



The Retreat Palm Dubai MGallery by Sofitel Sustainability Management Plan JUNE 2026

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At the Retreat Palm MGallery by Sofitel, sustainability is not just a principle it is a commitment woven into the fabric of our operations and culture. We are dedicated to fostering environmentally responsible practices that reduce pollution, conserve natural resources, and ensure the long-term viability of our business. By embracing forward-thinking environmental strategies, particularly within the hospitality and catering sectors, we aim to balance ecological responsibility with the broader interests of the economy.

We actively empower our team members through ongoing training and awareness programs that enhance their understanding and engagement in environmental stewardship. By cultivating a workplace culture rooted in sustainability, we not only improve our operations but also contribute positively to the world around us. Moreover, we are transparent and proactive in communicating our environmental protection efforts. We take pride in sharing meaningful initiatives and measurable progress with our guests, clients, and employees ensuring they are part of our journey toward a more sustainable future.

Our commitment extends across six core pillars: environmental sustainability, social cultural responsibility, economic, quality and health & safety issues.

The Retreat Palm MGallery by Sofitel continuously strives to implement impactful, community-focused initiatives that reflect our values and responsibilities. We align our practices with industry standards and regulatory frameworks to maintain excellence in environmental management, social equity, and workforce well-being hallmarks of true hospitality leadership.

Environmental

At The Retreat Palm MGallery by Sofitel, our operations are deeply rooted in principles of environmental responsibility. We are committed to reducing our ecological footprint through focused efforts in energy efficiency, responsible waste management, water conservation, sustainable store operations, and ethical supply chain practices.

We are dedicated to actively supporting global environmental efforts by making conscious, impactful decisions that benefit our planet. Our mission is to play a meaningful role in building a sustainable future supporting our community, advancing our industry, and preserving resources for generations to come.

Socialcultural

At The Retreat Palm MGallery by Sofitel, sociocultural sustainability is central to our commitment to people and the community. We support local causes through events like the Dubai Marathon and Emirati Humanitarian Workday, while encouraging staff involvement, volunteerism, and ongoing training. We aim to promote social responsibility, inclusivity, and positive community impact.

Economic

At The Retreat Palm MGallery by Sofitel, economic sustainability is achieved through responsible business practices that support long-term growth, operational efficiency, and local economic development. We prioritize sustainable procurement, support local suppliers where possible, invest in employee development, and implement resource-efficient initiatives that help reduce costs while maintaining exceptional guest experiences. This approach ensures lasting value for our guests, employees, partners, and the wider community.

Quality

At The Retreat Palm MGallery by Sofitel, quality sustainability is reflected in our commitment to consistently delivering exceptional guest experiences while maintaining high standards of service, wellness, and operational excellence. Through continuous staff training, regular quality assessments, and ongoing improvement initiatives, we ensure long-term guest satisfaction and sustainable business success.

Human Rights

At The Retreat Palm MGallery by Sofitel, we are committed to respecting and promoting human rights by fostering a safe, inclusive, and respectful environment for our guests, employees, and partners. We uphold fair employment practices, equal opportunities, diversity, and zero tolerance for discrimination, harassment, or exploitation, ensuring dignity and respect for all.

Health & Safety Issues

At The Retreat Palm MGallery by Sofitel, the health and safety of our guests, employees, and visitors are a top priority. We maintain high safety standards through regular training, risk assessments, hygiene practices, and preventive measures to ensure a safe, healthy, and comfortable environment for everyone.

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1. Analysis

Sustainable Tourism and Green Globe Partnership

Tourism remains one of the world's largest and most dynamic industries. Dubai, the second-largest emirate in the UAE, has benefited from its political stability and development-focused policies, welcoming over 5.5 million visitors in the first half of 2013 a year-on-year increase of 11.1%. This growth supports the Department of Tourism and Commerce Marketing's (DTCM) vision of attracting 20 million visitors by 2020.

However, this rapid growth also brings challenges. Tourism can have significant environmental, social, and economic impacts on destinations. As awareness around these issues grows, so does the demand for responsible practices. Sustainable tourism is increasingly valued by travellers and is becoming a key factor in travel decisions. Industry leaders and global organizations are actively promoting the adoption of sustainable principles and best practices.

Sustainable tourism, as defined by J. Swarbrooke (1999), is:

"Tourism that is economically viable but does not destroy the resources on which the future of tourism will depend, notably the physical environment and the social fabric of the host community."

To support this vision, The Retreat Palm MGallery by Sofitel has partnered with Green Globe, a globally recognized certification body for sustainable tourism. This partnership reflects our commitment to environmental stewardship, corporate responsibility, and social impact.

Green Globe traces its roots to the 1992 Earth Summit in Rio de Janeiro, where global leaders adopted Agenda 21 for sustainable development. Today, Green Globe provides certification, training, and marketing support to tourism businesses in over 80 countries. Through this collaboration, The Retreat Palm MGallery by Sofitel aims to set a new industry benchmark by maintaining full compliance with Green Globe standards—reinforcing our dedication to sustainable hospitality at every level.

For information visit www.greenglobe.com

2. Sustainability Criteria

A. Environmental

The activity is designed to minimize environmental impact—protecting plants, animals, water, soil, and reducing energy use and pollution—while actively contributing to conservation efforts. It ensures that natural, cultural, and economic resources are preserved, supporting a sustainable approach that does not compromise the very assets it relies upon.

B. Sociocultural

The activity is designed to respect and preserve the local community's social structure and cultural identity. It actively promotes cultural awareness, community engagement, and the preservation of traditions, contributing to long-term social well-being and cultural sustainability.

C. Economic

The Retreat Palm MGallery by Sofitel, we promote economic sustainability by fostering local employment, supporting talent development, and creating long-term career opportunities in hospitality. We value diversity and invest in our people to drive growth, strengthen performance, and support the hotel's sustainable business success.

D. Quality

The Retreat Palm MGallery by Sofitel, we focus on maintaining consistent high standards in all operations, services, and guest experiences. It involves continuous improvement, staff training, and regular monitoring to ensure excellence, efficiency, and long-term guest satisfaction while supporting sustainable business practices.

E. Human Rights

The Retreat Palm MGallery by Sofitel, ensures that all individuals are treated with dignity, fairness, and respect. It includes promoting equal opportunities, preventing discrimination, and maintaining safe and ethical working conditions for employees, guests, and partners.

F. Health & Safety Issues

The Retreat Palm MGallery by Sofitel, focuses on providing a safe, secure, and healthy environment for all guests, employees, and visitors. It includes strict hygiene standards, regular risk assessments, safety training, and preventive measures to minimize hazards and ensure well-being.

3. Policy

It is the policy of **The Retreat Palm MGallery Palm by Sofitel** to be an active participant as far as the protection of the environment is concerned. "We are acting with responsibility" for the benefit, confidence, and safety of our guests, hotel staff, the neighbouring community and the protection of nature and the environment.

General Environmental Objectives

As part of our unwavering commitment to sustainability, our general environmental objectives are to:

- Ensure guest comfort, safety, hygiene, and a healthy natural environment.
- Adhere to all environmental laws and prevent pollution from hotel operations
- Set and review objectives based on impact, aligned with international and local standards.
- Track and improve our environmental impact through ongoing assessments and earning certifications that prove our commitment to sustainability.
- Manage and reduce freshwater usage through efficient practices.
- Improve energy use with regular checks, staff training, and modern technologies..
- Reduce, reuse, recycle, and avoid harmful substances.
- Raise staff awareness through training and ensure safe, eco-friendly workspaces.
- Choose eco-conscious suppliers and solutions.
- Support local environmental projects and preserve cultural heritage.

Our Aim

- Reduce resource consumption while upholding public health, safety, and environmental responsibility across all operations.
- Support innovative environmental practices that align with both ecological needs and economic considerations.
- Promote environmental protection through continuous staff training and awareness programs.

- Keep guests, customers, and employees informed about our meaningful environmental initiatives.

4. Strategy & Tools

A. Effective Sustainable management

- The hotel has implemented a sustainability management system suited to its scale and operations, covering environmental, socio-cultural, quality, and safety aspects.
- All operations comply fully with relevant laws and local regulations, including those related to health, safety, labor, and environmental standards.
- Employees receive regular training on environmental and socio-cultural practices to ensure awareness and effective implementation.
- Guest satisfaction is continuously monitored, with corrective actions taken promptly when required.
- All marketing and promotional materials provide accurate and transparent information about services, avoiding any misleading claims.
- Building design and construction comply with local zoning regulations and heritage requirements, while respecting cultural and natural surroundings, applying sustainable construction principles, and ensuring accessibility for persons of determination (P.O.D.).

B. Maximizing Economic Benefits to the Community

- The hotel actively supports local community development and infrastructure initiatives.
- Local residents are employed across all levels, including management roles.
- Goods and services are sourced from local vendors to boost the regional economy.
- The hotel collaborates with small local entrepreneurs to promote and market products that reflect the area's nature, history, and cultural heritage, including crafts, local cuisine, and traditional arts.

C. Minimizing Socio-Cultural Harm

- A culturally sensitive code of conduct is in place for activities in local and indigenous communities, developed through mutual consent or guided by accepted standards.
- Guests receive cultural education and interpretation to enhance awareness and respect.
- Hiring practices are equitable, with emphasis on gender equality and inclusion of local staff in managerial positions.
- All employees are legally contracted and compensated.
- The hotel does not sell, trade, or display historical or archaeological artifacts unless permitted by law.
- Support is provided for the protection and accessibility of local cultural and historical sites, particularly for community use.

D. Minimizing Environmental Harm

- Resource Conservation: Policies are in place to conserve water, energy, and materials through efficient practices.
- Eco-Friendly Purchasing: Preference is given to sustainable and environmentally certified products for building materials, food, and consumables.
- Energy & Emissions: Non-renewable energy usage is monitored, and reduction strategies—including LED lighting and energy-saving systems—are implemented.
- Waste & Chemical Management: Solid waste plans with reduction targets are in place, and cleaning products are selected based on environmental safety.

- Pollution Control: Efforts include minimizing greenhouse gas emissions, noise, light, air, and soil pollution, and using native plant species in landscaping.
- Emergency Preparedness: A contingency plan is in place to address environmental risks.
- Environmental Education: Staff and guests are regularly informed and trained on eco-friendly practices.

5. Procedures for Environmental Protection

A. At the Hotel Level

- Develop and implement a clear sustainability policy with assigned responsibilities.
- Form a dedicated Sustainability Committee.
- Use eco-certified amenities and environmentally sound technologies.
- Prioritize purchasing from local, eco-conscious suppliers and organic producers.
- Adopt recycled materials where cost-effective.
- Retrofit for energy-saving equipment when feasible.
- Promote renewable energy solutions.
- Engage guests in sustainability initiatives through PR and campaigns.
- Actively participate in local environmental projects and awareness drives.

B. At the Employee Level

- Encourage employees to promote eco-friendly practices in the community.
- Support local green fundraising initiatives.
- Educate on proper waste segregation and collection.
- Promote the preservation of historical sites.
- Advocate for sustainable habits at home.

6. Environmental Plans & Actions

A. Environmentally Responsible Management

- Environmental protection is a shared leadership responsibility across all management levels.
- Owners play an important role in sustainability initiatives by providing financial support and commitment.
- Staff are regularly informed and trained on sustainability initiatives.
- Guests are encouraged to contribute ideas and participate in environmental efforts.

B. Measurable Environmental Goals

- Optimize energy use through technology (e.g., energy optimizers, LED lighting).
- Install water-saving aerators and efficient showerheads.
- Track progress and continuously seek improvement.

C. Transparent Communication

- Provide updates on environmental actions through the website, marketing materials, and local media.

7. Major Sustainability Projects Completed

A. Waste Management

- Waste is sorted into categories (metal, plastic, glass, paper, food, oil) and responsibly handled through Dulsco (DM-approved waste contractor).
- Food Waste is handled by Ehfaaz (DM approved - food waste contractor)

B. Energy Saving Initiatives

- Technical equipment is maintained and energy monitored daily.
- LED bulbs and motion sensors are installed.
- Motion Sensor in carpark area are installed.
- Rooms equipped with automated thermostats and key-card power control systems.

C. Water Conservation

- Daily monitoring of water usage.
- Installation of flow regulators and low-flow fixtures.

D. Housekeeping, Stewarding & Engineering

- Use of Diversey's certified eco-cleaning products.
- Staff trained on safe and optimal chemical usage.
- Hygiene protocols in place and MSDS documentation available.

F. Guestroom Sustainability Features

- Non-smoking rooms, digital thermostats, energy-saving switches, key card energy management systems.
- Motion sensor lighting in corridors and back-of-house areas.
- Rain showerheads, dual flush toilets, linen & towel reuse programs
- In- room recycling bins
- Refillable amenity dispensers (shampoo, body wash & lotion)

F. Sustainable Food & Beverage Management

- Focused on ecological and food safety standards.
- Staff training includes hygiene, safety, purchasing, and waste management.
- Emphasis on sustainable sourcing and waste reduction in F&B operations.

G. Environment Committee

- As part of the hotel's commitment to sustainable operations, a dedicated Sustainability Committee is established under the leadership of the General Manager. This committee is responsible for developing and overseeing the implementation of the hotel's environmental, social, and employee-related sustainability strategies through a structured action plan and regular monthly meetings. The committee is led by a designated Sustainability Officer, appointed by the General Manager. The officer is supported by the General Manager and is responsible for coordinating sustainability initiatives across all departments. Regular