sustainability Requirement.
- Related documentation may include an energy inventory, reduction programs, annual savings, and improvement plans.

Template

5 - Energy Management Plan

09 Energy Management Automation

Classification	DET Sustainability Requirement	Classification Department	Implementation Timeline	Classification code
Hotel 5-4-3	The establishment must use building management systems to optimise lighting and air conditioning in guest rooms and public areas according to occupancy levels.	Maintenance	The requirement must be implemented immediately.	10.1.1.02
Resort 5-4-3				10.1.1.02
Hotel Apartment D				11.1.1.02
Hotel 2-1-B	The establishment must use simple building management systems and practices to optimise lighting and air conditioning in guest rooms and public areas, where possible.			10.1.1.02
Hotel Apartment SP-ST				11.1.1.02
Guest House D-ST				8.1.1.02
Youth Hostel; Uni Campus				8.1.1.02

Guidance

Energy consumption must be reduced through a variety of approaches, including:

- Guest room access controls may turn lights and electrical appliances on or off when entering or exiting rooms or opening windows.
- Ensure HVAC systems automatically switch off in guest and meeting rooms when windows and doors are opened.
- Lighting controls may be occupancy based, daylighting sensitive, or set to timed schedules.
- Building audits or commissioning projects should include analysis of energy savings measures.
- Include new automation controls and renewable energy installations in renovations projects, where feasible.
- Regularly check fridge and freezer door seals for damage; defrost units as needed; maintain and clean HVAC equipment.
- Clean grease filters in kitchen exhaust regularly and consider equipping kitchen hoods with infrared fan controls.
- Ensure all mechanical equipment (HVAC, refrigeration systems, swimming pools, etc.) is properly maintained for optimal performance.
- Improve existing Building Management Systems to reflect energy reduction activities.
- For establishments constructed prior to January 2011(when Dubai's Green Buildings Regulations and Specifications were created), maintain equivalent documentation on building automation practices.

Documentation

A current Building Management Systems manual must be maintained.

Template

There is no template provided for this requirement.

10 Transportation

Classification	DET Sustainability Requirement	Classification Department	Implementation Timeline	Classification code
Hotel 5-4-3-2-1-B	There must be a commitment to reducing transportation needs and promoting cleaner, more resource-efficient alternatives for customers, employees, suppliers, and internal operations. This includes encouraging the use of public transportation, shuttles, cycling, and walking by guests and employees.	Sustainability Awareness General	The requirement must be implemented immediately.	4.7.2.12
Resort 5-4-3				4.8.2.14
Hotel Apartment D-SP-ST				4.7.2.11
Guest House D-ST				3.7.2.12
Youth Hostel; Uni Campus.				3.7.2.11

Guidance

To enhance the promotion of resource-efficient transportation, establishments must implement the following strategies:

- Provide accessible transportation information to both guests and staff by ensuring it is available through multiple channels such as online platforms, in-room materials, public areas, and key departure points for guests, and in relevant back-office locations for staff.
- Regularly assess shuttle schedules and occupancy levels to maximise efficiency and reduce environmental impact.
- Give preference to alternative energy or fuel-efficient vehicles for new shuttles, maintenance, or other vehicles.
- When acquiring new vehicles for shuttles, maintenance, or other purposes, opt for alternative energy or fuel-efficient models to minimise carbon emissions.
- Incentivise sustainable transportation, for example, by encouraging guests and staff to choose resource-efficient transportation methods by offering rewards or integrating these choices into loyalty programs.

Implementing these practices aligns with sustainability initiatives in the hospitality industry and should lead to reduced environmental impact and enhanced guest satisfaction.

Documentation

The corresponding template must be used to document the implementation of the DET Sustainability Requirement.

Related documentation may include promotional materials and examples of communication and incentives provided to guests and employees to encourage the use of clean or resource-efficient transportation. A vehicle inventory featuring clean or resource-efficient attributes must also be maintained.

Template

6 - Transportation Objective and Inventory

11 Water Conservation

Classification	DET Sustainability Requirement	Classification Department	Implementation Timeline	Classification code
Hotel 5-4-3-2-1-B	A water management plan must be in place to conserve water without compromising guest comfort. The plan should cover the management of plumbing fixtures, equipment, landscaping and irrigation, wastewater, laundry operations, and other significant water-related issues. It must include clear reduction objectives and targets.	Sustainability Awareness General	The requirement must be implemented immediately.	4.9.2.18
Resort 5-4-3				4.9.2.18
Hotel Apartment D-SP-ST				4.8.2.16
Guest House D-ST				3.8.3.17
Youth Hostel; Uni Campus				3.8.2.15

Guidance

Starting in 2027, 4 and 5 classified establishments should set water reduction targets aligned with the UAE Water Security Strategy 2036.

All other classifications are required to demonstrate optimised water utilisation by implementing water management plan.

Water consumption must be reduced through a variety of approaches, including:

- Implementing a towels and linen reuse program and using in-room signage or materials to inform guests about reuse options.
- Landscaping grounds and gardens with native or drought-tolerant species.
- Installing low-flow or high efficiency water fixtures in guest rooms, employee facilities, and public bathrooms.
- Alternative water sources (reclaimed water, greywater, collected/stored rainwater, condensate water) may be used for other suitable purposes.
- Separately metering water in areas with high consumption.
- Addressing significant water impacts (golf, spa, etc.) in the establishment's water management plan.
- Implementing the Dubai Can initiative by providing in-house bottled tap water as per Dubai Municipality guidelines, while ensuring legionella risk assessment and control compliance.

Documentation

The corresponding template must be used to document implementation of the DET Sustainability Requirement.

Related documentation may include a water inventory, reduction programs, annual savings, improvement plans and annual legionella risk assessment report. Maintain relevant promotional and educational materials to support water conservation, including guest room and bathroom signage, as well as communications and incentives encouraging participation in the linen and towel reuse program.

Template

7 - Water Management Plan

12 Wastewater (NEW)

Classification	DET Sustainability Requirement	Classification Department	Implementation Timeline	Classification code
Hotel 5-4	Wastewater, including greywater, must be properly treated and only reused or released in a manner that is safe and does not harm the local population or the environment.	Maintenance	Establishment to use treated wastewater/ greywater whenever possible with a compliance grace period of 6 months from the date the requirement is released.	10.1.1.02
Resort 5-4				10.1.1.02
Hotel Apartment D				11.1.1.02
Hotel 3-2-1-B			Establishment to use treated wastewater/ greywater whenever possible with a compliance grace period of 12 months from the date the requirement is released.	10.1.1.02
Resort 3				10.1.1.02
Hotel apartment SP-ST				11.1.1.02
Guest House D-ST				8.1.1.02
Youth Hostel; Uni Campus				8.1.1.02

Guidance

Greywater or rainwater should be used for landscape or garden irrigation, with efforts made to increase recycled water use in alignment with the UAE Water Security Strategy 2036, whenever possible:

- Wastewater should be disposed of through the government sewage system or, if unavailable, via a sewage storage tank that complies with Dubai Municipality guidelines for construction, storage, and disposal. Only registered vendors should be used for wastewater removal.

- Compliance with wastewater reuse guidelines outlined in the Dubai Building Code (Part H.5.2.8, Page 592) is mandatory.
- If a sewage treatment plant is operated, Dubai Municipality Health and Safety Technical Guidelines for operations and laboratory reporting must be followed.
- Grease traps should be installed in kitchen units and emptied regularly.
- Condensed water from air conditioning units and collected rainwater should be reused where possible.

Documentation

Greywater or reused water information must be included in the water management plan document whenever possible.

Template

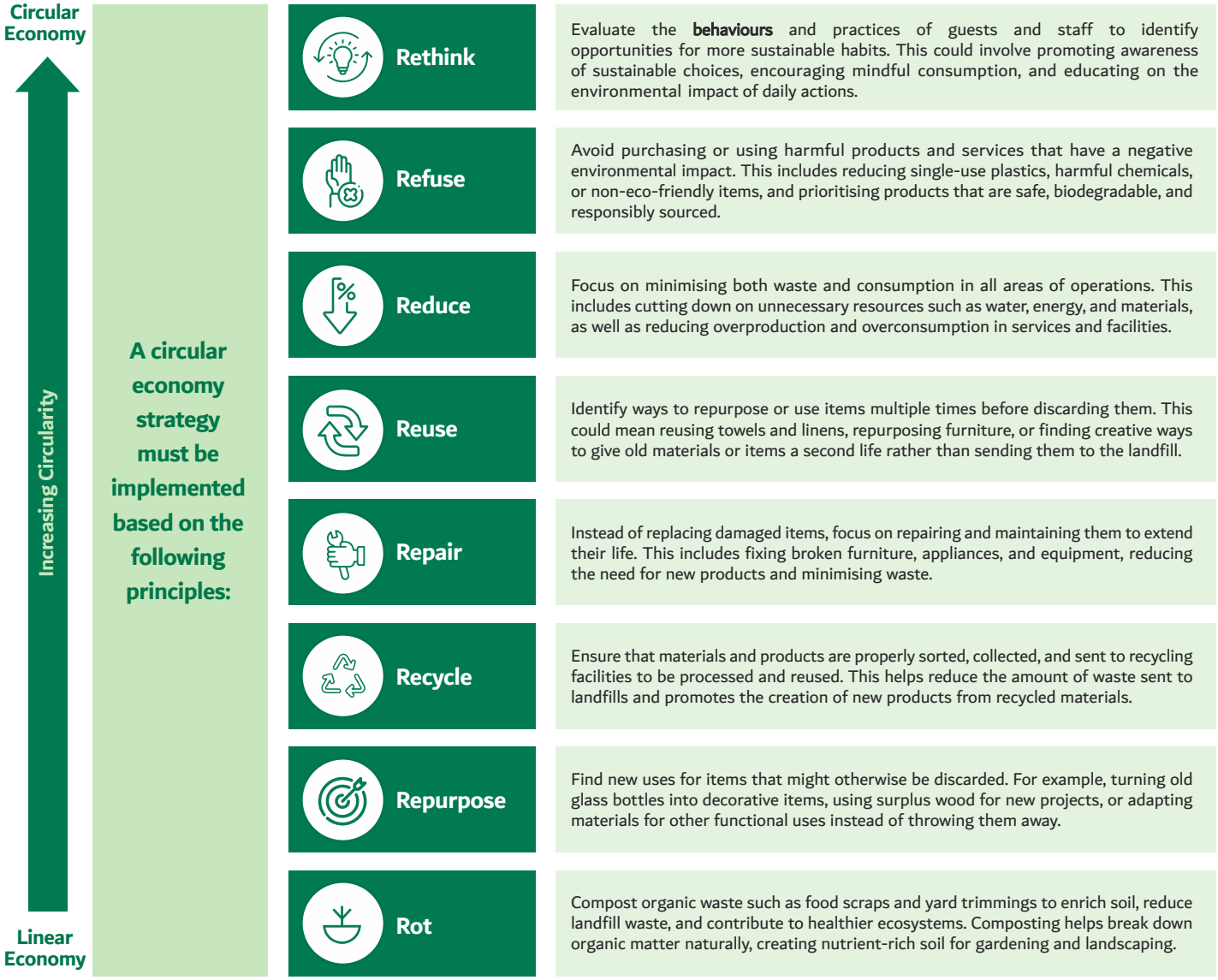
There is no template provided for this requirement.

13 Waste Management Plan

Classification	DET Sustainability Requirement	Classification Department	Implementation Timeline	Classification code
Hotel 5-4-3-2-1-B	A waste management plan must be implemented to minimise landfill disposal, promote recycling, and encourage reuse. The plan should address waste generated in public areas, conferences, guest rooms, and hazardous materials, including measures to track, reduce, and dispose of waste responsibly. It must also include clear reduction targets to ensure continuous improvement and minimal environmental impact.	Sustainability Awareness General	The requirement must be implemented immediately.	4.9.2.18
Resort 5-4-3				4.9.2.18
Hotel Apartment D-SP-ST				4.8.2.16
Guest House D-ST				3.8.3.17
Youth Hostel; Uni Campus				3.8.2.15

Guidance

A waste management plan should be in place, outlining strategies to reduce waste with the goal of achieving year-over-year reductions toward zero landfill waste by 2041, in alignment with the Dubai Integrated Waste Management Strategy 2021–2041.



Other practices that should be considered:

- Clearly label recycling bins in public and back-of-house areas to ensure proper disposal of at least paper, plastic, metal, glass, and organic waste.
- In guest rooms, prioritise efficient housekeeping practices to support recycling, provide staff training on waste segregation, and offer clear information for guests.
- Eliminate and ban the consumption of single-use plastic items in line with Executive Council Resolution No. 124 of 2023 regarding the Regulation of Single-Use Products in Dubai. Also refer to The Awareness guide for regulating the use of single-use products by Dubai Municipality.

Documentation

The corresponding template must be used to document the implementation of the DET Sustainability Requirement. Related documentation may include monthly records from the waste removal company (detailing amount per type and weight), along with a tracking record showing solid waste reduction progress, monthly results, and diversion rates by type and weight.

Template

8 - Waste Management Plan

14 Waste Management Bathroom

Classification	DET Sustainability Requirement	Classification Department	Implementation Timeline	Classification code
Hotel 5-4-3-2-1-B	The establishment must reduce waste from toiletries, such as shampoos, soaps, shower caps etc., by dispensing in bulk or recyclable packages.	Toiletries	The requirement must be implemented immediately.	7.2.1.07 8.4.2.24 8.6.2.07
Resort 5-4-3				7.2.1.07 8.4.2.24 8.6.2.07
Hotel Apartment D-SP-ST				9.2.1.07
Guest House D-ST				6.2.1.07
Youth Hostel; Uni Campus				6.1.2.03

Guidance

- Waste from guest bathroom toiletries must be reduced by eliminating single-use containers and individually wrapped items, and by providing toiletries in refillable dispensers.
- Recyclable packaging must be used for guest bathroom toiletries, and recycling bins should be provided for proper recovery.
- Preference should be given to purchasing toiletries in recyclable packaging or in bulk, ideally with eco-label certifications.

Documentation

A toiletry inventory, procurement records, recycling records, and related reduction action plans must be maintained.

Template

There is no template provided for this requirement.

15 Waste Management Food (NEW)

Classification	DET Sustainability Requirement	Classification Department	Implementation Timeline	Classification code
Hotel 5-4-3-2-1-B	A food waste management plan must be in place, including clear reduction targets aimed at eliminating and diverting food waste from landfills. This may involve composting and donation programs. Partnerships should be developed with local vendors and initiatives focused on food repurposing and handling. Food waste must be measured, and reduction, reuse, and recycling mechanisms implemented. Disposal must be carried out in a manner that does not negatively impact the local community or environment.	Food and Beverage	The requirement must be implemented immediately.	2.3.1.12
Resort 5-4-3				2.3.1.12
Hotel Apartment D-SP-ST				2.3.1.12
Guest House D-ST				2.1.1.04
Youth Hostel; Uni Campus				2.4.2.15

Guidance

Food waste must be reduced through a variety of approaches, including:

Train Kitchen Staff
To use vegetable and fruit peelings for stocks, dehydration, fermenting, pickling, and preserving.

Reduce Buffet Waste
Serve smaller portions in regularly replenished containers.

Adapt Menus for Multi-Day Events
Adjust menus based on uneaten items to improve ingredient usage.

Optimise Ingredient Usage
Plan menus that use whole ingredients, from root to leaf or nose to tail.

Leverage AI for Waste Tracking
To monitor food waste and refine your menu.

Engage and partner with the National Food Loss and Waste Initiative (ne'ma – نعمة):
Adopt 10 practical steps by ne'ma Climate Conscious UAE Zero Food Waste Events Guide and UAE Food Bank help repurpose edible food waste efficiently.

Prioritise sourcing locally
Prioritise sourcing locally and supporting local farmers and food providers.

Promote Sustainable Service Items
Favour reusable or biodegradable materials and limit single-use packaging.

Implement FIFO Practices
Use First In, First Out methods for stock rotation.

Reduce and Manage Organic Waste
Use strategic menu planning and portion control, and compost waste, where possible.

Documentation

Records of organic waste sent to landfill, a reduction plan, and tracked targets must be maintained.

Template

There is no template provided for this requirement.

16 Minimise Pollution (NEW)

Classification	DET Sustainability Requirement	Classification Department	Implementation Timeline	Classification code
Hotel 5-4-3-2-1-B	Measures must be adopted to reduce pollution caused by noise, light, runoff, erosion, ozone-depleting substances, and contaminants in air, water, and soil. At least 75% of guest rooms should be designated as non-smoking. Public areas must comply with Dubai Municipality rules and regulations.	Maintenance	The requirement must be implemented immediately.	10.1.1.02
Resort 5-4-3				10.1.1.02
Hotel Apartment D-SP-ST				11.1.1.02
Guest House D-ST				8.1.1.02
Youth Hostel; Uni Campus				8.1.1.02

Guidance

- Facility floor plans must be evaluated to designate smoking guest rooms in a way that minimises impact on non-smoking areas.
- Requests for smoking rooms should be monitored to ensure guest needs are met. Rooms may be converted from smoking to non-smoking in phases to allow for proper cleaning and refurbishment.
- The potential sources of pollution (noise, light, runoff, erosion, ozone-depleting substances, and contamination in air, water, or soil) must be identified and monitored.
- The establishment takes action to minimise or eliminate pollution according to Dubai Municipality Health and Safety Technical Guidelines.
- Compliance with the Dubai Building Code, Section H (Noise Control), must be demonstrated, and noise control measures should be integrated into sustainability standards to minimise pollution. As required by Dubai Municipality , the following documents must be submitted:
  - Acoustic Performance Compliance Report
  - Sound Insulation Testing Report
  - HVAC and Mechanical Noise Control Report

These reports should include a noise assessment of mechanical systems, ventilation ducts, and HVAC units, along with detailed noise reduction strategies such as sound attenuators, vibration isolation, and duct lining.

Documentation

The corresponding template must be used to document the implementation of the DET Sustainability Requirement, including efforts to minimise pollution, Acoustic Performance Compliance Report, Sound Insulation Testing Report, HVAC and Mechanical Noise Control Report, and facility floor plans with clearly designated smoking and non-smoking rooms must be maintained.

Template

9 - Minimise Pollution Record

17 Harmful Substances (NEW)

Classification	DET Sustainability Requirement	Classification Department	Implementation Timeline	Classification code
Hotel 5-4-3	The use of harmful substances must be minimised and replaced with safer alternatives whenever possible. All chemicals must be stored, used, handled, and disposed of safely and properly.	Housekeeping	The establishment to comply within 6 months from the requirement release.	9.1.1.01
Resort 5-4-3				9.1.1.01
Hotel Apartment D				10.1.1.01
Hotel 3-2-1-B			The establishment to comply within 12 months from the requirement release.	9.1.1.01
Hotel apartment SP-ST				10.1.1.01
Guest House D-ST				8.1.1.02
Youth Hostel; Uni Campus				8.1.1.02

Guidance

The Establishment must:

Maintain an inventory and Safety Data Sheets (SDS) for all harmful substances (pesticides, paints, disinfectants, cleaning materials).

Measure consumption of chemical products (cleaning, dishwashing, laundry, sanitising, special cleaners) per guest night or occupied room.

Increase the use of sustainability-certified alternatives to harmful substances by 10 percent annually.

Avoid using chemical pesticides and fertilisers unless no organic or natural equivalent is available.

Consider chemical-free alternatives for cleaning and disinfecting swimming pools (for example, salt-generated chlorine, ozone).

- Use chemical cleaning products and detergents with recognised eco-labels.
- Use disinfectants only when necessary, following Dubai Municipality hygiene guidelines.
- Ensure the use of automatic dosing systems for chemical products.
- Store chemical inventories according to manufacturer recommendations and Dubai Municipality guidelines for chemical storage.
- Provide signage about the collection of harmful substances, such as collection boxes for used batteries, sunscreen, and repellents in public areas like reception and pool areas.

Documentation

The corresponding template must be used to document the implementation of the DET Sustainability Requirement. Related documentation may include:

- A list of all chemicals used in the establishment with Material Safety Data Sheets (MSDS).
- A list of eco-certified chemicals or alternatives used in the establishment.
- A track record showing the percentage of eco-friendly certified chemicals compared to regular chemicals.

Template

10 - Hotel Chemical Management Record

18 Sustainable Purchasing

Classification	DET Sustainability Requirement	Classification Department	Implementation Timeline	Classification code
Hotel 5-4-3-2-1-B	A purchasing management plan must be in place that prioritises sustainable, local, fair-trade, and environmentally friendly goods and services. The plan should address cleaning supplies, hazardous materials, food products, and other consumables. It should aim to minimise waste, support local entrepreneurs, and ensure that wildlife species are not harvested, consumed, or traded unsustainably. The plan must also adhere to relevant regulations and promote products that reflect the area's nature, history, and culture.	Sustainability Awareness General	The requirement must be implemented immediately.	4.9.2.18
Resort 5-4-3				4.9.2.18
Hotel Apartment D-SP-ST				4.9.2.18
Guest House D-ST				3.8.3.17
Youth Hostel; Uni Campus				3.8.3.17

Guidance

The contents of the purchasing plan must be communicated to current and prospective vendors, with a transition toward selecting vendors, products, and services based on their sustainability performance.

All purchases must be tracked and recorded for their sustainable, local, fair trade, and environmental attributes. Efforts should be made to continuously improve the percentage of purchases with sustainable attributes year over year.

The use of hazardous materials should be minimised where feasible, including pesticides, paints, swimming pool disinfectants, and cleaning materials. Sustainable procurement should be conducted through a variety of approaches, including:

Food

- Aim to source food and beverage products that are organic, eco-labeled, fair-trade certified, or locally produced whenever possible.
- Partner with local farmers and suppliers for proteins, fair-trade coffee and tea, regional ingredients, honey, and dairy products.

- Track and record the sustainable, local, fair-trade, and environmental attributes of purchases, showing progress year over year by number of suppliers or percentage of cost.
- Engage with suppliers to ensure fish and other seafood is not on endangered or protected lists.
- Refer to Dubai Municipality and the Ministry of Climate Change and Environment for protected species lists.
- Minimise the use of individually packaged food and beverage products.
- Offer a variety of vegetarian options and consider a vegan main dish.
- Identify organic, eco-labeled, fair-trade, or locally produced products on menus or buffets.

Packaging

- Use reusable packaging that can be returned to suppliers or repurposed.
- Provide toiletries like soap and shampoo in dispensers to reduce waste.
- Choose recyclable or biodegradable packaging.
- Offer single-use amenities only upon request.

Other

- Use eco-labeled printing paper and reduce paper use across the front desk, offices, and meeting rooms.
- Avoid CFC or HCFC refrigerants in pumps or refrigeration equipment, following national regulations.

Documentation

The corresponding template must be used to document the implementation of the DET Sustainability Requirement.

Procurement records and inventory lists, annual records of sustainable, local, fair-trade, and environmentally responsible purchases (tracked by supplier count or percentage), and invoices for paints, carpeting, paper products , fish and seafood purchases.

Template

11 - Purchasing Management Plan

19 Local Communities

Classification	DET Sustainability Requirement	Classification Department	Implementation Timeline	Classification code
Hotel 5-4-3-2-1-B	Support should be provided for social and community development initiatives, as well as environmental conservation efforts, through donations, volunteering, financial contributions, or partnerships.	Sustainability Awareness General	The requirement must be implemented immediately.	4.9.2.18
Resort 5-4-3				4.9.2.18
Hotel Apartment D-SP-ST				4.9.2.18
Guest House D-ST				3.8.3.17
Youth Hostel; Uni Campus				3.8.2.15

Guidance

Active engagement with the local community is encouraged to address current and future environmental or social issues affecting Dubai. Initiatives should align business and employee concerns with those of the community. Guests may also be offered opportunities to participate by volunteering in community development or environmental conservation programs.

Collaboration with organisations such as Emirates Environmental Group (EEG), Goumbook , Emirates Nature WWF is encouraged to support initiatives including waste management campaigns, educational programs, tree planting, plastic reduction, conservation projects, and broader community engagement. Staff and guests should be encouraged to take part in city-wide corporate social responsibility (CSR) campaigns or initiatives.

All community activities should prioritise local support or staff involvement. The impact of these activities must be measured, documented, and included in post-CSR impact reports as part of the annual sustainability report.

Examples of Community Support or Volunteering

- Explore volunteering time, providing resources, or establishing partnerships.

Examples of Sports Support

- Provide community access to sports facilities or equipment.
- Donate sports equipment.
- Organise sports tournaments in local parks.
- Support local sports academies.
- Participate in the Dubai Fitness Challenge activities.

Examples of city-wide campaigns and organisations

Social and Community Development

- Organise Educational workshops for local students (hospitality skills, languages).
- Establish Apprenticeship or internship programs for local youth.
- Provide Iftar support during Ramadan.
- Support local Emirati women's initiatives.
- Support Mawaheb or similar initiatives through artwork or other collaborations.
- Encourage guests to participate in responsible waste management (segregation, collecting plastic bottles).
- Partner with schools or organisations to support People of Determination (POD) students with work experience or training in the hotel.

Examples of Environmental Conservation

- Beach or desert clean-ups.
- Tree planting or reforestation initiatives.
- Mangrove planting.

Documentation

The corresponding template must be used to document the implementation of the DET Sustainability Requirement. Partnership agreements, memoranda of understanding, or equivalent records of community support must be retained.

Template

12 - Local Communities Initiatives

20 Accessibility (NEW)

Classification	DET Sustainability Requirement	Classification Department	Implementation Timeline	Classification code
Hotel 5-4-3-2-1-B	Access and information must be provided for People of Determination, where appropriate.	Services	The requirement must be implemented immediately.	4.9.2.18
Resort 5-4-3				4.9.2.18
Hotel Apartment D-SP-ST				4.8.2.16
Guest House D-ST				3.8.3.17
Youth Hostel; Uni Campus				3.8.2.15

Guidance

Compliance with the Dubai Building Code – Part C and Universal Design Standards is required to ensure full accessibility for People of Determination.
Accessibility must be provided across all areas, including hotel websites, information services, and physical facilities, to accommodate guests, staff, and other users with specific additional needs. This includes individuals with physical disabilities (e.g., wheelchair users and the visually impaired) as well as those with hidden disabilities (e.g., individuals with autism who may have specific dietary requirements).

Specifically, the following must be ensured:

- Comply with the UAE National Digital Accessibility Policy by adhering to Web Content Accessibility Guidelines (WCAG) 2.2 standards..
- Create a dedicated accessibility page or provide a comprehensive downloadable PDF with detailed information (bullet-point summaries are not sufficient).
- Showcase accessibility by including images of accessible facilities in the establishment's image gallery or offering a downloadable accessibility guide.
- Ensure key areas are designed for accessibility, including parking, entrances, reception areas, business centers, elevators, ramps, prayer rooms, conference facilities, restaurants, public restrooms, and swimming pools, and provide accessible guest rooms with fully equipped bathrooms.

Documentation

It is strongly advised to obtain approval from a national or local disability association and have accessibility compliance verified by an independent party.

Template

There is no template provided for this requirement.

21 Reporting and Communication (NEW)

Classification	DET Sustainability Requirement	Classification Department	Implementation Timeline	Classification code
Hotel 5-4-3	Sustainability policies, actions, and performance must be shared with stakeholders, including customers, while actively seeking their support and engagement.	Services	The establishment to comply within 3 months from the requirement release.	4.9.2.18
Resort 5-4-3				4.9.2.18
Hotel Apartment D				4.8.2.16
Hotel 2-1-B			The establishment to comply within 6 months from the requirement release.	3.8.3.17
Hotel apartment SP-ST				3.8.2.15
Guest House D-ST				
Youth Hostel; Uni Campus				

Guidance

- Management should prepare reports detailing the progress of each objective, including data and metrics demonstrating year-over-year improvements. These reports should compare current performance against the 2025 baseline.
- These reports should be shared regularly with hotel staff, suppliers, and guests, seeking their support for sustainability objectives and achievements.

Documentation

The corresponding template must be used to document the implementation of the DET Sustainability Requirement.

Template

13 - Annual Sustainability Report

22 Accurate Promotion (NEW)

Classification	DET Sustainability Requirement	Classification Department	Implementation Timeline	Classification code
Hotel 5-4-3	Promotional materials and marketing communications must be honest and clear about products, services, and sustainability claims.	Services	The establishment to comply within 3 months from the requirement release.	4.9.2.18
Resort 5-4-3				4.9.2.18
Hotel Apartment D				4.8.2.16
Hotel 2-1-B			The establishment to comply within 6 months from the requirement release.	4.9.2.18
Hotel apartment SP-ST				4.8.2.16
Guest House D-ST				3.8.3.17
Youth Hostel; Uni Campus				3.8.2.15

Guidance

All marketing materials and communications should be accurate, clear, and easy to understand, and must align with relevant UAE and Dubai laws for consumer protection and fair trade. Examples include:

- Avoid greenwashing: Use specific, verifiable claims (for example, “50 percent energy reduction with LED lighting”) instead of vague terms like “eco-friendly.”
- Highlight any certificates that have been achieved: Display third-party certification logos or Dubai-specific badges (for example, DST Stamp) in marketing materials.
- All sustainability claims should be based on records of past performance, such as previous year’s sustainability report or certificates achieved.

Documentation

Related documentation should include previous sustainability reports and/or certification records from the past year.

Template

There is no template provided for this requirement.

23 Dubai Information and Interpretation (NEW)

Classification	DET SustainabilityRequirement	Classification Department	Implementation Timeline	Classification code
Hotel 5-4-3	Information and insights must be offered about the natural environment, local culture, and cultural heritage, along with guidelines on appropriate behavior when visiting natural areas, living cultures, and heritage sites, while ensuring that visits are managed and promoted in a way that minimises negative impacts and enhances visitor satisfaction.	Services	The establishment to comply within 6 months from the requirement release.	4.9.2.18
Resort 5-4-3				4.9.2.18
Hotel Apartment D				4.8.2.16
Hotel 2-1-B			The establishment to comply within 12 months from the requirement release.	4.9.2.18
Hotel apartment SP-ST				4.8.2.16
Guest House D-ST				3.8.3.17
Youth Hostel; Uni Campus				3.8.2.15

Guidance

Sustainability information must be provided through:

- In-room information channels
- Interactive screen displays at reception
- Establishments' website and app, if available
- Booking confirmation emails
- Social media channels

A responsible and engaging guest experience should be promoted, for example:

- Encourage guests to enjoy outdoor activities (kayaking, jogging, biking, swimming).
- Provide trail maps to guide visitors and enhance their outdoor experience while promoting responsible recreation.
- Train reception staff to answer questions about local natural and cultural heritage.
- Provide QR codes in the reception area or on info channels so guests can download apps showing nearby parks (via the Destinations and More app by Dubai Municipality) and cultural or heritage sites (via the Dubai Culture app)
- Provide website access to information about Dubai's Protected Areas through the Dubai Municipality portal:
- Advise visitors to follow national best practices, by referring to:
  - Visitor Guide: Responsible Tourism in Dubai, which outlines key principles for travellers, including respecting local culture, protecting the natural environment, and having a positive impact on the destination.
  - Dubai Code of Conduct when visiting natural sites

Documentation

- Supporting documentation may include evidence of how sustainability information is communicated to guests, such as: Screenshots or photos of sustainability information on in-room channels, reception screens, website, app, emails, and social media.
- Guest communication materials, such as brochures, posters, or digital guides featuring sustainability messages, promoting outdoor activities and nature conservation areas.

Template

There is no template provided for this requirement.

24 Dubai Sustainable Tourism and Hotel Engagement (NEW)

Classification	DET SustainabilityRequirement	Classification Department	Implementation Timeline	Classification code
Hotel 5-4-3-2-1-B	Active engagement in sustainable tourism planning and development is encouraged. This includes identifying opportunities for collaboration with Dubai Sustainable Tourism and other stakeholders and implementing strategies to maximise positive sustainability practices while minimising negative impacts.	Services	The requirement must be implemented immediately.	4.9.2.18
Resort 5-4-3				4.9.2.18
Hotel Apartment D-SP-ST				4.8.2.16
Guest House D-ST				3.8.3.17
Youth Hostel; Uni Campus				3.8.2.15

Guidance

Participation in the Destination Engagement Program organised by Dubai Sustainable Tourism is encouraged to stay updated on industry trends and best practices. Participation can include:

- Joining DST Stamp award program.
- Attending training, workshops, and conferences aimed at building capacity in the hospitality industry.
- Collaborating with DST to develop and implement sustainability standards and best practices in your hotel.
- Engaging in forums like the Sustainable Destinations Forum at Expo City Dubai.

Documentation

Evidence of engagements must be maintained, such as:

- Participation in the DST Stamp
- Training documents
- Stakeholder consultation session records
- Event involvement records (attendance sheets, certificates, photos)

Template

There is no template provided for this requirement.

25 Dubai Culture (NEW)

Classification	DET Sustainability Requirement	Classification Department	Implementation Timeline	Classification code
Hotel 5-4-3	Laws and guidelines must be followed to manage responsibly and promote visits to communities and culturally or historically sensitive sites. Contributions should be made toward protecting and enhancing local heritage, historical, ecological, cultural, and spiritual sites by ensuring access for residents, incorporating authentic local culture into operations, design, and decoration with full respect for intellectual property rights, and ensuring that artifacts are handled legally and respectfully.	Services	The establishment to comply within 3 months from the requirement release.	4.9.2.18
Resort 5-4-3				4.9.2.18
Hotel Apartment D				4.8.2.16
Hotel 2-1-B			The establishment to comply within 6 months from the requirement release.	4.9.2.18
Hotel apartment SP-ST				4.8.2.16
Guest House D-ST				3.8.3.17
Youth Hostel; Uni Campus				3.8.2.15

Guidance

Local culture and heritage should be actively celebrated and preserved through a variety of approaches, for example:

- Dedicate a specific area of the hotel to local culture and heritage.
- Display Emirati cultural art (calligraphy, sculptures, traditional patterns) in prominent guest areas.
- Collaborate with local artists and designers for authentic pieces, respecting intellectual property rights.
- Include authentic Emirati dishes in restaurant menus, backed by cultural experts.
- Maintain a dedicated Emirati Majlis corner offering traditional coffee, dates, and sweets.
- Feature Emirati music, storytelling, and cultural videos on in-room entertainment channels.
- Organise or support events celebrating Emirati culture (National Day activities, dance performances, art exhibitions).
- Engage local artisans and vendors by offering them spaces to sell crafts or host workshops.
- Maintain an official policy prohibiting the sale or trade of genuine artefacts unless they are replicas or legally approved.
- Provide clear documentation for any displayed artefacts, in compliance with local and international standards.

Documentation

Evidence of the implementation of cultural and heritage initiatives must be maintained, such as:

- Photographs of cultural areas displaying Emirati art, and the Majlis corner
- Menus featuring authentic Emirati dishes
- Contracts with local artists and suppliers
- Event flyers, attendance records, and media coverage

Template

There is no template provided for this requirement.

26 Biodiversity Conservation and Invasive Species Eradication (NEW)

Classification	DET Sustainability Requirement	Classification Department	Implementation Timeline	Classification code
Hotel 5-4-3	There must be a strong commitment to active engagement in biodiversity conservation within Dubai, including the responsible management of properties. Special emphasis should be placed on protected areas and regions with high biodiversity. Efforts should be made to minimise and rehabilitate any disturbances to natural ecosystems, along with compensatory contributions to support conservation efforts. The introduction of invasive species must be prevented, with priority given to native species for landscaping and restoration, particularly in natural landscapes.	Services	The establishment to comply within 3 months from the requirement release.	4.9.2.18
Resort 5-4-3				4.9.2.18
Hotel Apartment D				4.8.2.16
Hotel 2-1-B			The establishment to comply within 6 months from the requirement release.	4.9.2.18
Hotel apartment SP-ST				4.8.2.16
Guest House D-ST				3.8.3.17
Youth Hostel; Uni Campus				3.8.2.15

Guidance

- Measures must be implemented to protect and enhance local biodiversity on or around the premises.
- A landscape plan must be in place, detailing plant types, quantities, and locations, ensuring that all species are native and not at risk of becoming invasive.
- Native species should be prioritised, with a plan for their ongoing expansion. Additionally, the use of non-chemical pesticides should be prioritised.

Other examples of biodiversity conservation activities that establishments should consider include:

- Encourage guest participation in community support projects or biodiversity efforts, such as coral restoration.
- Create or maintain green roofs and vertical green walls.
- Follow guidelines by Emirates Nature-WWF Beginners Guide to Wild Plants of UAE and the UAE National Invasive Species Strategy and Action Plan (NISSAP) 2022-2026.
- Use native species for green roofs, green walls, gardens, and other outdoor areas, such as ghaf trees (Prosopis cineraria), date palms (Phoenix dactylifera), and desert hyacinths (Cistanche tubulosa).
- Protect habitats of local species - terrestrial or aquatic or marine - on or near the premises (for example, turtle nesting grounds).
- Minimise light and noise in areas frequented by wildlife.
- Provide or record monetary support for projects focusing on aquatic or marine biodiversity, such as sea cleaning, coral restoration, mangrove protection, as well as desert and wetland projects in the Dubai Desert Conservation Reserve, Ras Al Khor Wildlife Sanctuary, and Emirates Nature-WWF

Documentation

- The establishment must maintain a landscape plan detailing plant types, quantities, and locations that support local biodiversity and wildlife
- Contributions to biodiversity initiatives, including marine and aquatic projects (e.g., sea cleaning, coral restoration, mangrove protection) or others habitat

Template

There is no template provided for this requirement.

27 Responsible Engagement with Wildlife and Animal Welfare (NEW)

Classification	DET Sustainability Requirement	Classification Department	Implementation Timeline	Classification code
Hotel 5-4-3	Observations and interactions with wild or domestic animals, whether in their natural habitat or in captivity, must be carefully managed to prevent negative impacts and ensure compliance with local laws and guidelines, where applicable. Any entity that keeps, owns, or manages animals must ensure that the housing, care, handling, and viewing practices for all animals, wild or domestic, prioritise their welfare. No wild animal species should be acquired, bred, or held in captivity unless this is authorised and properly regulated in accordance with relevant laws and animal-based tourism guidelines.	Services	The establishment to comply within 6 months from the requirement release.	4.9.2.19
Resort 5-4-3				4.9.2.19
Hotel Apartment D				4.8.2.17
Hotel 2-1-B			The establishment to comply within 12 months from the requirement release.	4.9.2.19
Hotel Apartment SP-ST				4.8.2.17
Guest House D-ST				3.8.3.18
Youth Hostel; Uni Campus				3.8.2.16

Guidance

Animal welfare and conservation standards must be upheld by implementing the following measures:

- Comply with UAE Federal Law No. 16 of 2007 (Animal Welfare), prohibiting activities that cause captive animal suffering (illegal wildlife trade, improper handling) and refer to Technical Guidelines on Wildlife Handling Management by Dubai Municipality.
- Advise customers that direct interactions with non-captive wildlife, such as feeding or touching animals, are prohibited.
- Monitor wild animal species to ensure they are not acquired, bred, or kept in captivity unless properly regulated and supervised by authorised individuals.
- Consider replacing traditional wildlife interactions with virtual reality safaris for UAE-native species (Arabian Oryx, Sand Gazelles).
- Where possible, install bird-safe glass to prevent collisions with migratory birds, common in high-rise hotels.
- Comply with UAE rules on pet breeds and microchipping, and designate pet-friendly zones.

Documentation

- Copies of documents demonstrating compliance with relevant laws and guidelines (e.g., UAE Federal Law No. 16 of 2007, Dubai Municipality's Technical Guidelines on Wildlife Handling Management)
- Signage or guest information materials advising against feeding or touching wildlife, where applicable.
- Copies of documents demonstrating legal compliance, guest signage advising against wildlife interaction, a pet policy outlining breed and microchipping rules, and site maps or photos showing clearly marked pet-friendly areas must be retained.

Template

There is no template provided for this requirement.

H | Appendix A Glossary

A

Accessible Tourism

The provision of tourism services and environments that can be accessed, understood, and used by all people, including People of Determination (PoD), in alignment with the Dubai Building Code and UAE accessibility standards (Universal Design and WCAG 2.2).

Accessible Transportation

Transportation services and infrastructure that are inclusive of individuals with physical or cognitive disabilities, providing safe and dignified access to mobility options. Hotels must provide clear, multilingual information on available options.

Air Quality Improvement

Measures to enhance indoor and outdoor air quality, such as reducing airborne pollutants, maintaining HVAC systems, and minimising use of products with volatile organic compounds (VOCs), in accordance with Dubai Municipality guidelines.

Animal Welfare

The ethical treatment of animals, ensuring they are housed, fed, and handled in ways that prevent suffering, in line with UAE Federal Law No. 16 of 2007 and Dubai Municipality regulations on wildlife handling and safety.

B

Biodiversity

The variety and variability of living organisms in a specific habitat. Hotels are required to preserve local biodiversity by protecting natural habitats, avoiding invasive species, and promoting native landscaping in line with UAE environmental frameworks.

Building Management Systems (BMS)

Automated systems for controlling energy-related infrastructure such as HVAC and lighting. BMS optimise energy consumption based on occupancy and external conditions.

C

Campaigns

Coordinated communication strategies, both digital and physical, used to inform and engage guests and staff on sustainability topics (e.g., water saving, towel reuse, wildlife protection).

Carbon Credits

Tradable units representing the right to emit a specific amount of CO2. Establishments may use them for carbon offsetting, but must follow Cabinet Resolution No. (67) of 2024 and be listed under the UAE National Register for Carbon Credits.

Circular Economy Strategy

A sustainable approach to consumption and production based on the 7Rs: Rethink, Refuse, Reduce, Reuse, Repair, Recycle, and Rot. Encouraged across hotel operations to reduce waste and maximise resource efficiency.

Climate Change

A long-term change in global or regional climate patterns due to greenhouse gas emissions. Hotels must take actions such as reducing emissions and participating in climate adaptation programs.

Code of Conduct

A written policy outlining expected behaviour and ethical standards related to sustainability, diversity, inclusion, and respectful guest and staff interactions.

Committee Roster

A document listing the members of the hotel's sustainability committee, including names, departments, roles, and training status. Required as part of DST compliance documentation.

Crisis Management

Preparedness and response plans to mitigate the impact of emergencies such as fires, natural disasters, or pandemics. This includes evacuation procedures, training, and drills.

Cultural Heritage

Tangible and intangible elements from a community's history and identity. Hotels are encouraged to protect, integrate, and celebrate local heritage through art, architecture, cuisine, and education.

D

DET Sustainability Requirement

A mandatory requirement or guideline issued by the Dubai Department of Economy and Tourism (DET) that outlines specific sustainability, safety, operational, or classification obligations for hotel and tourism establishments in Dubai. These requirements are part of the broader Dubai Sustainable Tourism (DST) initiative and are designed to promote responsible tourism practices, environmental stewardship, and alignment with UAE national strategies. Compliance with DET Sustainability Requirements is assessed through audits, documentation reviews, and official certifications.

Digital Accessibility

Ensuring digital services (websites, apps, e-communications) are usable by everyone, including people with disabilities, based on WCAG 2.2 guidelines and UAE national policies.

Dignity and Respect in the Workplace

A principle ensuring all staff are treated equally and fairly, with policies and practices that support anti-discrimination, inclusion, and workplace well-being.

Dubai Culture Presentation

A component of guest and staff education programs that explains local traditions, etiquette, and heritage to encourage cultural appreciation and responsible behaviour.

Dubai Native and Invasive Species

Native species are those naturally found in the UAE ecosystem. Invasive species are non-native and pose risks to biodiversity. Hotels must use native species in landscaping and avoid introducing invasives.

Dubai Sustainable Tourism (DST)

An initiative launched in 2016 by the Dubai Department of Economy and Tourism (DET) to position Dubai as a leading sustainable tourism destination. It aims to integrate sustainability into all aspects of the tourism sector, aligning with the Dubai Economic Agenda D33 the UAE's Net Zero 2050 Strategy, and the United Nations Sustainable Development Goals (UNSDGs) 2030.

Dubai Sustainable Tourism (DST) Stamp

A local certification awarded to hotels that meet all 19 DST sustainability requirements. It serves as a visible mark of environmental and social performance.

Dubai Wild Animals and Animal Welfare	Hotels must follow guidelines on wildlife handling issued by Dubai Municipality and UAE federal law. Direct contact with wild animals is restricted, and conservation over display is prioritised.
DST Carbon Calculator	An online platform developed in collaboration with Dubai Carbon, enabling hotels to track monthly emissions from energy, water, fuel, and waste sources using a standardised intensity ratio.

E

Eco-certified Chemicals	Cleaning and maintenance products that hold certifications from recognised eco-label programs, confirming they meet environmental safety and sustainability criteria.
Eco-friendly Cleaning Practices	Use of methods and products that reduce environmental impact, including water-saving procedures and biodegradable, non-toxic detergents.
Eco-labels	Marks granted to products or services meeting verified environmental standards (e.g., EU Ecolabel, Green Seal). Procurement should favor eco-labeled goods.
Energy Audits	Systematic evaluations of energy use within a facility, identifying savings opportunities. Required every 3–5 years in accordance with Dubai energy performance regulations.
Energy Conservation	Strategies to reduce energy consumption, including efficient lighting, HVAC control, and staff/guest education, consistent with DEWA and ESMA guidelines.
Energy Management Plan	A plan outlining energy consumption reduction targets, monitoring methods, and improvement actions. It must align with DST and UAE Net Zero 2050 goals.

G

Green Meeting Services

Sustainable conference and event services that incorporate resource efficiency, recycling, and low-impact catering, following DST Green Events criteria.

Greenwashing

False or misleading sustainability claims in marketing or operations. DST requires accurate, substantiated promotion of environmental achievements.

Greywater

Wastewater from non-toilet sources (e.g., showers, laundry) that can be treated and reused for landscaping or flushing. Must comply with Dubai Municipality guidelines.

Guest Education Initiatives

Activities and materials aimed at informing guests about sustainability practices and encouraging participation (e.g., signage, apps, digital displays).

H

Handling Hazardous Chemicals

Management of substances such as cleaners and disinfectants through proper storage, use, disposal, and documentation using Safety Data Sheets (SDS).

I

Invasive Species

Non-native organisms that negatively impact local ecosystems. Hotels must eliminate or avoid their use in landscaping and restoration projects.

Intensity Ratio

A benchmarking metric in the DST Carbon Calculator comparing consumption per unit (e.g., per guest night), enabling standardised tracking of emissions.

E

Local Communities Engagement

Efforts to support social, economic, and cultural development of surrounding communities through volunteering, partnerships, and donations.

N

Natural Sites

Areas of ecological, recreational, or scenic importance (e.g., wetlands, deserts). Hotels must promote responsible tourism and support conservation.

Net Zero

Achieving a balance between greenhouse gas emissions produced and those removed from the atmosphere. Hotels are expected to align with UAE Net Zero 2050.

NGOs (Non-Governmental Organisations)

Independent entities involved in environmental, social, or development work. Hotels are encouraged to collaborate with local NGOs on sustainability initiatives.

P

People of Determination (PoD)

A UAE-specific term for individuals with physical, sensory, cognitive, or intellectual disabilities. Hotels must comply with UAE disability inclusion policies.

Pollution

Contamination of air, water, or land by harmful substances or activities (e.g., noise, light, chemical runoff). Hotels must mitigate pollution per Dubai regulations.

R

Renewable Energy

Energy from sources that are naturally replenished (e.g., solar, wind). Hotels are encouraged to increase their share of renewable energy in alignment with DEWA targets.

Responsible Wildlife Engagement

Observing or interacting with wildlife in a way that does not harm the animals or their habitats. Prohibited practices include animal selfies, feeding, or captivity without permits.

S

Safety Data Sheets (SDS)

Official documents that detail chemical safety, handling, storage, and emergency measures. Hotels must maintain SDS logs for all hazardous substances.

Sustainability Action Plan

A structured, time-bound roadmap that outlines the specific goals, initiatives, timelines, and responsibilities required to achieve a hotel's sustainability objectives. It typically includes measurable targets related to energy, water, waste, community engagement, and staff training, and aligns with the hotel's overarching sustainability policy. The action plan is reviewed and updated annually to ensure continuous improvement and compliance with the DET Sustainability Requirements.

Sustainability Champion

A trained hotel staff member responsible for implementing and promoting sustainability policies, verified by Dubai College of Tourism certification.

Sustainability Impacts

Environmental and social effects resulting from hotel operations. These should be identified, measured, and addressed through policies and KPIs.

Sustainable Purchasing of Food and Beverages

Procurement strategy prioritising local, fair-trade, organic, and eco-certified food and drink products, supporting local economies and reducing carbon footprints.

Sustainable Purchasing Plan

A documented policy guiding the selection of goods and services based on environmental and social criteria. Includes tracking of eco-labels and local sourcing.

Sustainable Transportation

Mobility solutions that minimise emissions and resource use, such as EVs, shared shuttles, and cycling programs. Hotels must provide guest access and incentives.

T

Treated Wastewater

Wastewater (grey or black) that has been processed to meet health and safety standards for reuse in irrigation, flushing, or cooling applications.

Tourism Social and Economic Impact

The effect of tourism on employment, income generation, and cultural exchange. Hotels are encouraged to maximise benefits and minimise adverse impacts.

W

Waste Management

Integrated activities for reducing, sorting, reusing, recycling, and safely disposing of waste. Targets are defined by Dubai's Waste Management Strategy 2041.

Waste Management Plan

A structured strategy for minimising waste to landfill through reduction, reuse, and recycling measures. Hotels must document waste streams and improvement efforts.

Water Conservation

Practices that reduce water consumption without compromising guest comfort. Includes use of low-flow fixtures, greywater systems, and drought-tolerant landscaping.

Water Management Plan

A hotel's documented strategy for managing water use, including consumption tracking, reduction targets, leak detection, and water reuse systems.

Wildlife

Undomesticated animal species found in nature. Hotels must respect wildlife presence on or near property and avoid activities that threaten their welfare or habitats.

Appendix B
References and Links

Dubai Code of Conduct when visiting natural sites
Know More

Dubai Culture App
Know More

Dubai Fitness Challenge activities
Know More

Dubai Integrated Waste Management Strategy 2021-2041
Know More

Dubai Municipality Health and Safety Technical Guidelines
Know More

Dubai Municipality's Technical Guidelines on Wildlife Handling Management
Know More

Dubai's Protected Areas
Know More

Emirates Nature-WWF Beginners Guide to Wild Plants of UAE
Know More

Destinations and More App
Know More

ne'ma – نعمة :
Know More

Executive Council Resolution No. 124 of 2023 regarding the Regulation of Single-Use Products in Dubai.
Know More

UAE National Invasive Species Strategy and Action Plan (NISSAP) 2022-2026
Know More

UAE Water Security Strategy 2036
Know More

Cabinet Resolution No. (67) of 2024 – National Register for Carbon Credits (UAE)
Know More

List of DEWA Enrolled Solar PV Contractors and Consultants
Know More

List of Accredited ESCOs
Know More

List of Accredited Auditors
Know More

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Thank you

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