

Metropolitan Hotel – Sustainability Policy

1. Purpose

Metropolitan Hotel is committed to operating in an environmentally responsible, socially inclusive, and economically sustainable manner.

This policy outlines our commitments and guiding principles to:

- Reduce our environmental impact
 - Support and engage with our community
 - Enhance the well-being of our guests, employees, and stakeholders
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2. Scope

This policy applies to:

- All hotel departments and employees
 - Contractors, suppliers, and partners
 - All services, events, and operations conducted within the hotel premises
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3. Policy Commitments

A. Environmental Protection

We strive to minimize our ecological footprint through:

Energy Efficiency

- Implementing energy-saving technologies such as LED lighting, motion sensors, and energy-efficient appliances
- Conducting regular energy audits to identify and address opportunities for improvement

Water Conservation

- Installing low-flow fixtures and closely monitoring water usage
- Recycling greywater where feasible

Waste Reduction & Management

- Adopting a “reduce, reuse, recycle” approach across all operations
- Providing dedicated waste segregation facilities in all areas to ensure efficient recycling and responsible disposal

Sustainable Procurement

- Prioritizing suppliers who follow sustainable and ethical practices
- Selecting locally sourced and seasonal products to reduce transportation-related emissions

Print Reduction

- Employees are encouraged to minimize printing whenever possible.
 - Documents should be reviewed, shared, and stored electronically using secure internal systems.
 - Printing should be limited to essential documents, such as legal contracts or official guest communications.
 - Double-sided printing should be the default for all necessary print jobs.
 - Reuse scrap paper for internal notes or drafts wherever feasible.
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B. Social Responsibility

We are committed to being a positive force in our community through:

Fair Employment

- Providing safe, respectful, and inclusive working conditions for all employees
- Offering fair wages and benefits in compliance with UAE labour regulations

Training & Development

- Conducting regular sustainability awareness and skills training for all staff

Community Engagement

- Supporting local businesses, artisans, and cultural events
- Partnering with local charities and NGOs for social initiatives

Respect for Elder Guests

- Offering complimentary wheelchair assistance and baggage handling services to our senior guests
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C. Guest Experience & Awareness

We invite our guests to be part of our sustainability journey by:

- Sharing information about our environmental programs in guest rooms and through digital platforms
 - Offering towel and linen reuse programs to conserve water and energy
 - Highlighting sustainable food and beverage options in our restaurants
 - Highlighting the Initiatives of linen reuse among the guests
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D. Compliance & Continuous Improvement

We commit to:

- Complying with all relevant UAE environmental and hospitality regulations
 - Setting measurable sustainability goals and reviewing them annually
 - Monitoring and reporting on our environmental and social performance
 - Working towards certifications such as **DTCM** and other recognized eco-labels
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4. Responsibilities

- **General Manager:** Provides strategic direction, approves policies, and ensures adequate resources are available
 - **Sustainability Team Leader-**Coordinate with all departments and ensure the timely updation of documents / trainings/ other sustainability related cultural activities
 - **Sustainability Champion:** Coordinates sustainability initiatives, monitors progress, and reports results
 - **Department Heads:** Implement the policy within their departments and ensure team engagement
 - **All Employees:** Practice and promote sustainable behaviors in daily operations
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5. Communication

This policy will be:

- Displayed in key areas of the hotel
 - Published on the hotel's website and guest information materials
 - Communicated to all staff, contractors, and suppliers
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6. Review

This policy will be reviewed annually to incorporate best practices, adapt to evolving standards, and reflect stakeholder feedback.

Approved By

Name: Mr. Samer Homsy

Date: 01/08/2025