

Sustainability Management Policy

The Retreat Palm Dubai MGallery by Sofitel is committed to being a sustainable organization that preserves the natural environment upon which our operations rely. We consider the long-term environmental and social impacts of all our projects and activities as part of our core responsibility.

To realize this vision, we will implement a comprehensive sustainability strategy designed to generate positive economic, environmental, and social outcomes across all areas of our business.

Our leadership is dedicated to the ongoing improvement of our sustainability performance and ensuring responsible practices are embedded throughout our operations.

We are fully committed to complying with all applicable sustainability-related legislation, regulations, and other relevant requirements.

Furthermore, we will monitor and report our sustainability performance in alignment with both national and, where applicable, international sustainability standards.

Vision

To be leading sustainable hospitality destination, integrating environmental stewardship, social responsibility, and operational excellence into every aspect of our guest experience.

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 while celebrating the rich cultural heritage of Dubai.

We are committed to:

- Reducing our carbon footprint through innovative energy management and renewable energy solutions.
- Minimizing waste by implementing comprehensive recycling.
- Supporting local communities by prioritizing locally sourced goods and services and promoting fair trade practices.
- Educating and engaging our guests and team members in sustainability initiatives to foster a culture of environmental responsibility.
- Continuously improving our sustainability performance through staff training, transparent reporting, and stakeholder feedback.
- Celebrating and promoting the traditions, values, and vibrant spirit of Dubai by offering guests an authentic and immersive cultural experience.

Through responsible hospitality and meaningful community connection, we strive to create lasting value for our guests, our people, and our planet.

In line with the Dubai Sustainable Tourism (DST) system, we will manage our operations responsibly, with a specific focus on the following key areas:

1. Compliance, Staffing & Training

- 1.1 Report environment performance through DST carbon calculator on a regular frequency, preferably monthly
- 1.2 Comply with all Dubai Sustainable Tourism and Dubai Supreme Council of energy regulations, guidelines and directives.
- 1.3 Ensure all team members obtain certification from Dubai Department of Economy and Tourism and complete the Dubai Way Certification program, while establishing a dedicated Sustainability Committee to oversee and drive sustainability initiatives. Train employees and educate guests on sustainability initiatives.
- 1.4 Plan and deliver events, conferences, and business meetings that prioritize waste reduction and promote efficient use of energy and water resources.

2. Energy

- a. Implement a systematic energy efficiency plan and continuously improve energy efficient performance.
- b. Control energy use with building management systems to optimise energy use.
- c. Strive to use energy efficient transportation for movement of guests and employees.

3. Water

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

4. Wastewater

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

5. Waste

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

6. Minimise Pollution

- a. Improve indoor air quality by making 75% of guest rooms are non-smoking.
- b. We commit to identifying and regularly monitoring all possible sources of pollution, including noise, light, runoff, erosion, harmful substances, and any contamination of air, water, or soil.

7. Sustainable Purchasing

- a. Implement a purchasing management plan which gives preference to sustainable, local, fair trade and environmentally friendly goods and services
- b. Only purchase food products free from endangered or protected fish, seafood or other species.

8. Local Community

- a. Support social, community development and environmental conservation initiatives.
- b. Promote respect and protection for everyone, especially children, youth, women, minorities, and vulnerable groups by opposing all forms of exploitation and harassment and supporting the Dubai community.

9. Culture and Heritage

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

10. Annual Objectives & Targets

10.1 Establish an action plan for continuous improvement of sustainability performance including :

Objective Target Evaluation

	Objective	1-year target	Evaluation
10.1.1	Adhere to all DET sustainability regulations and administrative goals	100%	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.	100%	Employee certificates, employees list showing compliance percentage with the DET requirement
10.1.3	Guest satisfaction with sustainability initiatives	100%	Percentage of guests aware of sustainability initiatives
10.1.4	Waste diverted from landfill	30%	Percentage of waste diverted
10.1.5	Staff Sustainability Training	90%	Number or percentage of staff trained

11. Action Plan

	Relevant Issues	Objectives/Targets	Actions	Responsible Employee
9.1	Record Updates and DST Compliance	- Report environment performance through DST carbon calculator on Monthly basis to check the reduction in carbon emission. - Comply with all Dubai Sustainable Tourism and Dubai Supreme Council of energy regulations, guidelines and directives.	Every 25th of the next month the Utility data like Heat, light, power, wastage, fuel, gases etc. are uploaded in the DST portal to monitor the carbon emission from the building. The Executive Office to monitor all the Dubai Sustainable Tourism and Dubai Supreme Council of energy regulations, guidelines and directives and save the document in the designated folder and ensure discussion on the same in the sustainable committee meeting and compliance to all the regulations.	Ivee Arpia Meeting organizer Celine Noronha Meeting Facilitator Amarnath Halankar Chairman Committee

	Compliance Staffing & Training	- Certify staff by Dubai Tourism and establish a committee to sustainability initiatives. - Train employees and educate guests on sustainability initiatives. - Produce events, conferences and business meetings that minimize waste and conserve energy and water.	A structured training plan to be made and training on sustainable initiatives of the Hotel to be made. The training to be included in the monthly Training Calendar & all the associates to be covered by the end of December 2026. The Food & Beverage department to ensure to comply by all the 20 points in the Green Events Checklist. Green Post Event Report to be maintained for each event. The same to be discussed in the monthly Committee Meetings.	Pranjana Pal Cluster Training & Quality Manager Carole Hellen Asst. Restaurant Manager Azraa Bahaman F&B Coordinator (Green event monitoring)
9.2	Energy	- Implement a systematic energy efficiency plan and continuously improve energy efficient performance. - Control energy use with building management systems to optimise energy use. - Strive to use energy efficient transportation for movement of guests and employees.	Energy Projects: - Updating the GRMS – AC standard summer temperature. - AHU control under VFD - Parking light motion sensor Shared transportation for the employees and HOD's as well as shuttle bus for guest to malls to be provided.	Amarnath Halankar Chairman Committee
9.3	Water	- Implement a systematic water conservation plan and continually improve water consumption performance. - Strive to reduce water consumption by reusing guest towels and linens.	Water Projects: - Sensor Taps – Public Area - Condensate water from the AC drain is used for parking and duct cleaning - Swimming pool water meter - Jacuzzi water draining used for irrigation landscaping	Amarnath Halankar Chairman Committee

			Use of irrigation water for beach deck washing Collect the used water bottles from the guestrooms and restaurants use the water from the bottles to irrigate the hotel kitchen garden.	Amartya Chakraborty Executive Housekeeper
9.4	Waste	- Implement a systematic waste management plan to minimize disposal to landfill and food waste, encourage recycling, and encourage reuse of materials. - Strive to reduce waste from guest toiletries.	Waste Project: - Waste Compactor Bin Machine Using the 3-R Approach Reduce - Public Areas- Reduce the use of paper in offices, guest rooms and meeting rooms. - Rooms and Bathrooms- Reduce waste from toiletries such as shampoos, soaps, shower caps etc. by dispensing in bulk or recyclable packages. Reuse General management- - Donate discarded furniture, linens, blankets, towels and toiletries to registered charities. - Donate discarded IT equipment, after deleting all hotel data, to registered charities. Recycle Public area- Provide clearly labelled recycling bins with pictures or text in multiple languages to enable guest and staff recycling. General Management- - Contract the waste collection service with a waste company that offers recycling services. - Request construction and retrofit contractors to	Amartya Chakraborty Executive Housekeeper Amartya Chakraborty Executive Housekeeper Amartya Chakraborty Executive Housekeeper Dulscio AMC

			recycle the waste generated during construction and demolition activities. Garbage segregation bins at outlets Give away used oil Food & Beverage department to implement a systematic waste management plan addressing waste from restaurants, conferences 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.	Nrupen Pottavatri Executive Chef Carole Hellen Asst. Restaurant Manager Nrupen Pottavatri Executive Chef
9.5	Minimise Pollution	1. Improve indoor air quality by making 75% of guest rooms are non-smoking. 2. Regularly monitoring all possible sources of pollution, including noise, light, runoff, erosion, harmful substances, and any contamination of air, water, or soil.	Noise – test random by 3rd party/ DB Test (sound levels in the guest rooms) Erosion – Beach sand restoration Ozone Depleting Substances- Réfrigérants usage	Amarnath Halankar Chairman Committee
9.6	Purchasing	1. Should give preference to sustainable, local, fair trade & environmentally friendly goods & service. 2. Purchase toiletries, Paper towels, facial tissue, and toilet paper with internationally recognized ecolabel or green certification.	To support the sustainability initiative & local supplier, all the items to be purchased locally. The invoices of the items purchased to be kept in the file. Eco certified cleaning, dishwasher or laundry products to be procured. To ensure any endangered or protected fish, seafood & any other species are not part of the menus.	Asif Mahmoud Purchasing Officer

		3. Purchase cleaning, dishwasher or laundry products with internationally recognized ecolabel or green certification. 4. Purchase food product free from endangered or protected fish seafood or other species.		
9.7	Local Community	1. Support social and community development and environmental conservation initiatives.	All local community budget and engaging in local community initiatives in Dubai by actively supporting the local community. Staff engagement documented through participation in local community activities.	Nour Ouldsaid Cluster Marketing Manager Wendy Domiquel Cluster Asst. Talent & Culture Manager
9.8	Culture & Heritage	1. Protect and promote Emirati culture, heritage and traditions through décor, cuisine, and guest experiences.	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 • Contracts with local artists and suppliers • Event flyers, attendance records, and media coverage • Menus featuring authentic Emirati dishes	Nour Ouldsaid Cluster Marketing Manager Nrupen Pottavatri Executive Chef