

# Templates

## Table of Contents

Template 1 <u>Sustainability Management Policy</u> .....	2
Template 2 - Sustainability Committee Roster.....	8
Template 3 - Guest Feedback & Hotel Corrective Action .....	14
Template 4 - Green Event Checklist and Post Event Report.....	18
Template 5 <u>Energy Management Plan</u> .....	21
Template 6 - Transportation Objective and Inventory.....	24
Template 7 - Water Management Plan.....	27
Template 8 - Waste Management Plan .....	30
Template 9 - Minimise Pollution Record.....	37
Template 10 - Hotel Chemical Management.....	40
Template 11 <u>Purchasing Management Plan</u> .....	43
Template 12 - Local Communities.....	46
Template 13 - Annual Sustainability Report .....	48

## Template 1

# Sustainability Management Policy

(This template serves as a foundational guide for the establishment to develop its own documentation. Direct use of the content without appropriate customisation will not be accepted)

(Establishment Logo)

## Sustainability Management Vision, Mission, and Policy

### Vision

"To be a leading example of sustainable hospitality in Dubai, where luxury meets environmental stewardship, and every guest experience contributes to a healthier planet."

### Mission

"Our mission is to integrate sustainable practices into every aspect of our operations, from energy efficiency and waste reduction to community engagement and responsible sourcing. We are committed to:

- Reducing our carbon footprint through innovative energy management and renewable energy solutions.
- Minimising waste by implementing comprehensive recycling and composting programs.
- Supporting local communities by sourcing goods and services from local businesses and promoting fair trade.
- Educating and engaging our guests and staff in sustainability initiatives to foster a culture of environmental responsibility.
- Continuously improving our sustainability performance through staff training, and stakeholder feedback
- To celebrate and promote the rich cultural heritage of Dubai, offering our guests an authentic and immersive experience that honours the traditions, values, and vibrant spirit of our city.

### Sustainability Management Policy

(Establishment) is committed to operating responsibly by minimising environmental impact and maximising social and economic benefits. We consider long-term environmental, cultural, and social effects in all projects and operations.

To achieve this vision, (Establishment) will implement a sustainability strategy to demonstrate a positive economic, environmental, social, and cultural impact from all our activities with consideration to quality, health and safety, human rights, risk, and crisis management.

(Establishment) leadership is committed to continually improving its sustainability performance.

(Establishment) will comply with all sustainability-related legislation, regulations, and other requirements.

(Establishment) will measure and report its sustainability performance against national and, where relevant, international sustainability standards.

(Establishment) will manage its operations according to the Dubai Sustainable Tourism (DST) system requirements and specifically address the following issues:

## 1 Compliance, Staffing, and Training

- 1.1 Report environmental performance through the DST Carbon Calculator on a regular frequency, for example on a monthly basis, with the objective of reducing greenhouse gas considering 2025 data as a baseline.
- 1.2 Set measurable KPIs including reduction in energy and water use from 2025 baseline.
- 1.3 We will implement and continuously improve our waste management practices to reduce our waste annually, with the ultimate goal of sending zero waste to landfill by 2041 aligning with Dubai Integrated Waste Management Strategy 2021-2041.
- 1.4 Certify staff through the Sustainability Online Course offered by the Dubai College of Tourism and establish a committee to manage sustainability initiatives.
- 1.5 Provide comprehensive training to employees on sustainability practices to ensure consistent implementation across operations.
- 1.6 Educate guests on the hotel sustainability initiatives and encourage their participation during their stay.
- 1.7 Produce events, conferences, and business meetings that minimise waste and conserve energy and water.
- 1.8 Implement the highest level of quality and safety and comply with all legislation, regulations, and guidelines by Dubai's local authorities.
- 1.9 Conduct business ethically and promote diversity and equal opportunities through internal awareness programs.

## 2 Energy

- 2.1 Implement a systematic energy efficiency plan and continually improve energy efficiency performance.
- 2.2 Control energy use with building management systems to optimise energy use.
- 2.3 Strive to use energy-efficient transportation for the movement of guests and employees.

## 3 Water

- 3.1 As part of our commitment to the UAE Water Security Strategy 2036, our hotel is dedicated to reducing our total water usage and we further pledge to maximise water circularity by increasing our reuse of treated water, including greywater by 2036, demonstrating our commitment to responsible water stewardship.

- 3.2 Establish a comprehensive water conservation programme that promotes responsible use, efficient water reuse, and active engagement of employees and guests.
- 3.3 Adopt sustainable landscaping and alternative water sourcing as part of the establishment's water management strategy.
- 3.4 Integrate high-usage area monitoring and ensure compliance with Dubai water conservation initiatives.

#### 4 Wastewater

- 4.1 Implement responsible wastewater management practices that ensure safe treatment and use where applicable.

#### 5 Waste

- 5.1 Aligned with the Dubai Integrated Waste Management Strategy 2021–2041, we are committed to proactively managing our waste. Our goal is to achieve year-over-year reductions in waste sent to landfill, striving for zero landfill waste by 2041 through innovative reduction, reuse, and recycling practices.
- 5.2 In full support of Dubai's environmental vision and Executive Council Resolution No. 124 of 2023, we are committed to eliminating single-use plastic items within our operations. We will actively phase out banned single-use bags and other regulated plastic products, embracing sustainable alternatives to contribute to a healthier planet.
- 5.3 Implement a systematic waste management plan to minimise disposal in landfills, reduce food waste, encourage recycling, and encourage the reuse of materials.
- 5.4 Strive to reduce waste from guest toiletries and other sources.
- 5.5 In partnership with the National Food Loss and Waste Initiative (ne'ma) and its Zero Food to Landfill framework, we are committed to significantly reducing food waste across our operations. We will implement comprehensive strategies to prevent food loss, maximise the redistribution of surplus edible food through partners like the UAE Food Bank, and responsibly manage unavoidable food waste, contributing to a more sustainable food system in Dubai.

#### 6 Minimise Pollution

- 6.1 We commit to diligently identifying and continuously monitoring all potential sources of pollution, including noise, light, runoff, erosion, ozone-depleting substances, and any contamination of air, water, or soil.

Our hotel is firmly committed to actively minimising and, where feasible, eliminating all forms of pollution, in strict accordance with the Dubai Municipality Health and Safety Technical Guidelines.

#### 7 Sustainable Purchasing

- 7.1 Implement a purchasing management plan which gives preference to sustainable, local, fair trade, and environmentally friendly goods and services.
- 7.2 Only purchase food products free from endangered or protected fish, seafood, or other species.
- 7.3 Eliminate single-use plastic from hotel operations.

## 8 Local Communities

- 8.1 Support social and community development and environmental conservation initiatives.
- 8.2 Promote the protection and respect of all individuals, especially children, adolescents, women, minorities, and other vulnerable groups, by opposing all forms of exploitation and harassment and actively supporting and uplifting the Dubai community.

## 9 Culture and Heritage

- 9.1 Protect and promote Emirati culture, heritage and traditions through décor, cuisine, and guest experiences.

## 10 Annual Objectives and Targets

- 10.1 Establish an action plan for continuous improvement of sustainability performance, including:  
Objective and Target Evaluation.

The hotel should have at least two objectives from each section, per year and track the progress to ensure targets are achieved by the end of the calendar year.

	Objective	Target	Evaluation
10.1.1	Adhere to all DET sustainability regulations and administrative orders		Number of DET penalties/fines related to sustainability
10.1.2	To ensure that at least 20 percent of hotel staff successfully complete mandatory sustainability training, as stipulated by the Dubai College of Tourism's DST Sustainability Measures, every two years.		Employee certificates, employees list showing compliance percentage with the DET requirement
10.1.3	Guest satisfaction with sustainability initiatives		Percentage of guests aware of sustainability initiatives
10.1.4	Waste diverted from landfill		Percentage of waste diverted
10.1.5	Staff Sustainability Training		Number or percentage of staff trained

## 11 Action Plan form

1. Select all relevant issues by using DST criteria.
2. Set your establishment objectives/targets.
3. Add actions to implement and achieve your objectives.
4. Weekly/monthly track your achieved target.
5. Implement corrective actions if you are behind your target and record.

	Relevant Issues	Objectives/targets	Actions	Responsible Employee
1	Compliance, Staffing, and Training			
2	Energy			
3	Water			
4	Waste water			
5	Waste			
6	Minimise Pollution			
7	Purchasing			
8	Local Community			
9	Culture and Heritage			

**12 Actions tracking form:**

	Actions	Actions completion percentage	Corrective actions required	Responsible Employee

**General Manager Signature:**
**Name:**
**Date:**

## Template 2

### Sustainability Committee Roster

(This template serves as a foundational guide for the establishment to develop its own documentation.

Direct use of the content without appropriate customisation will not be accepted)

(Establishment Logo)

### (Establishment) Sustainability Committee Roster

First Name	Last Name	Position/Title	Department	Email	Role
		General Manager	Ex.: Executive Office/Operations		Ex.: Sustainability Champion; meeting organiser
		Ex.: Senior Manager	Ex.: Facility Services		Ex.: meeting facilitator; energy/water/waste initiatives
		Ex.: Senior Manager	Ex.: Human Resources		Ex.: meeting facilitator; training/regulatory initiatives
		Ex.: Housekeeping Manager	Ex.: Housekeeping		Ex.: waste monitoring
		Ex.: Lead Engineer	Ex.: Engineering		Ex.: energy/monitoring
		Ex.: Director of Event Management	Ex.: Executive Office, Events		Ex.: purchasing monitoring
		Ex.: Operations Manager	Ex.: Executive Office		Ex.: Carbon Calculator data, annual goal review; purchasing monitoring

		Ex.: Director of Communications/PR	Ex.: Communications/PR/Guest Relations		Ex.: local community initiatives
		Ex.: IT Manager	Ex.: Information Technology		Ex.: guest education initiatives

\* Certified by Dubai College of Tourism and/or trained in sustainability management. Certifications for employees are enclosed:

## Sustainability Committee Meeting Agenda

### Example of Committee Meeting Purpose:

- Develop, implement, and sustain the management framework, ensuring its ongoing effectiveness and alignment with organisational objectives.
- Continuously assess and measure the establishment's performance against the defined management approach.
- Ensure all committee members and their respective departments are fully informed of implementation initiatives, responsibilities, and the implications of non-compliance.
- Strategically plan, oversee, and drive the execution of future programs to achieve long-term goals.

Date of Meeting:

Meeting location:

### Participants:

NAME	POSITION/TITLE	DEPARTMENT	EMAIL	ROLE IN COMMITTEE	SIGNATURE

**Items discussed in the agenda (tick as appropriate):**

<b>1. Compliance, Staffing, &amp; Training</b>	
a. Guest feedback	
b. Compliance matters and destination engagement	
c. Staff training schedule	
d. Training Champions	
<b>2. Events</b>	
a. Planning	
b. Materials	
c. Monitoring	
d. Reporting	
<b>3. Energy</b>	
a. Planning	
b. Lighting	
c. HVAC equipment	
d. Greenhouse gas emissions	
e. Renewable sources	
f. Building energy audit	
g. Other significant energy issues	
h. Building Management System	
i. Transportation	
j. Monitoring	
k. Reporting	
<b>4. Water</b>	
a. Planning	
b. Plumbing fixtures	
c. Water-using equipment	
d. Cooling towers	
e. Swimming pools/Spa	
f. Landscape and irrigation	
g. Pest control	
h. Wastewater	
i. Laundry	
j. Other significant water issues	

k. Towels and linen reuse program	
l. Monitoring	
m. Reporting	
<b>5. Waste</b>	
a. Planning	
b. Disposal to landfill	
c. Recycling	
d. Reuse	
e. Public Areas	
f. Food & Beverage	
g. Events	
h. Rooms & Bathrooms	
i. Monitoring	
j. Reporting	
k. Hazardous waste	
<b>6. Minimise Pollution</b>	
a. Non-compliance issues	
b. Identify, monitor, and control pollution	
<b>7. Purchasing</b>	
a. Planning	
b. Sustainable supplier criteria	
c. Sustainable supplier evaluation	
d. Sustainable Purchasing percentage	
e. Paper Products	
f. Cleaning Supplies	
g. Pest Control	
h. Food & Beverage	
i. Hazardous Materials	
j. Endangered or protected species	
k. Monitoring	
l. Reporting	
<b>8. Local Community</b>	
a. Planning	

b. Volunteering	
c. Donations	
d. Financial contributions	
e. Partnerships	
f. Monitoring	
g. Reporting	
<b>9. Carbon emissions and data</b>	
a. Electricity	
b. Cooling energy	
c. Water	
d. Petrol in generators	
e. Petrol in vehicles	
f. Diesel in vehicles	
g. Refrigerants	
h. LPG	
i. Waste sent to landfill	
<b>10. Accessibility</b>	
a. Compliance	
b. Hotel Physical Accessibility	
c. Marketing, promotions and events accessibility	
d. Hidden disability/special dietary requests	
e. Guest feedback	
<b>11 Dubai Culture</b>	
a. Compliance	
b. Dubai culture presentation in the hotel (public area/guest rooms/food/staff area)	
c. Dubai culture activity	
<b>12 Harmful Substances</b>	
a. Cleaning and disinfection (chemical/eco) source percentage	
b. Water treatment (Chemical/eco) source percentage	
c. Pesticide/fertiliser (chemical/eco) source percentage	
<b>13 Biodiversity and Invasive Species</b>	

a. Support biodiversity actions	
b. Control invasive species in the hotel landscape	
<b>14 Animal welfare</b>	
a. Compliance	
b. Pet animal status	
c. Work/guide animal status	

**Summary of discussion points:**

- 1
- 2
- 3
- 4

**Proposed date for the next meeting:**

## Template 3

### Guest Feedback & Hotel Corrective Action

(This template serves as a foundational guide for the establishment to develop its own documentation.

Direct use of the content without appropriate customisation will not be accepted)

(Establishment Logo)

#### Guest Feedback Form

Thank you for staying with us! Your feedback is valuable and helps us improve our services. Please take a few moments to share your experience.

##### Guest Information:

- Name: \_\_\_\_\_
- Room Number: \_\_\_\_\_
- Date of Stay: \_\_\_\_\_

##### Overall Experience:

###### 1. How would you rate your overall experience at our hotel?

- Excellent
- Good
- Fair
- Poor

###### 2. How satisfied were you with the cleanliness of your room?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied

- Very Dissatisfied

**3. How would you rate the quality of our customer service?**

- Excellent
- Good
- Fair
- Poor

**Sustainability Initiatives**

**4. Were you aware of our sustainability initiatives during your stay?**

- Yes
- No

**5. How would you rate the effectiveness of our sustainability initiatives (e.g., energy conservation, waste reduction, and water-saving measures)?**

- Excellent
- Good
- Fair
- Poor

**6. Did you encounter any issues or have any suggestions regarding our sustainability initiatives?**

**Additional Feedback:**

**7. Please provide any additional comments or suggestions to help us improve your experience.**

**Thank you for your time and feedback!**

## Hotel Corrective Action Form

### Guest Feedback Information:

- Guest Name: \_\_\_\_\_
- Room Number: \_\_\_\_\_
- Date of Feedback: \_\_\_\_\_

### Feedback Details:

- **What was the type of feedback?**
- Complaint
- Suggestion
- Comment
- Feedback Description:

---

### Sustainability Initiatives:

- **Was the feedback related to sustainability initiatives?**
- Yes
- No
- If yes, please specify the initiative(s) involved:

---

### Analysis of Feedback:

- Root Cause Analysis

---

### Corrective Actions Taken:

- Description of Corrective Actions:

---

- Responsible Person(s):

---

- Date of Implementation:

---

### Additional Comments:

---

## Template 4

### Green Event Checklist and Post Event Report

(This template serves as a foundational guide for the establishment to develop its own documentation.

Direct use of the content without appropriate customisation will not be accepted)

(Establishment Logo)

#### Green Event Checklist

In support of our sustainability management policy, (Establishment) will strive to produce sustainable events, conferences, and business meetings at our property.

(Establishment) offers the following green meeting services to event, conference, and business meeting planners:

	List of items	Status
1	The establishment has an individual certified via training and verified by DET, who is responsible for producing green events.	
2	The establishment communicates its commitment to sustainability and green events to event planners and event attendees.	
3	The establishment uses electronic tools for registration, check-in, and event agenda. For any printed materials, use post-consumer/recycled or FSC paper. Notepads, pens, flip charts, and similar supplies are available only upon request.	
4	The establishment provides transportation options for attendees in pre-event communications, such as buses, trains, walking, shuttles, etc.	
5	The establishment collaborates with the event planner to include a sustainability session or track in the meeting agenda.	
6	The establishment sources a commonly used service or product from a sustainable, local, fair trade, or environmentally preferable supplier.	
7	The establishment provides cleaning services for the event that use environmentally preferable products and practices.	
8	The establishment provides waste measurement data for specific events, including volumes of waste and recycled materials.	
9	The establishment engages event attendees to conserve energy use.	
10	The establishment regulates temperatures for unoccupied meeting spaces.	
11	The establishment regulates lighting for unoccupied meeting spaces.	
12	The establishment provides energy measurement data for specific events.	
13	The establishment engages event attendees to conserve water use.	

14	The establishment provides water usage data for specific events.	
15	The establishment uses China, ceramic, glass, or equivalent tableware for all food and coffee services and does not use disposable tableware.	
16	The establishment provides a water refill service, but it does not provide single-use plastic water bottles.	
17	The establishment provides fair-trade coffee, tea, and sugar during events.	
18	The establishment supports a community local charity/non-profit or similar organisation by donating surplus event materials or food.	
19	The establishment offers event attendees the opportunity to volunteer with a community project.	
20	The establishment collects feedback from the event organiser on the green event planning and delivery activities.	
21	The establishment, in collaboration with event organisers, addresses physical and hidden accessibility requests for the meeting facility, services, and food.	

## Example: Template Green Events Post-Event Report

### Green Post-Event Report

Event Title	<hr/>
Event Type	<hr/>
Event Contact (name, number, email)	<hr/>
Establishment Contact (name, number, email)	<hr/>
Event Dates	<hr/>
Total Attendees	<hr/>
Total Room Nights	<hr/>

Category	Metric	Unit	Reading
<b>Energy</b>	Total Electricity Consumed	kWh	
	% Renewable	%	
	% Offset with carbon credits	%	
<b>Waste &amp; Recycling</b>	Total Waste Generated	kg	
	Quantity Composted	kg	
	Quantity Recycled	kg	
	Quantity Reused/Donated	kg	
	% of Total Waste diverted from landfill	%	
	Total Waste per Attendee	kg/person	
<b>Water Use</b>	Total Water Used	litres	
	Water use per attendee	litres/person	
<b>Community</b>	Donated event materials	kg	
	Project Volunteers	hours	

## Template 5

# Energy Management Plan

(This template serves as a foundational guide for the establishment to develop its own documentation.

Direct use of the content without appropriate customisation will not be accepted)

(Establishment Logo)

## Energy Management Plan

### 1. Introduction

In support of our sustainability management policy, (**Establishment Name**) is committed to implementing a systematic Energy Management Plan that enhances energy efficiency, reduces consumption, and integrates renewable energy solutions. This plan focuses on **lighting, air conditioning, transportation, and overall building performance**, ensuring continuous improvement in energy performance.

### 2. Energy Management Hierarchy

This plan follows the **Mean/Lean/Green** energy management hierarchy:

- **Mean:** Avoid unnecessary energy use.
- **Lean:** Utilise energy-efficient products and practices.
- **Green:** Transition to renewable energy sources.

### 3. Energy Efficiency Strategies

#### Mean (Reducing Unnecessary Energy Use)

- Promote **natural daylight** and install **automated lighting sensors** (daylight, motion, etc.).
- Regularly monitor the thermostat temperature and set it between 22.5-25.5 degrees Celsius.
- Improve building, windows, balcony, and ducts insulation to reduce heating, cooling, and leakage demand.
- Encourage **staff and guests to turn off unused lighting and equipment**.
- Implement **automated HVAC and lighting controls** with preset energy-saving defaults.
- Optimize **building insulation** (windows, balconies, ducts) to minimise heating/cooling loss.
- Conduct **energy audits every five years** to assess and improve efficiency.

### Lean (Energy Efficiency Improvements)

- **Lighting:**
  - Replace all conventional lighting with LED features.
- **Equipment Upgrades:**
  - Replace outdated **HVAC, refrigeration, and mechanical systems** with high-efficiency models.
  - Upgrade **water pumps, pool/spa systems, and office equipment** with energy-saving alternatives.
  - Ensure all new purchases align with **Emirates Standardization Energy Labels**.
- **Monitoring & Data Analytics:**
  - Use smart meters and real-time data tracking to identify energy inefficiencies.
  - Integrate AI-powered analytics for energy demand forecasting.

### Green (Renewable Energy Integration)

- Install **solar panels** for electricity and water heating.
- Transition to **renewable energy suppliers** where feasible.
- Explore **battery storage solutions** to enhance energy resilience.
- Implement **EV charging stations** and encourage sustainable transportation options.

## 4. Energy Reporting & Performance Tracking

To ensure effective monitoring, **(Establishment Name)** will use the **DST Carbon Calculator** to track:

- Electricity & cooling energy consumption
- Water usage
- Petrol/diesel consumption (vehicles & generators)
- Refrigerants & LPG usage
- CO<sub>2</sub> emissions from operations
- Waste sent to landfill

### Modern Energy Reporting Trends:

- Real-Time Energy Monitoring: IoT-based sensors for continuous data tracking.
- AI & Machine Learning Optimisation: Automated energy-saving adjustments.
- Carbon Footprint Reporting: Integration with ESG frameworks (GRI, CDP, TCFD).
- Blockchain for Energy Transparency: Secure energy tracking and peer-to-peer energy trading.
- Guest Engagement & Rewards: Gamification strategies to encourage energy-saving behaviours.

## 5. Energy Reduction Targets & Evaluation

(Year)	Energy Reduction (%)	Renewable Energy Increase (%)	Evaluation Method
Previous Year	%	%	DST Carbon Calculator
1 <sup>st</sup> Year	%	%	Sustainability Committee
2 <sup>nd</sup> Year	%	%	Annual Audits & Performance Reviews

**Responsible Staff Signature:**

**Name:**

**Title:**

**Date:**

**General Manager Signature:**

**Name:**

**Date:**

## Template 6

### Transportation Objective and Inventory

(This template serves as a foundational guide for the establishment to develop its own documentation.

Direct use of the content without appropriate customisation will not be accepted)

(Establishment Logo)

### Transportation Objective and Inventory

#### Transportation Recommendations:

- Encourage and/or provide clean or resource-efficient transportation methods for guests and employees, such as using hybrid-powered cars.
- Support electric car users by providing a smart charging station or information on nearby charging points and making this information available through staff, front desk, concierge, and in public areas/guest rooms via the Info Channel.
- Promote walking, cycling, shuttles and public transport for guests and employees.
- Encourage guests to use alternative transportation by providing information on:
  - Local public and private transport (bus, train, metro, tram, boat)
  - Hybrid and electric taxis (via RTA – Roads and Transport Authority) applications
  - Hotel-provided shuttle buses
  - Bicycling and walking options

#### Vehicle Inventory

(Establishment) will aim to create vehicle inventory for its owned and/or leased fleet with the objective of increasing sustainable transportation options for guests and staff.

#### Instructions:

1. **Vehicle ID:** Assign a unique identifier for each vehicle.
2. **Make & Model:** Enter the make and model of the vehicle.
3. **Year:** Enter the year of manufacture.
4. **Fuel Type:** Specify the type of fuel used (e.g., electric, hybrid, gasoline, or diesel).
5. **Efficiency Rating:** Provide the vehicle's efficiency rating (e.g., miles per gallon, kWh per mile, etc.).
6. **Clean/Resource-Efficient Attributes:** List of any attributes that make the vehicle environmentally friendly or resource-efficient (e.g., electric motor, hybrid engine, or high fuel efficiency).

Vehicle ID	Make & Model	Year	Fuel Type	Efficiency Rating	Clean/Resource Efficient Attributes	Notes
1						
2						
3						
4						
5						

### Transportation Objectives and Targets

(Establishment) will aim to maintain and promote sustainable transportation to their guests

Establishment to add:

1. The number of owned and leased vehicles in separate rows
2. The number of electric or hybrid vehicles operated or leased by the establishment
3. The monthly fuel consumption with reduction evidence to meet sustainable transportation objectives
4. The number of trips made by guests, staff, and suppliers using sustainable transportation.

	Objective	Previous Year	1 <sup>st</sup> Year Target	2 <sup>nd</sup> Year Target	3 <sup>rd</sup> Year Target	Evaluation
1.1	Number of vehicles (owned/leased)					Sustainability champion/committee
1.2	Number of vehicles (hybrid/electric)					Sustainability champion/committee
1.3	Fuel consumption per month (owned/leased)					Sustainability champion/committee
1.4	Number of trips using sustainable transportation					Sustainability champion/committee

#### Responsible Staff Signature:

Name:

Title:

Date:

#### General Manager Signature:

Name:

**Date:**

## Template 7

### Water Management Plan

(This template serves as a foundational guide for the establishment to develop its own documentation.

Direct use of the content without appropriate customisation will not be accepted)

(Establishment Logo)

### Water Management Plan

- In support of our sustainability management policy, (Establishment) will implement a systematic water management plan addressing plumbing fixtures, water-using equipment, particularly cooling towers, swimming pools and spas, landscape, golf courses, football fields and irrigation, pest control, wastewater, laundry, or other significant water issues, and continually improve the water performance of our property.
- Conduct a water risk assessment to identify areas with high consumption, adding reduction procedures and plans especially for highly water-using installations such as golf courses and football fields.
- Track total water usage in operations and per guest night or occupied room.
- (Establishment) will aim to implement the following measures to improve water performance considering the hierarchical approach, whereby the measures in the Elimination/Reduction section are preferred to the measures in the Reuse/Recycling section. Implement the following strategies to conserve water:

#### Elimination/Reduction

- **Fixtures**
  - Replace plumbing fixtures with efficient products, e.g., low-flow taps, showerheads, dual-flush toilets, waterless urinals, etc.
  - Review and adapt water-intensive cleaning processes to reduce water use.
  - Automatic or push-button faucets in all public facilities.
  - Switch to less water-intensive facilities (e.g., replacing baths with showers where possible).
  - Review the efficiency of water-using equipment (e.g., dishwashers, glass washers, and laundry machines) and prefer equipment that uses less water, recovers water, and has adjustable modes.
  - Check and inspect pipes, faucets, drainage, and other water fittings to ensure there are no leaks.
  - Install grease traps in kitchen units and ensure they are emptied regularly.
- **Landscape & Irrigation**
  - Plant landscaped grounds and gardens with native or drought-tolerant species such as (the Alghaf tree).
  - Install smart irrigation practices, e.g. timers, drip irrigation, etc.

- Address significant water impacts in areas like golf courses, spas, and football fields in the water management plan, using recycled/grey water where possible.
- **Laundry**
  - Offer guests the option to reuse linens and towels with clearly visible signs in rooms and bathrooms.
  - Guide guests and staff using pictograms in guest rooms, public areas and back areas to enhance water conservation practices.

## Reuse/Recycling

- **Recycled water**

Use recycled water sources such as reclaimed water, e.g., Treated Sewage Effluent (TSE), or recycled greywater for other suitable purposes.

- **Alternative sources**

Install condensate and/or rainwater collection systems.

## Objectives & Targets

(Establishment) will aim to separately install water meters in areas with high energy consumption that have established the following reduction objectives and targets for water consumption:

	Objective	Previous year's Total water used per guest/night %	1 <sup>st</sup> Year Target	2 <sup>nd</sup> year Target	3 <sup>rd</sup> year Target	Evaluation
1.1	Total water reduction/per cubic meter		%	%	%	DST Carbon Calculator
1.2	Linens and towels reuse participation		%	%	%	Sustainability Champion/Committee
1.4	Total Reused water (grey/condensate, etc.) per cubic meter		%	%	%	Sustainability Champion/Committee
1.5	Reuse water/total water used %		%	%	%	Sustainability Champion/Committee

### Responsible Staff Signature:

Name:

Title:

Date:

### General Manager Signature:

Name:

Date:

## Template 8

### Waste Management Plan

(This template serves as a foundational guide for the establishment to develop its own documentation.

Direct use of the content without appropriate customisation will not be accepted)

(Establishment Logo)

### Waste Management Plan

In support of our sustainability management policy, (Establishment) will implement a systematic waste management plan addressing waste from public areas, food & beverage, conferences, rooms & bathrooms, hazardous materials, or other significant waste issues and will ensure all waste disposal has no adverse effect on the local population or the environment as well as continually improve the recycling and reuse performance of our property.

#### General management

1. The Establishment should have a plan to reduce the amount of solid waste and food waste produced; the reduction should be feasible year over year to achieve zero waste in landfills by 2041.
2. The Establishment's waste disposal should be a government-run or approved facility, and there is evidence that the facility has no negative impact on the environment or local population, considering companies that offer recycling services.
3. The establishment should Implement a circular economy strategy to:
  - Rethink: Assess guest and staff habits for sustainability.
  - Refuse: Avoid harmful products and services.
  - Reduce: Minimise waste and consumption.
  - Reuse: Find new uses for items instead of discarding them.
  - Repair: Fix items instead of replacing them.
  - Recycle: Properly dispose of items for processing and reuse.
  - Repurpose: Use items for different purposes
  - Rot: Compost organic waste to enrich soil.
4. The Establishment should calculate, monitor, and manage the amount of solid waste disposed of per tourist/night.

- The solid waste disposed of is measured by type, and goals are in place to minimise non-diverted solid waste.
- The establishment should consider implementing a donation program to Dubai Food Bank for excessive food generated from buffets and events; the donated food should be recorded, and the keeping and packing process should be according to Dubai municipality guidelines from the food safety department.
- The waste management plan should consider waste segregation at the source using labelled recycling bins (paper, plastic, metal, glass, organic, and digital) in public areas and guest rooms.
- Contract waste collection service to a waste company that offers recycling services.
- Request construction and retrofit contractors to recycle the waste generated during construction and demolition activities.
- The Establishment should implement recycling programs with the objective of increasing diverted waste year over year for paper, cardboard, plastic bottles, aluminium cans, and glass, and use recyclable packaging for toiletries.
- Ensure proper disposal of hazardous waste, including cleaning chemicals, expired medication, pesticides, fluorescent light bulbs, and batteries, with a safety system for bio-waste
- disposal and according to Dubai municipality guidelines.
- Establishments are encouraged to switch to digital promotional materials and sustainable room cards.

5. (Establishment) will aim to implement the following measures to improve waste management performance considering the hierarchical approach whereby the Reduce measures are preferred to the Reuse measures, and those are preferred to the Recycling measures.

6. (Establishment) will implement the following strategies per department to manage waste:

## Food & Beverage (F&B)

- **Rethink:** Design menus and locally sourced ingredients to minimise waste.  
Use "root-to-stem" cooking procedure (e.g., broccoli stems in soups, citrus peels for garnishes).
- **Reduce:** Implement AI food waste trackers to monitor prep and plate waste.  
Offer flexible portion sizes (e.g., half-portions, shareable dishes)  
Stop using plastic bottles and disposable cups in the hotel operation.
- **Recycle:** Segregate glass, metal, and plastic into colour-coded bins; partner with certified recyclers.
- **Rot:** where possible Install on-site composters or partner with local farms for food scrap collection.
- **Repair:** Fix kitchen equipment (e.g., blenders, ovens) instead of replacing.
- **Repurpose:** Turn surplus bread into croutons, overripe fruit into smoothies or jams with full consideration to food safety rules.  
Donate surplus food to UAE food bank
- **Refuse:** Eliminate single-use condiment packets and switch to bulk dispensers.

## Housekeeping

- **Rethink:** Replace single-use toiletries with refillable wall-mounted dispensers.
- **Reduce:** Implement a Reward for guests for reusing towels/linens.
- **Recycle:** Collect used soap bars for NGOs and donations.
- **Rot:** Compost organic waste from room service trays or floral arrangements from flowers and roses in guest rooms.
- **Repair:** Mend torn linens or damaged furniture instead of discarding.
- **Repurpose:** Convert worn towels into cleaning rags.

## Engineering

- **Rethink:** where possible and applicable, design waste chutes with separate streams for compost, recyclables, and landfill.
- **Reduce:** Install smart bin sensors to optimise waste collection routes.
- **Recycle:** Salvage metals/parts from broken equipment.  
Train staff to sort e-waste (batteries, fluorescent bulbs) into dedicated bins and segregate scrap with opportunity to re-sales
- **Rot:** Where possible maintain biogas digesters to convert food waste into energy.
- **Repair:** Overhaul HVAC systems and appliances to extend lifespan.
- **Repurpose:** Use scrap wood/metal for maintenance projects if possible.
- **Refuse:** Ozone-depleting gases in the air condition system inside hotel operations.

## Purchasing and Stores

- **Rethink:** Source from suppliers with closed-loop packaging (e.g., returnable crates).
- **Reduce:** Buy in bulk to minimise packaging; prioritise reusable containers.
- **Recycle:** Require suppliers to use recyclable/compostable materials.
- **Rot:** separate spoiled produce for composting.
- **Repurpose:** Donate near-expiry dry goods to staff.
- **Refuse:** Reject over-packaged products (e.g., individually wrapped items).

## Laundry

- **Rethink:** Switch to ozone-based washing systems to reduce water/chemical use.
- **Reduce:** Optimize wash cycles to cut energy consumption by 25%.
- **Recycle:** Partner with textile recyclers for discarded uniforms/linens.
- **Repair:** Fix leaky machines promptly to prevent water waste.

- **Repurpose:** Turn damaged linens into reusable shopping bags for guests.
- **Refuse:** Tetrachloroethylene in laundry operation.

## Reception and Concierge

- **Rethink:** Digitise check-in/check-out to eliminate paper waste.
- **Reduce:** Offer e-receipts and digital brochures.
- **Recycle:** Provide e-waste bins for guests (old chargers, batteries).
- **Repurpose:** Turn outdated brochures into origami or craft kits for kids.
- **Refuse:** Avoid disposable key cards, switch to wood-made cards or mobile key apps.

## Administration Offices

- **Rethink:** Integrate waste management training into onboarding programs.
- **Reduce:** Digitise HR documents (e.g., pay slips, policies).
- **Recycle:** Recycle paper from administrative tasks.
- **Repurpose:** Turn old uniforms into cleaning clothes or donate to shelters.
- **Refuse:** Eliminate plastic HR welcome kits; use digital guides and replace all training presentations, handouts, attendance sheets, books, and certificates to digital forms.

## Leased Activities (Spas, Shops, Restaurants)

- **Rethink:** Include waste compliance clauses in lease agreements.
- **Reduction:** Mandate reusable packaging for retail products (e.g., gift shops).
- **Recycle/Rot:** Provide shared composting/recycling stations.
- **Repurpose:** Donate unsold spa products as part of the hotel donation system.

## Conferences & Events

- **Rethink:**
  - Design events with sustainability in mind (e.g., digital agendas, hybrid formats).
  - Choose suppliers and vendors with eco-conscious practices.
- **Refuse:**
  - Avoid single-use plastics (bottles, cutlery, name tags).
  - Avoid unnecessary freebies or promotional items.
- **Reduce:**
  - Minimise print materials—use digital signage and apps.
  - Optimise guest numbers to prevent food and resource waste.
- **Reuse:**
  - Use washable linens, cutlery, and crockery.

- Reuse event props, banners, and decorations for future events.
- **Repair:**
  - Maintain and fix AV equipment, furniture, and tech before replacing.
  - Encourage vendors to offer refurbished or serviceable products.
- **Recycle:**
  - Provide well-labelled recycling bins for paper, plastics, and glass.
  - Work with waste contractors to ensure proper recycling of event waste.
- **Rot:**
  - Where possible Compost food waste from organic materials.
  - Partner with UAE food bank to donate surplus food.
  - Donate discarded furniture, linens, blankets, towels, and toiletries to registered charities.
  - Donate discarded IT equipment, after deleting all hotel data, to registered charities.

## Hazardous Waste

(Establishment) will properly dispose of all hazardous materials, including pesticides, paints, swimming pool disinfectants, and cleaning materials.

## Objectives & Targets

(Establishment) will aim to monitor the total amount of waste generated, recycled, donated, and composted, particularly for food waste and waste from events, and has established the following reduction objectives and targets for waste generation:

1. Calculate your total generated waste monthly.
2. Calculate the total amount of generated waste per guest per night by dividing the total waste by occupancy or activity.
3. Monitor your waste and implement procedures to reduce total waste to landfills and increase the amount of diverted waste to recycling and donation.

Month	Total Guests/Events	Total Waste (kg) per Guest per Night/Event %	Total Organic Waste (kg)	Total Recycled Waste (kg)	Total Donated Food (kg)	Total Waste (kg)

4. Use the table below to track your waste management objectives and make a positive impact on Dubai's environment.

	Objective	Previous year Total waste generated per guest/night %	1 <sup>st</sup> year Target	2 <sup>nd</sup> year Target	3 <sup>rd</sup> year Target	Evaluation
1.1	Reduce total waste	%	%	%	%	Sustainability Champion/Committee
1.2	Increase diverted waste to recycle	%	%	%	%	Sustainability Champion/Committee
1.3	Total donated food to Dubai Food Bank	%	%	%	%	Sustainability Champion/Committee

**Responsible Staff Signature:****Name:****Title:****Date:****General Manager Signature:****Name:****Date:**

## Template 9

### Minimise Pollution Record

(This template serves as a foundational guide for the establishment to develop its own documentation.

Direct use of the content without appropriate customisation will not be accepted)

(Establishment Logo)

### Minimise Pollution Record

In support of our sustainability management policy, (Establishment) will implement measures to reduce pollution caused by noise, light, runoff, erosion, ozone-depleting substances, and contaminants in the air, water, and soil to ensure compliance with Dubai Municipality rules and regulations.

#### Minimise pollution steps:

1. Review and identify any source of pollution listed in the table below in the hotel operation.
2. Follow the Dubai Municipality Health and Safety Technical Guidelines, available on their website under the Technical Guidelines List, to help reduce or remove the source of pollution in the hotel
3. Monitor the control measures to ensure their effectiveness.
4. Provide evidence as per Dubai Municipality requirements to minimise pollution.

Potential Source of Pollution	Reviewed	Identified	Monitored	Location	Action Taken to Minimise Pollution	Evidence
Noise	Yes	Yes	Yes			
Light	Yes	Yes	Yes			
Runoff	Yes	Yes	Yes			
Erosion	Yes	Yes	Yes			
Ozone-depleting Substances	Yes	Yes	Yes			
Contaminants in Air	Yes	Yes	Yes			
Contaminants in Water	Yes	Yes	Yes			
Contaminants in Soil	Yes	Yes	Yes			

#### Definitions:

1. **Runoff:** This refers to the water that flows over the surface of the land when it rains or when snow melts. This water can carry pollutants like chemicals, debris, and sediments from the land into nearby water bodies.
2. **Erosion:** the process by which soil, rock, or other surface material is worn away and transported by natural forces such as wind and water. This can lead to changes in landscape and sedimentation in water bodies, which can negatively impact ecosystems and human activities.
3. **Ozone-depleting substances:**  
Ozone-depleting substances (ODS) are chemicals that contribute to the depletion of the ozone layer in the Earth's stratosphere.  
Common examples of ODS in hotel operations:
  - **Chlorofluorocarbons (CFCs):** Used in refrigeration, air conditioning, and aerosol propellants.
  - **Hydrochlorofluorocarbons (HCFCs):** Used as a temporary replacement for CFCs.
  - **Halons:** Used in fire extinguishers.
  - **Methyl bromide:** Used as a pesticide.

**Responsible Staff Signature:****Name:****Title:****Date:****General Manager Signature:****Name:****Date:**

## Template 10

### Hotel Chemical Management

(This template serves as a foundational guide for the establishment to develop its own documentation. Direct use of the content without appropriate customisation will not be accepted)

(Establishment Logo)

### Hotel Chemical Management

**Hotel Name:** [Insert Hotel Name]

**Location:** Dubai

**Date Prepared:** [Insert Date]

**Compliance Reference:** UAE ESMA, Dubai Municipality, and Green Building Standards

#### 1. Comprehensive List of Chemicals Used

All chemicals used in the hotel should be documented below, along with their Material Safety Data Sheets (MSDS):

Category	Chemical/Product name	Purpose	MSDS Availability
Cleaning Agents	All-Purpose Cleaner	Surface cleaning	On-file (Supplier: ABC Chemicals)
	Chlorine-Based Disinfectant	Sanitisation	Available via UAE supplier portal
Pool Maintenance	Calcium Hypochlorite	Pool sanitisation	Provided by XYZ Pool Solutions
	pH Adjuster (Sodium Bisulfate)	Water balance	On-file
Laundry	Industrial Detergent	Linen washing	Supplier: Eco Laundry Co.
Pest Control	Pyrethroid Insecticide	Pest spray	MSDS available upon request
Maintenance	Solvent-Based Lubricant	Equipment maintenance	On-file

**Notes:**

- All MSDS are stored digitally and accessible to staff via the hotel's internal portal.
- Compliance with UAE ESMA and Dubai Municipality regulations is verified annually.

## 2. Eco-Certified Chemicals & Alternatives

The hotel prioritises certified eco-friendly products where possible:

Category	Eco Certified Product	Certification	Purpose
Cleaning Agents	Cleaner	Eco Logo Certified	Surface cleaning
Pool Maintenance	Sanitiser	Green Seal Certified	Pool sanitisation
Laundry	Bio-Degradable Detergent	EU Ecolabel	Linen washing
Pest Control	Neem Oil Spray	USDA Organic	Non-toxic pest control
Maintenance	Plant-Based Lubricant	Cradle-to-Cradle Silver	Equipment maintenance

### Certification Bodies Recognised:

- Eco Logo, Green Seal, EU Ecolabel, UAE Ecolabel, Cradle-to-Cradle.

## 3. Track Record: Eco-Friendly vs. Regular Chemical

### Total Chemicals Used in Hotel:

### Eco-Certified Chemicals:

### Percentage of Eco-Friendly Chemicals:

### Progress Over Time

Year	Total Chemicals	Eco Certified	Percentage
2026			
2027			
2028			

### Notes:

The hotel aims to achieve progressive 10% eco-certified chemicals starting 2026 by phasing out chlorine-based pool sanitizers and solvent-based lubricants.

**Responsible Staff Signature:****Name:****Title:****Date:****General Manager Signature:****Name:****Date:**

## Template 11

### Purchasing Management Plan

(This template serves as a foundational guide for the establishment to develop its own documentation. Direct use of the content without appropriate customisation will not be accepted)

(Establishment Logo)

### Purchasing Management Plan

In support of our sustainability management policy, (Establishment) will implement a systematic purchasing management plan addressing food and beverage, cleaning supplies and hazardous materials, and prevent waste.

This purchasing plan gives preference to sustainable, local, fair trade, and environmentally friendly goods and services as well as suppliers, products, and services that minimise negative impacts on the environment and society.

(Establishment) will implement the following strategies to manage purchasing:

#### Supplier Evaluations

- Evaluate and select vendors according to sustainable, local, fair-trade, and environmental criteria.
- Communicate the contents of the purchasing plan to current and prospective vendors and transition towards selecting vendors, products, and services according to their sustainability performance.
- Conduct Regular vendor audits to ensure compliance with health, safety, and sustainability requirements.

#### Supplier Selection based on Location

Preference is given to sourcing goods and services locally within Dubai, followed by suppliers within the UAE, and, when necessary, internationally - prioritising those with recognised sustainability certifications. As follows:

1. Primary Preference: Local Suppliers
  - Select suppliers based within Dubai for all goods and services.
2. Secondary Preference: National Suppliers
  - If local suppliers are not available, choose suppliers from within the United Arab Emirates.
3. Tertiary Preference: International Suppliers
  - If neither local nor national suppliers are available, select international supplier that provide sustainably certified products

## Sustainable Purchasing Costs

- Continually evaluate products and services for sustainable, local, fair-trade, and environmental attributes.
- Maintain cost (Purchasing) records of all products and services and increase the percentage of sustainable purchases in relation to the percentage of non-sustainable purchases

## Paper Products

- Purchase toiletries, paper towels, facial tissues, and toilet paper with internationally recognised ecolabel or green certification.

## Cleaning Supplies

- Purchase general cleaning, dishwasher or laundry products with internationally recognized ecolabel or green certification.

## Pest Control

- Utilize non-toxic pest control products that minimise the use of hazardous materials, including pesticides.
- Use only pest control contractors and pest control chemicals approved by Dubai Municipality.

## Food & Beverage

- Purchase food and beverages with nationally recognized ecolabel or green certification.
- Purchase food products free from endangered or protected fish, seafood, or other species.
- The hotel restaurant should not sell any food items that promote endangered species, such as (SHARK FIN).

## Hazardous Materials

- Maintain an inventory of all hazardous, toxic, or VOC materials, including records of proper storage, use, handling, and disposal.
- Continually evaluate hazardous materials for sustainable or environmentally preferable alternatives.

## Objectives & Targets

Establish objectives and targets for purchasing management, including:

	Objective	1 <sup>st</sup> Year Target	2nd year Target	3rd Year Target	Evaluation
1.1	Adhere to all DTCM regulations and administrative orders				DSCE/DEWA penalties/fines
1.2	Adhere to all other government regulations and administrative orders				DSCE/DEWA penalties/fines
1.3	Sustainable versus non-sustainable purchases				Sustainability Champion/Committee
1.4	Use of endangered or protected fish, seafood or other species.				Sustainability Champion/Committee

### Responsible Staff Signature:

**Name:**

**Title:**

**Date:**

### General Manager Signature:

**Name:**

**Date:**

## Template 12

### Local Communities

(This template serves as a foundational guide for the establishment to develop its own documentation.

Direct use of the content without appropriate customisation will not be accepted)

(Establishment Logo)

### Local Communities

In support of our sustainability management policy, (Establishment) supports initiatives for social and community development as well as environmental conservation initiatives through the following:

#### 1. Donations

	Description of donation	Amount (KG)	Recipient	Documentation
1.1	Ex.: food, event materials, renovation items, etc.	Ex.: meals, quantity, weight, etc.		Ex.: receipt, press release, etc.
1.2	UAE Food Bank	Quantity		
1.3	Sports equipment	Numbers		

#### 2. Volunteering

	Description of activity	Amount (hours)	Recipient	Documentation
2.1	Ex.: area clean up, tree planting, NGO participation, etc.	Ex.: hours, employees, guests, etc.		Ex.: receipt, press release, etc.
2.2	Mangrove restoration			
2.3				

### 3. Financial Contributions

	Description	Amount (AED)	Recipient	Documentation
3.1	Ex.: donation, etc.	Ex.: US\$, AED		Ex.: receipt, press release, etc.
3.2	NGO DUBAI	2000 AED		
3.3				

### 4. Partnerships

	Description of partnership	Recipient	Documentation
4.1	Ex.: activity, MoU, etc.		Ex.: receipt, press release, etc.
4.2	Dubai Fitness Challenge		
4.3			

#### Responsible Staff Signature:

Name:

Title:

Date:

#### General Manager Signature:

Name:

Date:

## Template 13

### Annual Sustainability Report

(This template serves as a foundational guide for the establishment to develop its own documentation.  
Direct use of the content without appropriate customisation will not be accepted)

(Establishment Logo)

### Annual Sustainability Report

**Establishment Name:**

**Reporting Year:**

**Executive Summary:**

- **Introduction:** Brief overview of the hotel's commitment to sustainability.
- **Key Achievements:** Summary of major sustainability accomplishments for the year.

#### 1. Environmental Performance

##### 1.1 Energy Management

- **Objective:** [e.g., Reduce energy consumption by 10%]
- **Actions Taken:** [e.g., Installed energy-efficient lighting]
- **Results:** [e.g., Achieved 8% reduction in energy use]

##### 1.2 Water Conservation

- **Objective:** [e.g., Reduce water usage by 10%]
- **Actions Taken:** [e.g., Implemented low-flow fixtures]
- **Results:** [e.g., Achieved 12% reduction in water use]

##### 1.3 Waste Management

- **Objective:** [e.g., Increase recycling rate to 25%]
- **Actions Taken:** [e.g., Enhanced recycling programs]
- **Results:** [e.g., Achieved 20% recycling rate]

##### 1.4 Carbon Footprint Reduction

- **Objective:** [e.g., Reduce carbon emissions by 10%]
- **Actions Taken:** [e.g., Optimized HVAC systems]
- **Results:** [e.g., Achieved 8% reduction in emissions]

## 2. Social Responsibility

### 2.1 Employee Well-being

- **Objective:** [e.g., Enhance employee training programs]
- **Actions Taken:** [e.g., Conducted monthly training sessions]
- **Results:** [e.g., 70% of staff completed training]

### 2.2 Community Engagement

- **Objective:** [e.g., Increase community support initiatives]
- **Actions Taken:** [e.g., Partnered with local charities as per Dubai Regulations]
- **Results:** [e.g., Supported 2 local community projects with elaboration on the kind of support and its Impact]

### 2.3 Diversity and Inclusion

- **Objective:** [e.g., Promote equal employment opportunities]
- **Actions Taken:** [e.g., Implemented inclusive hiring practices]
- **Results:** [e.g., Increased diversity in staff by 10%]

## Economic Impact

### 3.1 Local Sourcing

- **Objective:** [e.g., Source 50% of supplies locally]
- **Actions Taken:** [e.g., Partnered with local suppliers]
- **Results:** [e.g., Sourced 40% of supplies locally]

### 3.2 Sustainable Tourism

- **Objective:** [e.g., Increase revenue from eco-friendly packages]
- **Actions Taken:** [e.g., Developed sustainable tourism packages]
- **Results:** [e.g., Increased revenue by 12%]

## 4 Governance and Compliance

#### 4.1 Legal Compliance

- **Objective:** [e.g., Ensure compliance with local regulations]
- **Actions Taken:** [e.g., Regular audits and training]
- **Results:** [e.g., 100% compliance with local laws]

#### 4.2 Risk Management

- **Objective:** [e.g., Improve risk management processes]
- **Actions Taken:** [e.g., Updated risk management plans]
- **Results:** [e.g., Enhanced crisis response capabilities]

### 5. Cultural Heritage and Community Engagement

#### 5.1 Cultural Exhibits and Events

- **Objective:** [e.g., Host cultural festivals and events]
- **Actions Taken:** [e.g., Organised traditional music and dance events]
- **Results:** [e.g., Successfully hosted 3 cultural festivals with high community participation]

#### 5.2 Heritage Site Preservation

- **Objective:** [e.g., Support preservation of historical sites]
- **Actions Taken:** [e.g., Funded conservation projects for local monuments]
- **Results:** [e.g., Contributed to the restoration of 2 heritage sites]

#### 5.3 Educational Programs

- **Objective:** [e.g., Offer workshops on traditional crafts]
- **Actions Taken:** [e.g., Conducted workshops on local crafts and languages]
- **Results:** [e.g., Engaged over 100 participants in educational programs]

#### 5.4 Support for Local Entrepreneurs

- **Objective:** [e.g., Promote local artisans and craftspeople]
- **Actions Taken:** [e.g., Hosted markets and exhibitions for local artisans]
- **Results:** [e.g., Increased sales and visibility for 20 local artisans]

### 6 Future Goals

- **Short-term Goals:** [e.g., Objectives for the next year]
- **Long-term Vision:** [e.g., Strategic sustainability goals for the next 5 years]

**Responsible Staff Signature:****Name:****Title:****Date:****General Manager Signature:****Name:****Date:**