# Hilton Dubai The Walk Sustainability Management Plan 2019

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Hilton Dubai The Walk Sustainability Management Plan Target 2019

- Employees at Hilton Dubai The Walk are trained on DST Sustainability Management Program and fully understand and can demonstrate their role

ENERGY, WATER & WASTE REDUCTION GOAL

ENERGY  WATER  WASTE

- 3% reduction vs 2018  - 2.5% reduction vs 2018  - 1.0% reduction vs 2018

PURPOSE

Hilton Dubai The Walk strives to be a sustainable organization, sustaining the natural environment on which our business operations depend and considering long-term environmental and social impacts of all the projects and operations of which we are responsible.

To achieve this vision, Hilton Dubai The Walk;
- implement a sustainability strategy to demonstrate a positive economic, environmental and social impact from all our activities
- leadership is committed to continually improving its sustainability performance
- will comply with all sustainability related legislation, regulation and other requirements
- will measure and report its sustainability performance against nationally, and where relevant, internationally, sustainability standards
- will manage its operations according to the Dubai Sustainable Tourism (DST) system requirements

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HDTW Sustainability Management Plan
A. SUSTAINABLE MANAGEMENT

Hilton Dubai The Walk is committed to implement its Sustainability Management Plan to create maximum awareness focusing on Environmental, Socio-cultural, Quality and Health & Safety to its Team Members, Guests, Business Partners, Owners and Stakeholders. It is communicated internally to all employees through Orientations, Communication meetings and is available at the corporate Intranet as well as externally/publicly at the website. We have established a Sustainability Green Committee to ensure proper communication with regular meetings and trainings aligned with our targets/goals. The SMP, Environmental and Purchasing Policies will be reviewed annually.

The Sustainability Management Plan covers all Hilton Dubai The Walk initiatives and activities concerning its;
- Team Member’s wellness and responsibility
- Guests, Business Partners, Owners and Stakeholders awareness and participation

Hilton Dubai The Walk established a sustainability committee and/or team that includes the General Manager and top management staff. The sustainability committee and/or team meet on a monthly basis and maintain minutes of the meeting/meeting agenda file signed by all attendees as per the template provided by DST. Three of the appointed committee member will undergo with DM certification in accordance to the implementation of Dubai Sustainable Tourism.

**SUSTAINABILITY GREEN COMMITTEE**

- Authority / Decision Maker – General Manager
- Sustainability Champion – Meeting Organizer
- Meeting Facilitator – Sustainability Updates
- Meeting Facilitator – Energy/Water/Waste initiatives
- Meeting Facilitator – Training/Regulatory initiatives
- Waste Monitoring
- Energy/Water Monitoring
- Purchase Monitoring
- Local Community Initiatives
- Guest Education Initiatives

HDTW SUSTAINABILITY MANAGEMENT PLAN
A.1 IMPLEMENT A SUSTAINABLE MANAGEMENT PLAN (SMP)

The SMP of Hilton Dubai The Walk is based on its size and scale:
- 43 story building
- 2 pent house
- 5 lofts
- 12 numbers 4 bedrooms units
- 60 numbers of 3 bedrooms units
- 110 numbers of 2 bedrooms units
- 173 numbers of single bedroom units
- 1 main pool,
- 5 Restaurant Outlets (Hartisan, Mango Tree Bistro, Grape Escape, Pure Restaurant and Sky Lounge, Executive Lounge)
- Gym Fitness
- Retail Shop

It includes monitoring and measurement of continual improvement through:
- Hotel Optimizer – a system managed by Farnek on behalf of the Owners for Energy, Water and Waste Management

Hilton Dubai The Walk Sustainability Management Plan encompasses: Environmental, Socio-cultural, Quality and Health & Safety

a. ENVIRONMENTAL – TRAVEL with PURPOSE
Operating and located in one of the most diverse and stunning location in UAE, we are dependent on nature’s beauty and wonder. At the same time, delivering guest experiences is dependent on the use of these natural resources and creates both direct and indirect impacts on the environment. We are investing in a wide range of initiatives through our Travel with Purpose (TWP) to help our teams manage our environmental footprint better and preserve our planet’s resources while supporting our global growth.
Energy and Carbon
We are committed to reducing our energy consumption and our carbon footprint.
- Having a "Switch Off Meeting" with Team Members to discuss energy and its implications
- Turn off lights, close windows, patio doors and turn down heating/air conditioning when rooms are unoccupied
- Ensure the heating and air conditioning thermostat settings are adjusted to actual needs
- Color printing uses more energy than black and white, default to double sided printing
- Review and reduce the use of kitchen equipment's during quiet periods, especially the night shift room service for operational efficiency
- Closing curtains at night or in the early evening help reduce heat loss
- Plan what is needed to get out of the chiller and freezer to minimize the frequency of door openings
- Place frozen and chilled goods into appropriate storage immediately to avoid re-cooling
- Considering star rated, energy efficient when buying new equipment
- Use of LightStay and Hotel Optimizer to track energy consumption and celebrate each achievement

Water
Water is an essential but often under-valued resource that our business depends on. Freshwater resources are becoming increasingly scarce due to overconsumption, pollution, climate change and poor management, but there are many things that we can do to help.
- Procedure for reporting and repairing leaking taps and valves as soon as it is noticed is implemented
- Use of water leftover from meetings and offices to water plants
- Taps kept closed while cleaning the rooms, use of bucket or sink to hold the water instead as allowed by local health codes
- Dishwashers are run with full loads rather than half empty
- Steam rather boil vegetables wherever possible to save water and retain vitamins
- Basins and bath plugs are checked regularly
- “One-flush” policy during guest room cleaning
- Low flow taps, aerators installed in all taps
- Use of LightStay and Hotel Optimizer to track energy consumption and celebrate each achievement

Waste Management Plan
As a global hospitality company, we are always looking for ways to reduce amount of waste we produce. Waste is unavoidable aspect of hospitality, but we work with partners and provide innovative and creative ways to reduce our overall waste output.
- Segregation bins in place in all Departments back of house
- Sorting of guest trash done by housekeeping attendants to ensure proper disposal and recycling
b. SOCIO-CULTURAL

For nearly 100 years, we’ve been a local business operating at a global scale, investing to ensure sustainable and inclusive growth for all. The success of our business is directly linked to the success of our communities - from local owners who build our hotels, to the local talent who operate them, to the local businesses we support through the products we source and the guests we serve. We are focused on creating economic opportunities, spurring local investment and providing disaster relief.

- Community Investment – we use our passion in hospitality to make a lasting positive impact
- Youth – we are committed to opening doors for young people
- Human Rights – we focus on respecting everyone’s rights across our operations
- Inclusive Growth – we empower everyone to leverage their full potential to build strong and resilient hospitality community across our value chain
Disaster Support – Hilton Responds – we have a rich history of community investment, and our founder’s legacy or generosity permeates throughout our organization; it is our responsibility to support our Team Members and the communities where we live, work and travel in times of crisis.

Travel with Purpose Action Grants – these grants are awarded to properties and offices in the amounts of $1000, $3000 or $5000 USD to implement projects focused in making a positive environmental and/or social impact.

c. QUALITY
The Quality Assurance team protects brand integrity through comprehensive on-site evaluations and reporting of hotel cleanliness, condition and brand standards compliance across the entire global portfolio of brands. They work alongside our hotels to ensure that we deliver the Brand experience effectively and appropriately. The team provides the following support;

- Confirms compliance with new Brand initiatives, reinforces expectations and shares best practices
- Produces written reports and photo documentation of all QA evaluations
- Verified PIP completion status
- Outlines potential outcomes of missed brand expectations during opening and courtesy evaluations

d. HEALTH & SAFETY
Hilton Dubai The Walk complies to all established and circulated health and safety rules, laws and regulations to ensure team members, guests, business partners/stakeholders are protected, safe and secure at all times.

A.2 LEGAL COMPLIANCE
Hilton Dubai The Walk complies with all relevant legislation and regulations along with local environmental laws and standards. Insurance policies and other guest and staff protection instruments are in place.

A.3 EMPLOYEE TRAINING
An employee training is conducted on environmental and sustainability initiatives to create and highlight objectives awareness and familiarity of their role. The Blue Energy Committee arranges programs that cater to
the environmental education and issues focusing on neighboring communities, customers, employees and owners. Training and education for waste management, reducing water and energy consumption is given as part of staff sustainability orientation. As implemented via corporate policies, all bite size training materials, manuals and staff policies are available through the Hilton Lobby (intranet) due to privacy restrictions. Policies are in place, and specific actions are implemented, regarding staff training on socio-cultural issues, properties quality system, disaster management and emergency response related to properties operations and operating issues.

A.4 CUSTOMER SATISFACTION
Guest’s feedback, inputs, complaints, comments are tracked and recorded in addition to the corresponding corrective actions. It is conducted through Medallia, Booking.com and Trip advisor in which it is regularly monitored to measure and rate their satisfaction.

A.5 ACCURACY OF PROMOTIONAL MATERIALS
A promotional material includes date of inclusion and does not provide any misleading information for the guests. Any promotions available are displayed at the Elevators and lobby digital screens, flyers and brochures in the guest rooms and a dedicated desk for F&B promotions is available at the lobby.

A.6 LOCAL ZONING DESIGN AND CONSTRUCTION:
Hilton Dubai The Walk has acquired a Building Completion Certificate and an affection plan upon the construction of the building to ensure full compliance with local zoning and regulations, local protected or heritage area laws and regulations. An Environmental Impact Register in in place to identify any environmental risk in every activities taking place on site. The level of accessibility is clearly communicated to the customer through our booking websites, booking confirmation, upon check-in and in the room.

A.7 EXPERENTIAL OR INTERPRETIVE TOURISM
Hilton Dubai The Walk is committed to promote the Local Culture and we allow are guests to experience it whenever possible. DTCM approved brochures are available at the Concierge Desk for the experiential tourism program covering local environment or natural surroundings, allowing our visitors access to a local cultural experience. All staff is trained in recommending the experiential tourism programs.

“Hag Al Laila” Tradition embodies the spirit of giving and tolerance that has long been ingrained in the local culture marking the approach of the holy month of Ramadan. Last 20th April 2019, Sunday, our Blue Energy Team along with our Emirati colleague tour around the hotel to educate everyone about “Hag Al Laila” while sharing the “sweets” with our guests and team members. It was an amazing day as the kids, guests and team members experienced and celebrated the local tradition.
A.8 COMMUNICATION STRATEGY

Guests and visitors are informed and encouraged about water and energy conservation, adequate waste management and rational use practices to support environmental, energy and CSR efforts. Multilingual information is offered to the guests and is available at the Reception along with the local listings of “green or eco-certified” restaurants, business, and services available for the guests.

A.9 HEALTH AND SAFETY

Our facilities are kept in good sanitation and clean conditions, regardless of service category. Health and safety conditions required by staff and guests are provided as well as measures are taken to ensure safety during recreational activities and information provided on the safety measures while on the premises which is available in the guest rooms and communicated verbally. All workshop areas have the appropriate personal protective equipment (PPE) available consistent with the work being performed. Corrective and preventive
maintenance program and management is in place for all facilities, vehicle, tools and equipment’s to ensure continuous improvement are monitored and critically analyzed.

- Fire and Emergency Staff Evacuation drills
- Fire and Emergency Full Evacuation drills
- Fire Fighting Training by the Dubai Police Academy
- Orientation Training for Health and Safety
- Monthly Health and Safety Topic with Training POC’s
- First Aid Training

Food Safety
Food safety involves all measures necessary to ensure the food that is served to our guests is safe to eat and free contamination. Food safety requirements and procedures can differ depending on the region.

Hotel Security
The security of our guests, team members and visitors remain a top priority, more so now than ever the world has become a more complex place in which to work and travel. Our internal security policies and procedures need to be confidential, and they are disclosed only to authorize members of senior management teams. Our team members are our greatest asset in ensuring we all operate in the securest possible environment. If you see anything suspicious, report it without recourse and with the assurance it will be treated seriously, in confidence, and quickly. As we always say: "If you see something, say something".

Workplace Safety
Our organizations greatest assets are our team members. Each and every one has the right to a safe and secure working environment and to return home safely at the end of the working day.

Fire Safety
Most fires are preventable. Having the correct procedures and equipment in place and an engaged and well-trained team is a fundamental part of fire safety within our hotels. At Hilton Dubai Jumeirah, we never compromise. Team members who are responsible for fire safety takes ownership and ensures they are fully aware of their role and responsibilities. A mock up for fire emergency evacuation drill with the staff is done twice a year and a full evacuation once a year is conducted with the Dubai Civil Defence.

A.10 DISASTER MANAGEMENT & EMERGENCY RESPONSE
Hilton Dubai The Walk have an appropriate disaster management plans and manual in place for incidents including;
- Fire
- Hurricanes, cyclones or major weather events
- Earthquakes and Tsunamis
- Chemical/fuel spillage
Regular emergency action drills and at least one annual fire and emergency staff, guests and visitor evacuation drills are conducted in accordance with our documented disaster management and emergency response plan. Emergency lighting and generator are in place and regularly tested and maintained. All required fire equipment is in place and all necessary safety, PPE and survival equipment are regularly tested and maintained.

B. SOCIAL / ECONOMIC

B.1 COMMUNITY DEVELOPMENT

HILTON MISSION – To be the most hospitable company in the world - by creating heartfelt experiences for Guests, meaningful opportunities for Team Members, high value for Owners and a positive impact in our Communities.

10TH WALK FOR EDUCATION

Hilton Dubai The Walk is 101% when it comes to community services and events that benefits the youth, people with disability and all charitable institutions that needs help and support of any kind – financially and emotionally.

CERTIFICATE OF RECOGNITION – NATIONAL CHARITY SCHOOL
B.2 LOCAL EMPLOYEMENT
Emiratization is an initiative by the government of the United Arab Emirates to employ its citizens in a meaningful and efficient manner in the public and private sectors. Hilton Dubai The Walk currently have one local staff and will hire one more for 2019 to fulfill its commitment on Emiratization.

B.3 FAIR TRADE
Purchasing Policy is in place providing preferences to fair-trade or eco certified and local products, goods or services whereas possible and to maintain a comprehensive and up to date list of available local, sustainable goods, services, contract services. A fair trade and organic certificate has been acquired from Julius Meinl for the coffee used in the property.

B.5 RESPECT LOCAL POPULATION
An appropriate and documented Code of Behavior/Conduct in relation to respect for local populations is integrated into operations and supported by educational programs and materials including specific measures are adopted to promote an understanding and respect of local culture and customs. This is conducted during employee orientations and refresher trainings which are available on the employee handbook. Local Do’s and Don’ts has been made available at the lobby digital screens to raise guest awareness.

B.6 EXPLOITATION
Hilton Dubai The Walk complies with domestic labor laws and social rights wherein an appropriate and documented Code of Behavior/Conduct in relation to exploitation is integrated in operations and supported by educational programs and materials including policies against sexual commercial exploitation, particularly children and adolescents, are followed and deployed. We do not support nor practice social, gender or racial
discrimination of any kind. We have created a training material to ensure all stakeholders including management, staff, the community and customers are fully aware of the Code of Behavior in relation for all exploitations.

**B.7 EQUITABLE HIRING**

Hilton is not just a company committed to diversity and inclusion. We embody it. We are a company of diverse cultures serving diverse guests. We seek to understand our unique global communities, while developing culture, talent and marketplace strategies that cultivate a work environment of inclusiveness. As such, we hold ourselves and all of our Team Members to the highest standards of integrity, ethics and service excellence. We will achieve and maintain our position by applying our core values; attracting the best and brightest talent; and valuing and leveraging the diversity of our Team Members, Guests, Suppliers, Partners and Owners.

Diversity and equality in staff hiring and training is promoted on all levels of the business. Hilton complies with local and international labor laws, conventions, standards and regulations.
B.8 EMPLOYEE PROTECTION
All employees receive an annual review/evaluation covering areas such as:

- Performance
- Career Planning
- Goals and Aspirations; and
- Necessary Training

Team Members receive training and capacity building and is also provided to local community non-employee residents to develop qualified local labor force. Overtime is paid for hours work beyond the established work week hours and working hours must not exceed the legal maximum or those established by the local or national labor organization. All employees have the right to annual paid vacation and provided with health insurance or the equivalent. Salaries and benefits meet or exceed local national regulations (whichever are higher) and payment is made into a national social security system (if available) for qualified employees.
B.9 BASIC SERVICES
The activities of the business have not impacted or jeopardized the provision of water, energy, sanitation, and other basic services to individuals or neighboring communities. An Environmental Impact Assessment is conducted as applicable and logged to the Environmental Impact Register.

B.10 LOCAL LIVELIHOODS
The activities of the business have not impacted or jeopardized individual or community livelihoods by limiting their access to land and aquatic resource use, rights-of-way, transport and housing. An Environmental Impact Assessment is conducted as applicable and logged to the Environmental Impact Register.

B.11 BRIBERY AND CORRUPTION
Hilton Dubai The Walk, Team Members or agents does not make direct or indirect contributions to political parties, organizations or individuals engaged in politics, as a way of obtaining advantage in business transactions. Our strong Anti-Bribery and Corruption Policy enclosed the below points.

- Prohibit all forms of bribery in all aspects of the business
- No solicitation, arranging or accepting bribes intended for the employee’s benefit or that the employee’s family, friends, associates or acquaintances
- Prohibit the offer or receipt of gifts or any complimentary services of any kind whenever it could affect business transactions
- Conducts supplier/contractors evaluation as part of an effective anti-bribery program and will not deal with any contractors and suppliers known or reasonably suspected to be paying bribes
- Ensure that charitable contributions and sponsorships are not used as subterfuge for bribery and should be publicly disclosed

C. CULTURAL HERITAGE

CODE OF BEHAVIOR
Our policy includes established guideline or code of behavior concerning the protection of local cultures and historical sites. DTCM approved brochures and information sheets are available at the Concierge and Front Office Desk. Guests are provided with information on the local customs, mores, and beliefs as well as appropriate verbal and non-verbal behavior and are displayed at the digital screens at the lobby.

HISTORICAL ARTIFACTS
Lists of illegal products and souvenirs are made available upon guest request. Shops don’t sell, trade or display archaeological pieces/objects.
PROTECTION OF SITES
Hilton Dubai The Walk complies with laws, standards and regulations concerning the protection of historical sites and cultural heritage. Guests are provided with information on the preservation and access to the site’s history, culture and natural environment. DTCM approved brochures and information sheets are available at the Concierge and Front Office Desk.

INCORPORATION OF CULTURE
Hilton Dubai The Walk does not exploit the cultural intellectual property of the local communities. DTCM approved brochures and information sheets are available at the Concierge and Front Office Desk.

D. CONSERVATION AND REDUCTION OF RESOURCES AND CONSERVATION OF BIODIVERSITY

D.1.1 CONSERVING RESOURCES: PURCHASING POLICY
A strong Purchasing Policy is in place to cover and comply with Environmental/sustainability criteria’s such as:
- Endangered species or items stemming from unsustainable practices are not purchased and consumed
- Certified suppliers following best environmental and social practices, who provides and incorporates “take-back” or reusable/returnable containers and minimization of packaging are favored and preferred
- Preferences given to fair-trade, eco-certified/labelled and local products or services where possible
- Food purchased locally (within 160 kilometers or 100 miles), preference to local products
- Suppliers provides certificates to ensure that an Antibiotic free food is purchased
- Certificates from suppliers are obtained to ensure that Fish served is Marine Stewardship Council certified or an appropriate local rating system
- Certificates from suppliers are obtained to ensure that amenities (soap, shampoo, etc.) used are compliant to European Ecolabel standards or similar local standard.

D.1.3 CONSERVING RESOURCES: ENERGY and WATER CONSUMPTION
Hilton Dubai The Walk has a platform in place to ensure that Energy and Water reduction goals, costs, sources are specified, recorded, monitored, tracked and benchmarked on a monthly basis through LightStay and Hotel Optimizer. Engineering Department maintains and keeps an up to date daily reading file and planned Preventive maintenance is in place with regular checks (monthly/quarterly/semi- annual/annual) on all equipment’s with annual maintenance contracts for essential systems e.g. FLS.

As part of water and energy saving initiatives:
- Kitchens have hands-free taps (foot/pedal operated) for hand wash basins and motion sensors on men’s urinals and basins are installed in public restrooms and fitness center.
- Minimal use of lights and appliances in the room upon guests check in
- Midnight/day light reduction at the lobby is implemented
- Outdoor lighting is timer and manually controlled as applicable
All back of house offices - property wide computer shot down is encouraged and communicated

Appliances are set at the most efficient setting e.g. dishwashers and HVAC

Manually managed exhaust hoods in place in the kitchen

Automatic and efficient temperature settings controlled via BMS for various areas in the hotel

Keycard controls for lighting in guest rooms is in place

Close blinds/curtains policy in place during peak summer periods in the guest rooms

Kitchen faucet, faucets, dual flush toilet and showerheads low flush flow rate is closely monitored

Water efficient “spray booms” are used to clean outdoor areas

Native plants or low water plants are used for landscaping and for indoor plants

Point of use filters used in kitchen, restaurant and bar are changed and recorded accordingly

Energy efficient equipment’s and items are highly considered for replacement and new purchases as an initiative to energy savings like LED’s for lighting and will be planned for FF&E/CAPEX 2020

Towel and linen reuse program is in place and information sheet is available at the guest room

An external Energy Audit has been recently conducted and will be in place on an annual basis to identify a set of actions for reduction.

D.1.5 CONSERVING RESOURCES: FOOD AND BEVERAGE

Hilton Dubai The Walk complies on the below indicators:

- Food handlers are all HACCP certified and trained in management of food allergy issues including ordering, handling, segregation etc.
- All menus contain warnings relating to food allergy items including seafood, nuts, etc.
- Water Treatment is tested quarterly by an accredited third party scientific laboratory to ensure that the water for ice machine use is demonstrably safe
- Restaurant offers at least one vegetarian and one vegan dish, local seasonal food options
- Drinking water is refilled upon guest request
- Buffet set up do not have trays for consumers
- Paper/lemon grass Straws, portion controlled condiments are offered upon guest request
- Large filtered water dispensers are in place in meeting rooms and fitness center, recycled paper cup will be used
- Detailed nutrition information is available for all menu and food items served to guests – list of nutrition information available upon guests request
- Grease trap is collected regularly, used oil is sent for recycling and the reports are filed accordingly

D.2.3.1 REDUCING POLLUTION: WASTE MANAGEMENT PLAN: REDUCE, REUSE, RECYCLE

Hilton Dubai The Walk has a platform in place to ensure that Waste volume/weight, diversion rate, reduction goals and costs are specified, recorded, monitored, tracked and benchmarked on a monthly basis through LightStay and Hotel Optimizer.
- Annual Maintenance Contract is in place for residual waste disposal to ensure no adverse effect on the local population and the environment
- Left over amenities are recycled (soap, shampoo)
- Purchasing to find and alternative for waxed cardboard packaging for take away boxes
- Styrofoam products has been eliminated (guest rooms, breakroom and kitchen)
- New and replacement equipment is completely free of CFC based refrigerants
- Automatic towel dispenser or paper free hand dryers are used in public restrooms
- Amenity dispensers are available in fitness center and locker rooms – for guest room, plan is on the way from corporate
- Telephone book / yellow page is available “by request” only at the Front Office
- Delivery of News Paper is available upon request and only default on Diamond Hilton Honors guests as part of their benefits
- Paperless express check-out is offered as well as sending the bill thru emails to reduce the numbers of bills printed during the check-out process
- Double-sided printing with grey scale and draft setting is default in all printers and copiers where duplex printing is available and manual double-sided printing is used for equipment’s without duplex capabilities.
- Coat hangers are reused from employee uniforms and guest dry cleaning
- Reusable and washable dishes, cutlery, glasses, cups, and mugs are used in the break room
- Retired towels and linens, bedspreads and other soft goods are donated to charity or shelter and used as rags
- Specific waste sorting (white paper, newspaper, cardboard, plastics, aluminum cans) have been identified and implemented. Waste of any kind is sorted to be reused or recycled and its final disposal is verified including construction waste. Glass as well as fluorescent tubes and other bulbs collection and recycling contract are on process and will be in place before end of this year.
- Recycling bins are available and in place in all back of house areas, public areas, kitchen, restaurant and bar
- E-waste “hard to recycle” products recycling and proper disposal is in place
- Modification of pick-up schedule in the off season or during low occupancy periods is requested and arranged and supported by the supplier
- Food Composter is planned on FF&E/CAPEX 2020

REDUCING POLLUTION: HARMFUL SUBSTANCES
- Drums and storage containers for chemicals are stored with necessary spill containment, separation and labelled properly, MSDS available, first aid measures and PPE are available at the point of storage
- MSDS are available for: Linen and uniform cleaning and Laundry service and cleaning products throughout the hotel are Ecolabel or similar standard compliant laundry soap and cleaning products
Dishwashing detergent does not contain NTA (nitrilotriacetic acid) or chlorine bleach and is Ecolabel or similar regional standard.

Automatic dosing system is used for the swimming pool to ensure proper application of chemicals.

All chemical storage and mixing areas for housekeeping products allow for adequate and secure product storage with water in the space for mixing concentrated chemicals, have drains plumbed for the appropriate disposal of liquid waste products and be equipped with outside venting or air filtration unit.

D.3 CONSERVING BIODIVERSITY, ECOSYSTEMS AND LANDSCAPES

WILDLIFE SPECIES
Hilton Dubai The Walk's Sustainability Management Plan ensures that endangered species, products thereof, or items stemming from unsustainable practices are not sold, traded or displayed. Environmental Impact Register is maintained to ensure all activities will not impact biodiversity, ecosystems and landscapes.

WILDLIFE IN CAPTIVITY
There is no captive wildlife on properties ground, except for migratory birds available in the area which are not captured nor feed.

LANDSCAPING
Methodology of Pest control is available to ensure that in sensitive areas, measures are taken to prevent the introduction of pest and exotic species. The annual maintenance contract for the Landscape ensures no usage of invasive alien species in gardens, landscapes and other areas of operation.

BIODIVERSITY CONSERVATION
Visitors are encouraged, provided with information about protected areas and native wildlife and plants species found in the areas within the properties influence zone which is available at the Concierge desk and team members are trained to relay such information.

INTERACTIONS WITH WILDLIFE
Environmental Impact Register is maintained to ensure all activities will not impact any local wildlife or plants and its habitat. IUCN Red list and its policy are available at the Concierge desk upon guest request.