



Sustainability
MANAGEMENT
PLAN



INTRODUCTION

At Raffles and Fairmont Doha, we are deeply committed to conducting our business in a responsible and sustainable manner, aligning with Accor's global sustainability strategy. Our purpose is to make a positive impact on the environment, society, and the economy, ensuring that our operations today do not compromise the ability of future generations to meet their needs. This Sustainability Management Plan integrates our sustainability efforts into our business strategy, operating processes, and quality standards, with the aim of being recognized as a leader in sustainable hospitality.

PEOPLE & NATURE AT THE *heart* OF OUR STRATEGY



PEOPLE-CENTRIC APPROACH

Our people are at the core of our success. Raffles and Fairmont Doha are dedicated to promoting respect, well-being, diversity, and social inclusion within our teams and the local community. We create opportunities for growth and development, ensuring that our employees are empowered to contribute meaningfully to our sustainability goals.

KEY EMPLOYER OBJECTIVES

- **Preferred Employer:** Develop a value-based work environment that promotes the application of our values and core behaviours.
- **Equal Opportunities:** Provide equal opportunities for all employees and maximize engagement and satisfaction.
- **Learning and Development:** Ensure that employees have access to continuous learning and development opportunities.
- **Community Engagement:** Hire and train local people for various positions, contributing to the education and development of the local community.
- **Fair Compensation:** Guarantee fairness and transparency in compensation and benefits.
- **Inclusion:** Enable people with physical or other limitations to become part of the workforce.

IMPLEMENTING *change* THROUGH THREE OPERATIONAL PILLARS



REINFORCING SUSTAINABLE HOTEL OPERATIONS

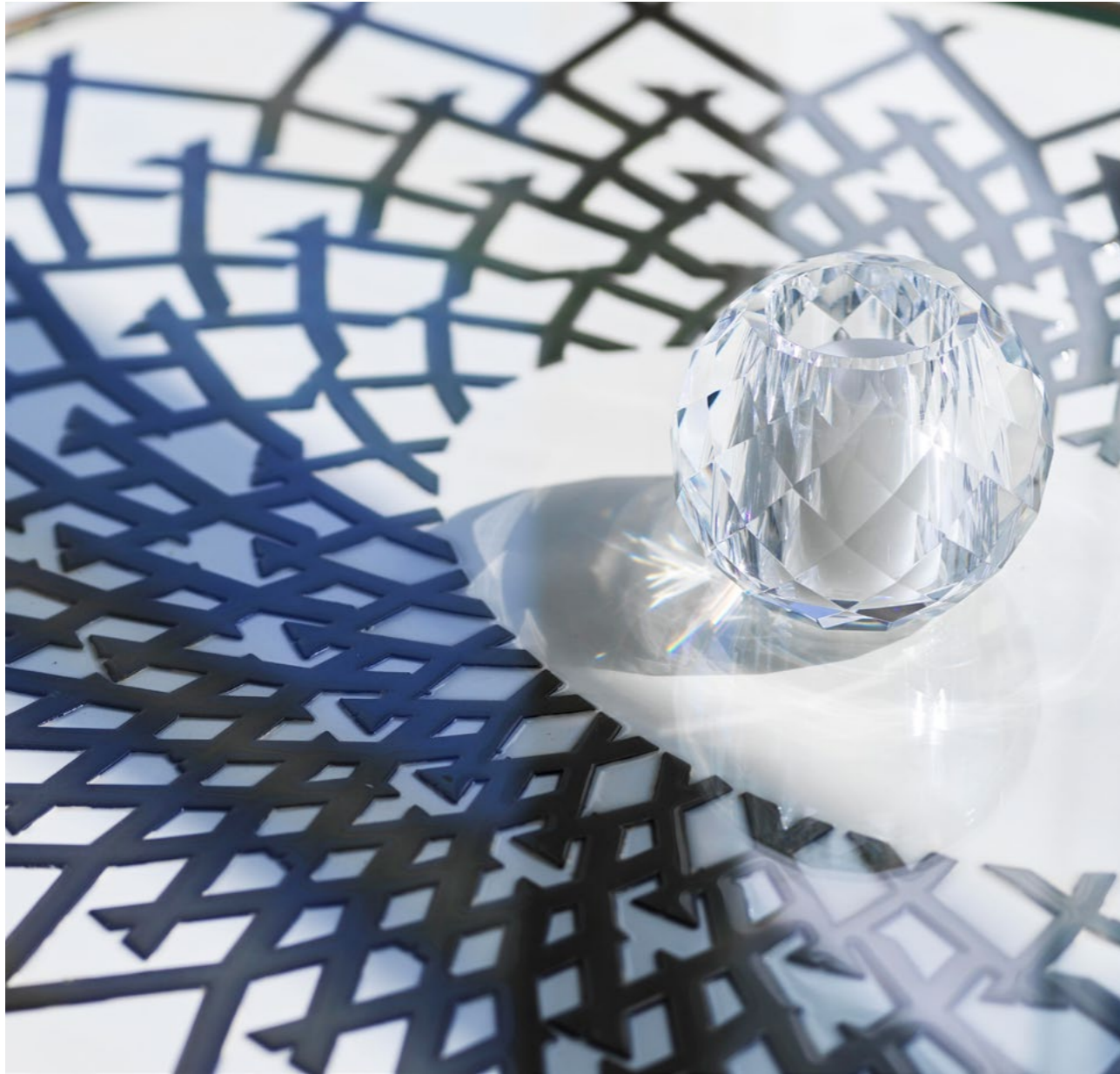
- **Sustainable Design and Construction:** Ensure all new projects are designed with sustainability in mind, incorporating energy-efficient systems, water-saving technologies, and sustainable materials.
- **Optimizing Operations:** Implement best practices in daily operations, such as waste reduction, energy management, eliminating single-use plastics, and integrating hotels within their local ecosystems to minimize environmental impact.
- **Certifications:** Aim for third-party sustainability certifications, such as Green Key or Green Globe, as a testament to our commitment to sustainable practices.

EMBRACING A SUSTAINABLE FOOD CHAIN

- **Responsible Sourcing:** Source food responsibly to minimize environmental impact, promote biodiversity, and support local producers.
- **Reducing Food Waste:** Implement practices to reduce food waste in kitchens by focusing on portion control and reusing items that would otherwise be discarded. For example, turn surplus ingredients into new dishes or use them creatively to minimize waste. Establish donation programs where feasible to support communities but prioritize strategies that directly address food waste reduction within our operations.
- **Guest Engagement:** Educate guests on sustainable dining options, offering more organic, local, and seasonal food choices.

PROMOTING THE LOCAL ECOSYSTEM AND NEW WAYS OF TRAVELING

- **Protecting Local Culture and Environment:** Engage in activities that protect the local environment and cultural heritage, ensuring that tourism benefits local communities.
- **Green Mobility:** Encourage sustainable travel options for guests, such as electric vehicle charging stations, bike rentals, and public transportation partnerships.
- **Guest Awareness:** Inspire guests to contribute positively to the destination by providing information on sustainable practices and local conservation efforts.



CONCLUSION

Raffles and Fairmont Doha are dedicated to sustainability in all aspects of our operations, ensuring that our actions today contribute to a better future for all. Our commitment to environmental, social, and economic sustainability is unwavering, and we will continue to lead by example in the hospitality industry. This Sustainability Management Plan serves as a roadmap for Raffles and Fairmont Doha, detailing our commitment to sustainability and outlining the steps we will take to achieve our goals.

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DOHA

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ENVIRONMENTAL POLICY - 2024



We, the Management of Raffles and Fairmont Doha, are committed to sustainability, incorporating environmental, social, and governance (ESG) principles into our operations. This policy aligns with our Sustainability Management Plan, reflecting our dedication to reducing our environmental impact and contributing positively to the hospitality industry's sustainable transformation.

As part of this commitment, we will:

- **Comply with Environmental Legislation**
Ensure compliance with all relevant environmental laws and regulations, both locally and internationally, to maintain our leadership in sustainability.
- **Efficient Use of Resources**
Optimize the consumption of water, energy, and other natural resources through continuous monitoring and efficiency improvements, aligning with our goal to achieve Net Zero carbon emissions by 2050.
- **Raise Sustainability Awareness**
Promote sustainability awareness among our employees, guests, and partners. All staff, especially Executive Committee members, will undergo mandatory training on environmental issues and best practices.
- **Protect Cultural and Natural Heritage**
Safeguard the cultural and natural heritage of Qatar by ensuring our activities do not negatively affect the surrounding environment and communities, in line with our commitment to local ecosystems.
- **Use Eco-Friendly Products**
Prioritize the use of biodegradable, non-toxic products in our operations and minimize the use of harmful chemicals to create safer environments for employees, guests, and the broader community.
- **Implement Comprehensive Waste Management**
Embrace circular economy principles by focusing on reducing, reusing, repairing, and recycling materials, turning waste into a valuable resource.
- **Sustainable Procurement** Follow sustainable procurement guidelines by sourcing from local and responsible suppliers, minimizing carbon emissions, and promoting products with reduced environmental impact and longevity.
- **Continuous Improvement**
Continuously review and improve our environmental and social performance by setting measurable targets, in line with our strategic commitment to science-based goals and our sustainability management plan.

