

MERCURE

HOTEL

DUBAI BARSHA HEIGHTS



SUSTAINABILITY

MANAGEMENT POLICY AND PLAN



POLICY NUMBER	E/SYS /05/ EMS
EFFECTIVE DATE	15 TH January 2026
VERSION	00
FIRST ISSUED	18 th June 2017

MERCURE HOTEL SUITES & APARTMENTS TARGETS FOR 2026

TABLE OF CONTENT

Sustainability Management Plan for 2026	5
Sustainability Management Plan for 2025	6
PURPOSE	7
Key Objectives of GAIA 2.0	7
SCOPE	8
THE MERCURE HOTEL SUITES & APARTMENTS VISION	8
ENERGY CONSERVATION AND WATER CONSERVATION AT MERCURE HOTEL SUITES & APARTMENTS	12
MERCURE HOTEL SUITES & APARTMENTS ENERGY & WATER SAVING INITIATIVES 2025	12
MERCURE HOTEL SUITES & APARTMENTS ENERGY & WATER SAVING INITIATIVES 2026	13
SUSTAINABLE MANAGEMENT	14
A1. Implement a Sustainable Management Plan- GAIA 2.0:	14
A2. Legal Compliance:.....	14
A3. Employee Training:.....	14
A4 Customer Satisfaction.....	15
A.5 Accuracy of Promotional Materials	15
A.6 Local Zoning, Design and Construction.....	16
A.7 Experiential or Interpretation Tourism.....	16
A.8 Communications Strategy.....	16
A.9 Health and Safety	17
Accor Sustainability System Gaia	17
REPORTING EMERGENCIES.....	18
ACCIDENTS TO TEAM MEMBERS	18
ACCIDENTS TO GUESTS.....	18
FIRST AID	18
A.10 Disaster Management & Emergency Response:.....	18
SOCIAL / ECONOMIC	19
B.1 Community Development.....	19
Major Focus of CSR Activities:	19
CSR Activities:.....	19
B.2 Local Employment	22
B.3 Fair Trade.....	22
B.4 Local Entrepreneurs.....	22
B.5 Respect Local Population.....	22
B.6 Exploitation.....	23
B.7 Equitable Hiring	23
B.8 Employee Protection	23
B.9 Basic Services	23
B.10 Local Livelihoods.....	23



MERCURE

HOTEL

DUBAI BARSHA HEIGHTS

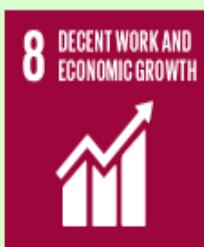
B.11 Bribery & Corruption	24
CULTURAL HERITAGE	24
C1. Code of Behavior	24
C2. Historical Artifacts	24
C3. Protection of Sites	24
C4. Incorporation of Culture	24
Visit to Yanni Animal Welfare	25
.....	28
Recycling Material Management Report - 2025	33
EEG Recyclable Waste Collection Report 2025	34
REDUCTION IN PAPER USE	35
WASTE COLLECTION CAMPAIGN – EMIRATES ENVIRONMENTAL GROUP (EEG)	36
TREEE PLANTATION – EMIRATES ENVIRONMENTAL GROUP (EEG)	38
Mercure – Oasis In house water bottle project	39
ACHIEVEMENTS OF MERCURE -2024	43
ACHIEVEMENTS OF MERCURE -2023	45
DEFINITIONS, TERMS & ABBREVIATIONS	47
AMENDMENT RECORD	48





SUSTAINABLE DEVELOPMENT GOALS

17 GOALS TO TRANSFORM OUR WORLD



SUSTAINABILITY MANAGEMENT PLAN FOR 2026

MERCURE

HOTEL

DUBAI BARSHA HEIGHTS

Sustainability Goals- 2026

MERCURE
HOTEL
DUBAI BARSHA HEIGHTS

Maintain Green Globe score above 85%

MERCURE
HOTEL
DUBAI BARSHA HEIGHTS

Reduce carbon foot print per occupied room by 2%

MERCURE
HOTEL
DUBAI BARSHA HEIGHTS

Guest Satisfaction scores to be 87% and above in Trust You

MERCURE
HOTEL
DUBAI BARSHA HEIGHTS

Heartist annual satisfaction survey score to be above 80%

MERCURE
HOTEL
DUBAI BARSHA HEIGHTS

2% of staff to be placed through development programs to be successfully promoted internally

MERCURE
HOTEL
DUBAI BARSHA HEIGHTS

Conduct at least four mockup emergency drills (Fire, drowning, chemical spill, Food Safety) by years end.

MERCURE
HOTEL
DUBAI BARSHA HEIGHTS

Ensure 80% employees are trained in the Dubai Way Sustainability Tourism Program as prescribed by DET

MERCURE
HOTEL
DUBAI BARSHA HEIGHTS

Achieve a minimum of 32.5 training hours in the year for Heartist development across the property

MERCURE
HOTEL
DUBAI BARSHA HEIGHTS

Reduce the total number of bed linen and towel washings by 3% compared to last year

MERCURE
HOTEL
DUBAI BARSHA HEIGHTS

Reduce utilities consumption per paid occupied guest room. Electricity 2% , Water 1%, LPG 2%

MERCURE
HOTEL
DUBAI BARSHA HEIGHTS

Increase the proportion of eco-friendly or certified sustainable suppliers by 5% compared to 2025. Ensure 100% of new equipment purchased meets energy efficiency standards

MERCURE
HOTEL
DUBAI BARSHA HEIGHTS

Achieve a 3% reduction in landfill waste compared to last year

MERCURE
HOTEL
DUBAI BARSHA HEIGHTS

Achieve a 2% reduction in food waste compared to last year

MERCURE
HOTEL
DUBAI BARSHA HEIGHTS

Reduce energy consumption and cooling requirements in the MDF and IDF rooms by 5%

Conduct 12 CSR Activities for Welfare of the Staff, Society, Environment, Women and Children.



SUSTAINABILITY MANAGEMENT PLAN FOR 2025

Green Globe/ ISO 14001 - KEY PERFORMANCE INDICATOR Till December 2025

Objectives agreed at the Beginning of the year 2025

No :	Green Globe / ISO 14001 Objectives	Departments	Target	Achieved	Variances in +/ - in %	Remarks
1.	1% Increase on improvement on Green Globe Score per year	Quality	85%	93%	+8	Achieved
2.	Reduce carbon footprint per occupied room by 2%	Engineering	2%	4.49 %	+2.29 %	Achieved
3.	Guest Satisfaction scores to be 90% and above in Trust You	Front Office	90%	87.94%	-2.06%	Unachieved
4.	Heartist annual satisfaction survey score to be 80%	HR	80%	92%	+12%	The result of semi -annual survey is 92% Annual survey to take place from Jan 06-08, 2026
5.	2% of staff to be placed through development programs to be successfully promoted internally	HR	2%	6.12%	+4.12%	14 Heartists Internally Promoted as of 15 Oct 2025
6.	Ensure that at least 04 different mockup drills are conducted before the end of the year.	HSE	100%	100	+10%	5 drills conducted (3 fire drills, 1 chemical spillage drill, 1 Swimming pool rescue drill)
7.	75% employees are trained in the latest Sustainability Program as prescribed by Accor	Training	75%	90%	+15%	Achieved
8.	The property has registered an average of 30 training hours in the development of Heartists during the year	Training	30 hours	100%	+17.39	47.39 training hours per Heartist achieved.
9.	To conduct CSR Activities for Welfare of the Staff, Society, Environment, Women and Children.	HR	12	15	+25%	Achieved
10.	Reduce Guest linen washings in regard to number of pieces of Bed linen and towels to 2% compared to 2024	HK	2%	14.28%	+12.28%	2025, linen usage = 1,587,342 pieces. 2024 linen usage = 1,851,785 pieces. Reduction = 264,443 pieces.
11.	Saving in below areas per paid occupied room Electricity 2%, Water 2%, LPG 2%	Engineering	Electricity 2% Water 2% LPG 2 %	+5.08% +1% 6.98%	+3.08% -1% +4.98	Paid Occupied 2024 = 326,723 & 2025 = 346,749. Total Electricity consumption 2024=24,911,876 and 2025 = 25,091,942 Total Water Consumption 2024 = 47,144,202 and 2025 = 49,614,965 Total Gas Consumption 2024 = 559,728 and 2025 = 550,225
12.	Ecofriendly supplier to be introduced, replace with current supplier by 4% compared to last Ecofriendly list. Sourcing of new Local register supplier by 5% compared to existing list.	Purchase	2 Suppliers 2 local registered	4 Suppliers	0	Diversey, Hira Trading, Binh Hila, Hot Pack
13.	5% Reduction of Land fill Waste compared to last year	Kitchen Stewarding	5%	12.6% ↑	-7.6%	2024-Landfill Waste January to December=236084 Kg 2025-Landfill Waste January to December=265907Kg
14.	2% reduction of the Food Waste compared to the last year	Kitchen / Steward	2%	6.9%	+4.9%	2024-Food Waste January to December=12838Kg 2025-Food Waste January to December=11953 Kg
15.	Reduce paper consumption by implementing paperless solutions for entire hotel	IT	90%	90%	0	EOD reports in PMS have been disabled, and all HK morning reports have also been eliminated, and all HK department only use message box for operations

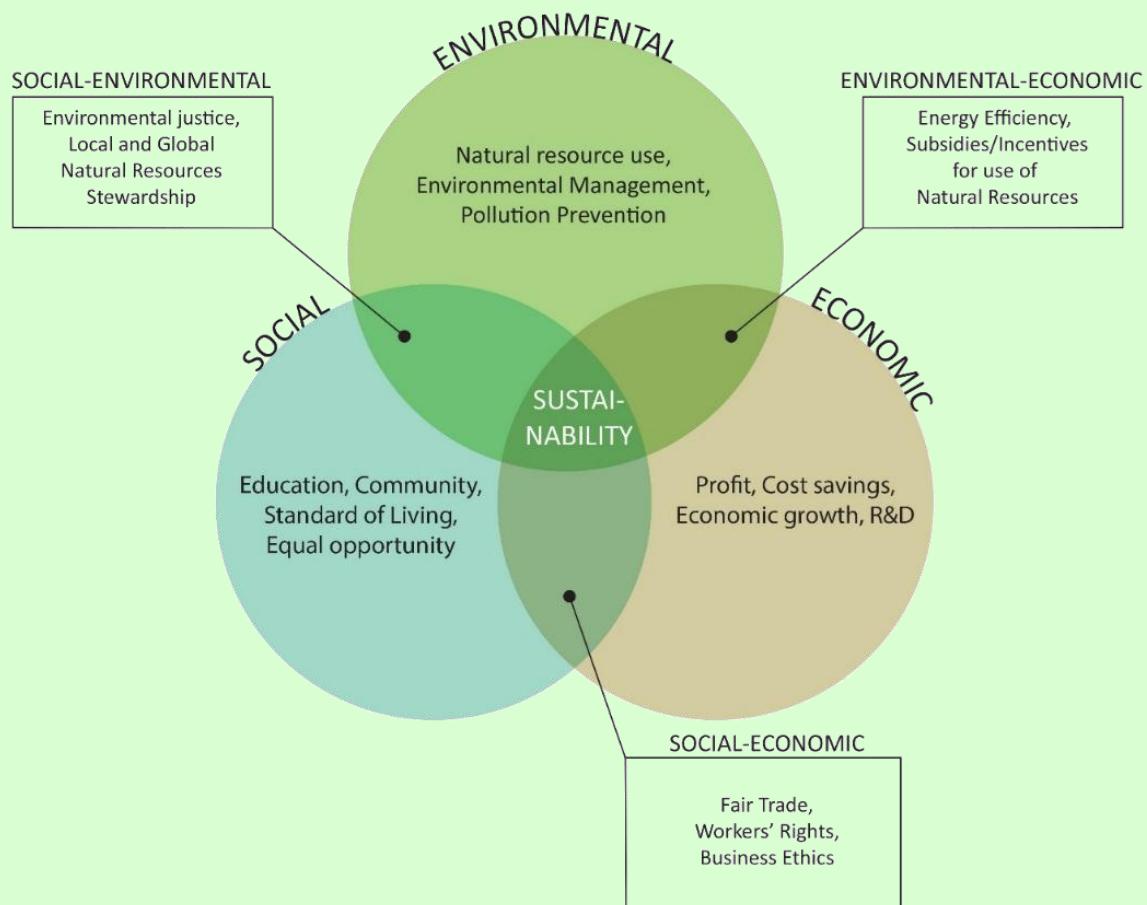
Prepared by
Godlove Azinwi
Quality, Hygiene & Safety Supervisor

07/01/2026

Approved
TASBAS LEVENT
General Manager
12/01/2026



PURPOSE



Key Objectives of GAIA 2.0

- The primary purpose of the GAIA 2.0 Sustainability Management Plan is to guide decision making, management, and the daily operations of the business in a sustainable manner.
- To develop the business in a sustainable manner considering the environmental, socio-cultural, quality, and health & safety issues.
- To demonstrate management commitment to comply with the environmental laws and other regulations of the United Arab Emirates for Hotel Operations and for Sustainability.
- To develop a monitoring and audit program to ensure compliance to the Sustainability Management Plan and relevant environmental legislation and the early detection of any significant environmental impacts from the activities of the business.
- To outline mitigation measures in order to minimize the impact of the business activities on the surrounding environment.
- To present mitigation strategies and actions for the control of pollution, waste minimization and resource conservation by effectively practising Reduce, Reuse and Recycle wherever possible.
- To establish a framework for environmental management to ensure the implementation of the identified mitigation measures.
- We follow and practice the standards of Green Globe and GAIA 2.0 Accor brands standards of Sustainability at Mercure Hotel Suites & Apartments.



SCOPE

The scope of the Sustainability Management Plan covers all activities at Mercure Hotel Suites & Apartments. It applies to all colleagues, guests, business partners, owners, other stakeholders, and the surrounding environment. The Sustainability Management Plan is developed in line with the size, scale, and operational facilities of the hotel.

Hotel Facilities:

- 607 apartments | 408 suites | 1 all-day dining restaurant and Café Social
- 3 swimming pools (main, Jacuzzi, children's) | Football, basketball, and 2 squash courts
- Spa with saunas and steam room | Fitness center | Retail shops | 100% green meeting and events rooms | Kids Club

THE MERCURE HOTEL SUITES & APARTMENTS VISION

ACCORHOTELS Vision:

Pioneering the art of responsible hospitality, connecting cultures, with heartfelt care.

ACCORHOTELS Values:

Guest Passion | Innovation | Sustainable Performance | Respect | Spirit of Conquest | Trust

Sustainability Vision:

To be a benchmark for sustainable hospitality in Dubai by operating responsibly, conserving resources, and supporting local communities while delivering quality guest experiences.

Sustainability Mission:

To deliver a gratifying, locally inspired guest experience while integrating sustainability into all operations and strategic decisions through energy and water efficiency, waste reduction, and stakeholder engagement.

Sustainability Policy Statement:

We at Mercure Dubai Barsha Heights Hotel Suites & Apartments are committed to embedding sustainability across all aspects of our operations and facilities. We comply with all relevant environmental laws, regulations, and Dubai Sustainable Tourism requirements, and continuously monitor, measure, and improve our performance. We integrate responsible practices into daily operations and strategic decisions, focusing on energy and water efficiency, waste and food management, circular economy principles and sustainable procurement. We actively engage and train colleagues, guests, suppliers, and local communities in sustainability initiatives, fostering awareness, participation, and collaboration. Through these efforts, we pledge to minimize our environmental footprint, conserve resources, protect the environment, reduce waste, lower our carbon impact, and maximize positive social, cultural, and economic outcomes while promoting innovation and continuous improvement.

Mercure Values:

Authenticity | Curiosity | Personal Commitment



ACCOR'S GLOBAL SUSTAINABILITY STRATEGY

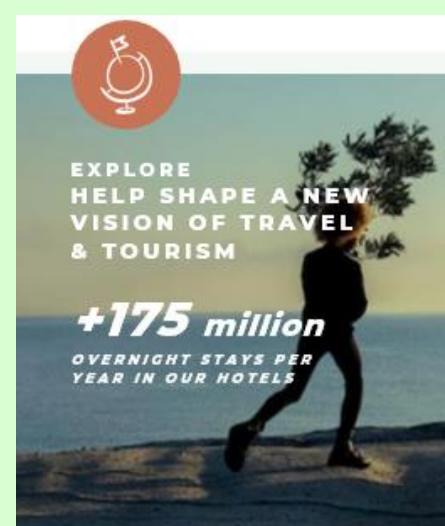
MOVING TOWARDS A SUSTAINABLE HOSPITALITY MODEL

EMBEDDING SUSTAINABILITY IN EVERYTHING WE DO

Accor has long committed to sustainability, placing heartfelt care for people and the planet at the core of its strategy. The group is moving toward a contributive hospitality model that gives back more than it takes. Guided by a science-based framework and implemented through three strategic pillars; Stay, Eat, and Explore. Accor drives systemic change by requiring third-party eco-certification for all hotels by 2026, applying circular economy principles to eliminate plastic waste, and using AI technology to halve food waste. This holistic approach ensures every guest experience supports biodiversity, respects local cultures, and accelerates the global journey toward net-zero emissions.



ACCOR'S 3 STRATEGIC PILLARS



A COMMITMENT TO DRIVE IMPACT & BRING VALUE

2030 KEY OBJECTIVES





EXPLORE

HELP SHAPE A NEW VISION OF
TRAVEL & TOURISM



SHARE SPACE WITH NATURE

DEVELOPMENT DECISIONS TO BE CONSISTENT
WITH CLIMATE AND NATURE COMMITMENTS
AND HOTELS TO CONTRIBUTE TO
REGENERATION AND RESTORATION OF
NATURAL HABITATS



LOCAL COMMUNITIES

HOTELS TO MEASURE THEIR IMPACT AND
MAXIMIZE SOCIAL BENEFITS FOR LOCAL
COMMUNITIES.



SUSTAINABILITY AWARENESS

GUESTS TO BE ENGAGED AND TRAINED AS
CONTRIBUTORS TO ACCOR SUSTAINABILITY
STRATEGY

I. Environmental – GAIA 2.0, Accor Group's Sustainable Management Plan, is actively engaged in conserving resources, reducing pollution, and protecting biodiversity, ecosystems, and landscapes. It provides guidance for transitioning to carbon-neutral buildings. Mercure Hotel Suites & Apartments has assessed its environmental impact and implemented measures to mitigate it. The property aims to protect the environment by conserving resources, controlling pollution, and reducing carbon emissions. Initiatives are also undertaken to safeguard biodiversity, including the preservation of wildlife species. The hotel has implemented strategies to minimize negative environmental impacts across all operational areas

II. Socio-cultural – As part of the Ethical and CSR Charter of Accor Group, the team actively participates in corporate social responsibility initiatives supporting local communities, employees, guests, and other stakeholders. Food donations are made in collaboration with Dubai Municipality initiatives, and hotel staff participate in blood donation drives. Community development activities include Clean-Up campaigns, can collection drives, support for fair trade, promotion of local entrepreneurs, and initiatives that respect local culture.

The hotel upholds policies to prevent commercial exploitation, ensure equitable hiring, protect employees, and ensure that business operations do not compromise the provision of basic services, such as water, energy, or sanitation, to neighboring communities. Accor's policy prohibiting any form of discrimination is strictly followed.

III. Quality – A sustainable business creates economic value while delivering competitive advantages through inspired service that not only meets but exceeds guest expectations. Mercure Hotel Suites & Apartments contributes to the economic well-being of the surrounding community through GAIA 2.0 practices, including sourcing local and eco-friendly products such as amenities, paper, and chemicals. Sustainability initiatives benefit colleagues, guests, business partners, owners, and other stakeholders.

Guest satisfaction is monitored through online review scores on platforms such as Booking.com and TripAdvisor, as well as internal surveys conducted via TrustYou.



MERCURE

H O T E L

DUBAI BARSHA HEIGHTS

Four IFH audit was conducted, achieving an average score of 81.7%, to maintain quality and ensure compliance with brand and service standards. The hotel has undergone recertification for ISO 9001 and ISO 14001 with Intertek, as well as ISO 22000 and HACCP surveillance from SGS. Additionally, the property follows Green Globe sustainability standards and was **awarded the Green Globe Platinum certification in 2025**.

IV. Health & Safety – Mercure Hotel Suites & Apartments complies with all health and safety regulations recommended by local authorities, ensuring the protection of guests, staff, and all stakeholders. Appropriate safety equipment and machinery are used in conjunction with the required personal protective equipment (PPE) for each task. Health and safety training is provided to all staff and contractors.

The hotel implements initiatives to maintain a safe and secure work environment for all personnel. Regular training sessions and internal Health & Safety programs are conducted as per the HSE training calendar, and HS audits are scheduled to ensure ongoing safety compliance. A documented risk assessment is maintained, reviewed annually, and updated whenever significant changes occur, with corrective actions implemented as required.

ENERGY CONSERVATION AND WATER CONSERVATION AT MERCURE HOTEL SUITES & APARTMENTS

Mercure Hotel Suites & Apartments places strong emphasis on energy conservation through the adoption of new technologies and the implementation of GAIA 2.0 initiatives, supporting the vision of a greener Dubai. The hotel strives to implement innovative solutions that benefit guests, employees, and the environment while improving operational efficiency. These initiatives contribute to reduced energy consumption and lower carbon emissions.

The property has a documented Energy Management Plan and Water Management Plan in place, supported by annual initiatives and targets for energy and water reduction. Water and energy saving measures have resulted in significant reductions in overall per guest consumption. Performance is monitored regularly to ensure objectives are achieved and continually improved.

MERCURE HOTEL SUITES & APARTMENTS ENERGY & WATER SAVING INITIATIVES 2025

2025 Completed Water Saving Projects			
Water Saving Task	Replacement of Manual Water Tap with Sensor Tap in all public area	Replaced water sensor taps in public areas - Enhances hygiene, reduces water wastage, and improves user experience	Implemented water-saving measures - Expecting reduced water consumption and lower utility costs
	Hot & Cold Water PRV replacement	Partially Replaced the PRV to regulate water pressure - Reduced bypass mode operation, minimizing water leaks in guest rooms, risers, and corridors	Optimized water pressure management - Expecting reduced water losses, lower maintenance costs, and improved system efficiency
	Cold water Valve replacement in Riser	Partially Replaced faulty cold-water valve in riser - Eliminated water leak, reducing water loss and potential damage.	Proactive maintenance of water infrastructure - Expecting reduced water wastage, lower repair costs, and improved system reliability



MERCURE

H O T E L

DUBAI BARSHA HEIGHTS

2025 Completed Energy Saving Projects

Energy Saving task	Replacement of LV panel Capacitor Bank	LV panel new capacitor bank improves power factor correction, reducing utility energy consumption, which leads to cost savings. It also increases system capacity, reduces energy losses and heat generation, and enhances voltage stability, overall boosting the efficiency and reliability of our electrical system	Replaced 3 capacitor banks (440V, ~50 kVAr total) - Expecting improved power factor, reduced energy consumption, and enhanced system efficiency.
	Installation of Gas meter for Boiler room	Gas meter installed in boiler room - Enables accurate monitoring of gas consumption, supporting proactive maintenance and optimization of boiler efficiency.	Facilitates identification of potential energy-saving opportunities and reduces operational costs

MERCURE HOTEL SUITES & APARTMENTS ENERGY & WATER SAVING INITIATIVES 2026

2026 Proposed Water Saving Projects

Water Saving Task	Hot & Cold Water PRV replacement	The installed PRV intend to modulate the line water pressure from Upper stream to Downstream, the current condition of PRV is unable to regulate the pressure, this caused majority of PRV is operating through bypass conditions, the Bypass mode have no pressure controls, this causing many water leaks in Guest rooms, Risers and corridors	Reduce Water leak issues, reduce disturbance to the Guest, Water shutdown rate will be reduced
Water Saving Task	Cold water valve replacement in Riser # 4	Cold water valve replacement - Anticipating reduced water leaks, minimized disruptions, and improved system reliability	Planned infrastructure upgrade - Expecting reduced maintenance costs, water savings, and enhanced operational efficiency from 2026 onwards.

2026 Proposed Energy Saving Projects

Energy Saving task	Chiller Management System	The Proposed Chiller Management System is the one of the main initiatives towards Energy Management Projects, the Project will deliver more savings on electricity consumptions by optimizing the system performances	The estimated savings per year is AED 170,369 and ROI of an anticipated project is 1.5 years
Energy Saving task	Cooling tower refurbishment	Refurbishment Scope will enhance the system and increase the life span up to 5 years	The water flash will be reduced due to high drift eliminator and special Fill materials used in the project Direct Drive motors energy save models hence ultimately Energy consumptions will reduce



A. SUSTAINABLE MANAGEMENT

A1. Implement a Sustainable Management Plan- GAIA 2.0:

Mercure Hotel Suites & Apartments shall establish, implement, and maintain GAIA 2.0 internal sustainability practices in compliance with Green Globe requirements. GAIA 2.0 provides a structured framework that supports the worldwide implementation of sustainability practices across the Accor Group.

Mercure Hotel Suites & Apartments shall formulate and maintain GAIA 2.0 aligned policies and procedures that:

- a) Are appropriate to the nature, scale, and environmental impacts of the hotel's activities
- b) Are aligned with the four key Green Globe areas: environmental, socio-cultural, quality, and health and safety, and consistent with the four GAIA 2.0 strategic programs
- c) Include a commitment to continual improvement of the Sustainability Management Plan and Green Globe performance targets
- d) Include a commitment to comply, as a minimum, with all applicable legislation, regulations, and other requirements to which the organization subscribes
- e) Provide a framework for establishing, reviewing, and achieving sustainability objectives and targets
- f) Are documented, implemented, maintained, and communicated to all employees
- g) Are made available to all interested and relevant parties
- h) Are reviewed periodically to ensure continued suitability, adequacy, and relevance to the organization
- i) Include monitoring and performance evaluation on a yearly basis in line with the Accor GAIA 2.0 Sustainability Plan

A2. Legal Compliance:

Mercure Hotel Suites & Apartments is duly licensed in accordance with UAE law and operates in compliance with all applicable local and international legislation and regulations, including requirements related to health, safety, labor, environmental protection, insurance, and guest and employee welfare. All

statutory licenses, insurance policies, and protection measures are maintained and kept up to date. The hotel operates as a 100% non-smoking property.

The hotel complies with the Department of Tourism and Commerce Marketing (DTCM) guidelines, including 27 sustainability requirements applicable to hotel establishments in Dubai. Carbon emissions are monitored through the Dubai Municipality Carbon Calculator portal, with energy consumption data updated on a monthly basis. In line with Accor's GAIA 2.0 initiatives, the hotel has significantly reduced single-use plastics in both guest-facing and back-of-house areas.

A3. Employee Training:

Employee recruitment, training, annual appraisal, and performance reviews at Mercure Hotel Suites & Apartments are conducted in alignment with Accor Group policies and standards.

Accor Group has developed a range of training modules focused on building the skills, knowledge, and attributes required for individual and organizational success. Identified competencies are used to guide targeted training and development, enabling colleagues to perform effectively, achieve business objectives, and support the execution of strategic goals.

While competencies support performance, they are assessed alongside measurable business results. Employee performance evaluations therefore consider both demonstrated competencies and the achievement of role-specific objectives. This approach ensures alignment between individual performance, organizational vision, and operational outcomes. Competencies also form the foundation for recruitment, selection, performance management, professional development, and succession planning.

Training on sustainability management, health and safety, and environmental impact is provided during employee induction. Sustainability goals and management plans are communicated to all



MERCURE

HOTEL

DUBAI BARSHA HEIGHTS

employees through induction programs, dedicated sustainability training, internal websites, and Heartist notice boards. Relevant departments also participate in Dubai Way and Sustainable Tourism training programs. Management and staff are regularly informed of the hotel's sustainability strategy to ensure awareness, engagement, and consistent implementation across all operations.

A.4 Customer Satisfaction

At Mercure Hotel Suites & Apartments, customer satisfaction is driven by the Front Office and Sales & Marketing departments in collaboration with all operational areas. The hotel operates with a strong focus on continuous improvement and long-term sustainability, ensuring that guests remain the highest priority. A structured system is in place to measure performance, monitor service quality, and enable timely corrective actions when results do not meet established targets.

In addition to guest satisfaction, internal quality performance is regularly reviewed and monitored. Tools used for performance monitoring include suggestion and message box, TrustYou, Zonka, food and beverage guest comment cards, financial audits of cashiering practices, reservation mystery audits, and online review platforms such as TripAdvisor and Booking.com. These tools support the regular evaluation of guest satisfaction levels and ensure that appropriate actions are implemented to address feedback and improve service delivery.

In addition, the hotel is enhancing guest engagement in sustainability by introducing a QR code displayed on guest room televisions. This initiative enables guests to share direct feedback on sustainability practices, which is reviewed by the Guest Experience Champions and translated into targeted improvement actions. Feedback is accessible in four major languages to ensure inclusivity and ease of participation for all guests.

Mercure Hotel Suites & Apartments has undergone recertification for ISO 9001 and ISO 14001, certified by Intertek, and ISO 22000 and HACCP surveillance audits conducted by SGS. ISO awareness and internal auditor training

are provided to Heartists to support compliance and continuous improvement. The hotel successfully maintained ISO 22000 and HACCP certification even during the global crisis.

Following ten consecutive years of achieving sustainability excellence, the hotel was awarded Green Globe Platinum certification in 2025 and is progressing towards completion of the onsite Green Globe audit for 2026. The hotel has also received the Dubai Municipality Gold Certificate for hygiene and food safety standards, achieved full compliance with DST sustainability requirements, and was recognized among the Top 10 recipients of the Dubai Food Elite Award.



A.5 Accuracy of Promotional Materials

All promotional communications for Mercure Hotel Suites & Apartments are managed by the Sales and Marketing team and are aligned with Accor Group principles, local regulations, cultural norms, and GAIA 2.0 sustainability practices. Guest dissatisfaction is monitored and tracked through guest feedback forms, online review platforms, and message boxes as part of daily operations, enabling timely review and corrective action.



MERCURE

HOTEL

DUBAI BARSHA HEIGHTS

A.6 Local Zoning, Design and Construction

Mercure Hotel Suites & Apartments is constructed with approval from relevant government authorities and operates in compliance with applicable regulations. The property consists of 1,015 one- and two-bedroom suites and apartments and is a **100% non-smoking hotel**, including:

- 681 one-bedroom suites
- 334 two-bedroom suites
- One all-day dining restaurant and Café Social
- Three swimming pools comprising a main pool, Jacuzzi, and children's pool
- Football court, basketball court, and two squash courts
- Spa facilities with saunas and steam rooms
- Fitness center with modern gym equipment
- Retail shops for beauty and fashion
- Green meeting and events rooms
- Kids Club

All meeting and events rooms at Mercure Hotel Suites & Apartments are 100% green, featuring energy-efficient lighting, water-saving fixtures, waste segregation, and sustainable materials. Paperless tools, sustainable catering, and locally sourced products are used to minimize environmental impact while ensuring a high-quality guest experience.

Regular maintenance and repairs are carried out to ensure safety and operational efficiency. Where refurbishments occur, existing structures are reused wherever possible. Renovation and interior design activities prioritize sustainability, energy efficiency, durability, and the use of environmentally friendly materials as per specifications.

Energy-efficient appliances are procured for hotel operations. Water-saving devices are installed throughout the property to reduce water consumption. LED lighting and motion sensors are used where applicable to minimize energy use. Design elements and materials are reviewed to ensure alignment with sustainability principles.

The lobby features a natural plant backdrop made of preserved moss and lichens. Renovated areas use eco-friendly mattresses and LED lighting fixtures. Swimming pools operate using chlorine-free active ion systems, reducing chemical usage while maintaining water quality

A.7 Experiential or Interpretation Tourism

We inform our guests about the local environment, culture, and heritage through various means, such as electronic signage or simple tent cards. As the UAE is predominantly an Islamic country, guests are made aware of local traditions, customs, and places of interest. The strength of the local community is highlighted during the holy month of Ramadan, with local dates and Arabic coffee served in the buffet.

Various excursion packages are offered with local tour organizers to visit sites of historical interest, museums, heritage villages, or to enjoy the serenity of the desert. Mercure Hotel Suites & Apartments works closely with the local market, benefiting both the company and the local community.

Mercure Hotel Suites & Apartments endeavors to deliver imaginative and exhilarating experiences in culturally connected environments, offering thoughtful and generous service.

A.8 Communications Strategy

We communicate with our guests and website visitors in a comprehensive manner. Our sustainability strategy, plans, and initiatives are clearly defined, including our involvement with the local community and charitable activities. Guests are actively engaged in our sustainable operations; for example, environmental cards are placed in all rooms to give guests the opportunity to participate in water and energy conservation.

Mercure Hotel Suites & Apartments actively collaborates with the Emirates Environmental Group, a local organization dedicated to environmental protection, sustainable management, and social responsibility. Community activities such as tree planting, can



MERCURE

H O T E L

DUBAI BARSHA HEIGHTS

collections, blood donation campaigns, and Clean-Up initiatives are organized in partnership with the group. Guests are also provided with energy- and water-saving tips via television and LED screens in the lobby, and waste segregation practices are clearly displayed to raise awareness.

Environmental initiatives such as Earth Hour involve guest participation, further supporting sustainability efforts. All safety precautions are implemented in line with regulatory standards, and Accor brand standards are validated and fully compliant for the current year.

A.9 Health and Safety

Mercure Hotel Suites & Apartments strictly adheres to environmental, health, and safety laws, regulations, and procedures to protect the environment and create a safe workplace. This ensures colleagues can perform at their best while minimizing the risk of injury or accidents.

Employees receive comprehensive training to raise awareness of health and safety issues, while guests are informed of potential hazards through signage, cautions, and clearly marked emergency evacuation routes. All purchased equipment, mechanisms, and facilities are selected to be environmentally friendly, including low emissions, minimum energy consumption, star ratings, and compliance with health and safety standards. Over 10% of hotel staff are first aid certified, and the hotel partners with a doctor-on-call to provide round-the-clock onsite emergency medical services. An experienced team of engineers and technicians maintains all facilities to ensure they remain in proper working condition. Required safety documentation, including method statements, risk assessments, and personal protective equipment, is in place to support a safe environment.

Local law enforcement and regulatory agencies regularly inspect the premises to ensure all emergency systems are operational. Evacuation mock drills, chemical spillage drills, and safety audits are conducted routinely to mitigate operational risks. HACCP audits ensure compliance with the Food Safety

Management System and guarantee that all food served is safe. New kitchen staff receive training on food safety and workplace procedures and, in accordance with Dubai Municipality requirements, complete a mandatory basic food safety course for proper food handling.

Accor Sustainability System Gaia:

Mercure Hotel Suites & Apartments has implemented an online sustainability monitoring system, integrated with Accor Group hotels. Key highlights include:

- Food and Beverage has introduced compostable takeaway containers.
- Banquets use 750ml in-house filtered water bottles.
- Systems have been implemented to eliminate single-use plastics.
- Guests are informed verbally and through signage to take care on wet floors.
- Caution tapes are placed in areas with uneven surfaces.
- Swimming pool depths are clearly marked, and trained lifeguards with rescue and basic first aid skills are present.
- Safety warnings are displayed on notice boards throughout the property.
- External contractors are required to provide method statements, risk assessments, safety permits, and appropriate equipment for their staff, ensuring compliance with hotel safety standards.
- Auto-dosing systems for chemicals are used in Housekeeping, Engineering, and Kitchen Stewarding departments.
- Disclaimer and caution signage is provided in swimming pools and recreation areas.
- Fire safety systems are fully operational and regularly tested.
- Emergency evacuation mock drills are conducted internally and in coordination with DCD.
- Guests receive guidance on energy- and water-saving practices via in-room environmental cards and LED screens in the lobby.
- Waste segregation practices are clearly displayed for guest awareness.



MERCURE

HOTEL

DUBAI BARSHA HEIGHTS

- Sanitizers and masks are available for guests and staff.
- High-touch points are regularly disinfected.
- Proper hygiene and sanitation practices are maintained at all times.

REPORTING EMERGENCIES

The Emergency Crisis Team at Mercure Hotel Suites & Apartments is trained to respond effectively to all emergency situations, with the safety of our guests as a top priority. Safety awareness is continuously reinforced, as it cannot be emphasized enough, and team members are encouraged to remain vigilant and proactive at all times.

ACCIDENTS TO TEAM MEMBERS

Should a team member be injured, they must immediately report the incident to their Head of Department or Supervisor, regardless of how minor it may seem. A qualified first aid representative on duty will provide appropriate first aid if required. A list of certified first aiders is maintained and readily available.

The department first aider attends to the immediate needs of the injured employee, and the Talent and Culture representative is also informed. All incidents are tracked by the Health & Safety, and Security officer, with notifications sent to the relevant Heads of Department and associated team members. The HSS officer conducts a thorough investigation of the incident and implements corrective actions to prevent recurrence.



ACCIDENTS TO GUESTS

Any accident involving a guest, regardless of severity, is reported immediately to HSE and Security, the relevant Head of Department, the Supervisor, and the Duty Manager. Guests are never left unattended, and team members remain with them until assistance arrives.

An accident report form is completed and documented by the Duty Manager and Security Manager and distributed to all relevant departments. The Health & Safety officer reviews the incident, conducts a thorough analysis, and ensures appropriate corrective actions are implemented to prevent recurrence.

FIRST AID

Mercure Hotel Suites & Apartments maintains over 25 first aid boxes at multiple locations across the property.

All serious injuries or illnesses are referred promptly to a doctor, clinic, or hospital and are monitored regularly by trained first aiders.

First aid injury: An injury that can be treated on-site using basic measures such as topical wound cleaning, topical medications, ice, heat, or non-prescription treatments.

A.10 Disaster Management & Emergency Response:

Mercure Hotel Suites & Apartments follows the Disaster and Emergency Plan in accordance with Accor Brand guidelines and UAE government requirements. The Emergency Response Team is well-trained to handle all situations effectively. Safety equipment and alarms are tested regularly to ensure proper functionality, and mock drills are conducted periodically. All drills are reviewed and assessed to identify improvements and maintain preparedness.



SOCIAL / ECONOMIC

B.1 Community Development

Mercure Hotel Suites & Apartments is committed to using revenues generated from recycling initiatives and donations to support the local community. These funds are managed by the People and Culture Manager and distributed monthly to assist groups or individuals in need. In addition, the hotel allocates a dedicated annual budget for the Corporate Social Responsibility (CSR) fund to support specific individuals or charitable organizations.

Major Focus of CSR Activities:

1. During Ramadan, selecting a charity to receive donations from the hotel.
2. Organizing charity events and funding initiatives to support the wider community.
3. Conducting activities to support people with disabilities in collaboration with Rashid Centre organizations.
4. Supporting programs for women and children through the Dubai Foundation for Women and Children.
5. Participating in “Clean Up the World” initiatives in collaboration with Dubai Municipality.
6. Promoting environmental sustainability through activities in partnership with the Emirates Environmental Group (EEG).
7. Organizing blood donation drives to support hospitals and patients in need



CSR Activities:

1. Accor Group's GAIA 2.0 initiative provides an Ethical and CSR charter to guide hotels in supporting community and social responsibility activities.
2. Through GAIA 2.0, Mercure Hotel Suites & Apartments supports People, Guests, Partners, and the wider Community.
3. A CSR calendar is prepared annually, and activities are planned and executed according to this schedule.
4. The hotel participates in recycling initiatives by collecting cans, glass bottles, plastics, and toner cartridges.
5. The hotel organizes activities to support the Dubai Foundation for Women & Children & Dubai Autism Center.
6. The hotel arranges and shares Ramadan Iftar food donation at nearby community Mosques
7. Mercure Hotel Suites & Apartments participates in tree plantation drives organized by the Emirates Environmental Group (EEG).
8. Breast cancer awareness programs are conducted for staff and guests, with funds raised donated to the Al Jalila Foundation.
9. Corporate responsibility initiatives include clothing donations to the Beit Al Khair Society.
10. “Clean Up the World” campaigns are conducted in collaboration with Dubai Municipality, and the hotel has been recognized by EEG for its sustainability efforts.



MERCURE

HOTEL

DUBAI BARSHA HEIGHTS

CSR Activities: 2025



Clean up UAE 6th December



Dubai Run- 23rd November



Charity donation- 9th Sept 2025



Breast Cancer Awareness- 21st October



Tree planting 23th December



Cloth Donation- May



CSR ACTIVITIES: 2025



Yanni animal welfare- 8th January



Visit to Rashid center-18th Feb 2025



Food donation- March



World Environment Day- 4th June



Can collection- 8th November



Departmental Recycling Competition



Mercure Hotel Suites & Apartments, as part of Accor's GAIA 2.0 initiative, embraces its role and responsibilities in contributing to the sustainable development of the communities in which it operates. This approach aims to maximize the impact and return on community investments. Through our community investment program, we have identified strategic areas where we can actively support local communities and engage in a mutually rewarding manner with our employees, partners, stakeholders, and the wider community.

- **Healthcare:** Supporting initiatives that enhance the health and well-being of local communities.
- **Education:** Supporting programs focused on vocational training and skills development to improve employability in the tourism and hospitality sector.
- **Cultural Preservation:** Supporting initiatives aimed at preserving local culture and heritage and promoting cultural diversity.
- **Economic Development:** Supporting initiatives that enhance the capabilities of small and medium enterprises (SMEs) strategically linked to business needs, fostering economic growth.
- **Environmental Protection:** Supporting initiatives that protect the environment and promote innovative products and services to address environmental challenges.

B.2 Local Employment

Mercure Hotel Suites & Apartments prioritizes and supports local employment, giving preference to sourcing the workforce locally to benefit the community. As part of these initiatives, certain job advertisements specify UAE nationals as preferred candidates. In line with the hotel's annual roadshow calendar, Mercure Hotel Suites & Apartments actively participates in relevant local career fairs and recruitment events.

As part of its sustainability and community engagement efforts, the hotel collaborates with several hotel management colleges to support the recruitment of local employees and interns.

Relevant policies and regulations include:

- Business Conduct and Ethics Policy
- Recruit and Select Colleagues Policy
- UAE Federal Law No. 8 of 1980 and Federal Decree-Law No. 33 of 2021

B.3 Fair Trade

Mercure Hotel Suites & Apartments ensures that suppliers are selected and goods and services are procured with the right quality, price, timing, and delivery, while safeguarding the company's interests. Priority is given to suppliers offering eco-friendly products, promoting green purchasing practices. Wherever possible, procurement is sourced from local suppliers to support the community, with selections based on the hotel's specific needs and requirements.

The hotel's Green Procurement Policy defines purchasing standards, including the use of eco-friendly amenities and chemicals, FSC-certified paper and wood, low- or zero-VOC paints, and fair-trade coffee and other products.

B.4 Local Entrepreneurs

As part of the Accor Group, Mercure Hotel Suites & Apartments embraces local produce and culture through its sustainability journey. While the hotel does not engage with local entrepreneurs dealing in historical artifacts, as this is not permitted by law, it actively organizes events and activities that showcase local culture, particularly during Ramadan, Eid, and UAE National Day, providing guests with authentic cultural experiences and supporting community engagement.

B.5 Respect Local Population

As previously mentioned, the UAE is predominantly a Muslim country, and guests and employees are made aware of the local culture. Information is provided through multimedia, books, magazines,



and the Guest Service Directory. Local culture awareness is included in employee induction and the Employee Handbook. A cultural information booklet is also available at the concierge desk. Rules and guidelines reflecting local customs are displayed in the swimming pool and recreation areas, and the “Do’s and Don’ts” of the UAE are outlined in the Guest Service Directory.

B.6 Exploitation

Mercure Hotel Suites & Apartments strictly complies with UAE Federal Law No. 8 of 1980, Section 2, on the Regulation of Child Labor. As part of its Sustainability Management Plan, the hotel has a Child Exploitation Policy and participates in Accor’s WATCH program to prevent any form of labor exploitation, sexual abuse, harassment, or child trafficking on its premises. Employees are trained on escalation procedures and child protection through customized training materials and videos. Policies are in place prohibiting child employment, sexual harassment, and exploitation. The hotel collaborates with relevant organizations to safeguard children and includes child exploitation awareness campaigns in its CSR calendar in coordination with local foundations.

B.7 Equitable Hiring

Mercure Hotel Suites & Apartments promotes diversity and equality at all levels of the business, ensuring that no employee or applicant faces discrimination. All positions are filled based on competence, and the hotel fully adheres to local labor laws, offering conditions and wages above the minimum legal requirements.

The hotel employs a diverse workforce, currently representing 28 nationalities. Women are encouraged to apply across all levels, and 12 key management positions are held by women, including Director of Sales, Sales Manager, Assistant Sales Manager Long Term, Sales Manager Corporate, Marketing Manager, Quality and Hygiene Manager, Duty Manager, Guest Relations Manager, and Executive Secretary. UAE labor laws are strictly followed, and women make up 21.73% of the management team at Mercure Hotel Suites & Apartments and **26.2%** of the entire workforce.



B.8 Employee Protection

Salaries and benefits at Mercure Hotel Suites & Apartments comply with national regulations, and all legally required contributions to insurance and holiday funds are made for every employee. Overtime is compensated for hours worked beyond the standard schedule in accordance with UAE labor law. While weekly and daily working hours do not exceed the legal maximum, additional hours may occasionally be required due to the nature of the hospitality industry, and employees are remunerated accordingly. Career development plans and cross-training opportunities are provided to support employee growth and motivation, enhancing morale and engagement across the team.

B.9 Basic Services

The operations of Mercure Hotel Suites & Apartments have not negatively impacted resources or services in the local area or neighboring communities. The business generates secure employment opportunities and contributes positively to the surrounding community.

B.10 Local Livelihoods

Mercure Hotel Suites & Apartments has designated runoff systems for buildings and parking areas. The building structures are designed in compliance with all legal requirements and include appropriate mitigation measures. Located in the Tecom area, the property adheres to regulations set by DTCM and Dubai Municipality.



B.11 Bribery & Corruption

Mercure Hotel Suites & Apartments strictly prohibit all forms of bribery taken directly or indirectly. It prohibits its employees from soliciting, arranging or accepting bribes intended for the employees benefit or that of the employee's family, friend associates or acquaintances. The management reviews on fair practices based on the selection of vendors and materials that are eco-friendly and support the vendors with best environmental practices. Not gifts can be accepted from any supplier or third-party partner. Mercure Hotel Suites & Apartments adhere strictly on anti-bribery and corruption and no forms of bribes or gifts are encouraged. As per Mercure Hotel Suites & Apartments policy charitable contributions and sponsorships are not used as a subterfuge for bribery.

CULTURAL HERITAGE

C1. Code of Behavior

Mercure Hotel Suites & Apartments follows a company Code of Conduct that provides guidelines on behavior concerning the respect and protection of local culture. Guests are provided with relevant information about UAE culture, customs, and tourism.

C2. Historical Artifacts

Historical and archaeological artifacts are not sold, traded, or displayed on the property. The hotel strictly complies with laws, standards, and regulations related to the protection of historical sites and cultural heritage.

C3. Protection of Sites

Employees are trained to guide guests toward cultural sites, events, and entertainment or dining options aligned with guest interests. Local culture and traditions are explained to guests, noting the unique differences compared with Western or developed countries. Guests can also refer to the complimentary tourist guide, Discover Dubai, which outlines basic dos and don'ts. The hotel provides pick-up and drop-off services for selected cultural locations to promote tourism while respecting local sites.

C4. Incorporation of Culture

Mercure Hotel Suites & Apartments emphasizes engagement with the local environment through cultural and social activities, supporting local suppliers, using locally sourced food, and collaborating with local businesses. The hotel proudly showcases these collaborations to guests and interested parties. To reflect local heritage, guests are welcomed with traditional dates and Arabic coffee upon arrival.

CONSERVATION OF RESOURCES, REDUCTION OF RESOURCES AND CONSERVATION OF BIODIVERSITY

In line with the Sustainability Development Plan, Mercure Hotel Suites & Apartments practices Environmentally Preferable Purchasing (EPP) to "buy green," using its purchasing power to stimulate demand for environmentally friendly products and services. However, sustainability considerations are balanced with commercial requirements and do not override key business decisions. As part of these initiatives, the hotel also offers a Green Meeting Package.

Biodiversity: In accordance with Accor Group policies, Mercure Hotel Suites & Apartments does not purchase, use, or promote products derived from unsustainable practices or serve food from endangered species listed on the IUCN Red List. Endangered species or items from unsustainable sources are strictly prohibited under the hotel's purchasing policy. Additionally, the hotel supports biodiversity through charitable contributions, including donations to the Yanni Animal Welfare organization.



MERCURE

H O T E L

DUBAI BARSHA HEIGHTS

8 DECENT WORK AND ECONOMIC GROWTH



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



13 CLIMATE ACTION



14 LIFE BELOW WATER



15 LIFE ON LAND



Visit to Yanni Animal Welfare

The team from Mercure Hotel Suites & Apartments visited Yanni Animal Welfare and supported the organization through a cash donation. Yanni Animal Welfare is a volunteer group that rescues and provides medical care for sick or injured animals, fosters abandoned or special cases, and facilitates adoption.



- Mercure Hotel Suites & Apartments prohibits the use of invasive alien species in landscaping or potted plants. Native and low-water plants are used to minimize water consumption in both indoor and outdoor gardens.
- Mercure Hotel Suites & Apartments actively protects indigenous trees and local biodiversity in and around the hotel grounds as part of its environmental stewardship initiatives.



MERCURE

HOTEL

DUBAI BARSHA HEIGHTS

- Preserving the environment is a core value. We raise awareness among employees and guests and partner with environmental organizations to reduce the hotel's carbon footprint.

CONSERVATION OF RESOURCES, REDUCTION OF RESOURCES



Black and gray wastewater is managed by the city in compliance with UAE law, ensuring no impact on public health. LED lights and water-saving devices are installed throughout the hotel, with outdoor lighting controlled by timers.

Printed materials are minimized, with communication preferred via the CO2-neutral website. Suppliers are encouraged to reuse crates and packaging whenever possible.

Refrigerator and freezer temperatures are continuously monitored, and energy usage is recorded. Motion sensors are installed in key areas, and guest room keys control electricity to ensure appliances are off when rooms are unoccupied. The BMS system maintains ambient temperatures efficiently.

Energy-efficient equipment is purchased and used only as needed. Usable bed linen, duvets, and towels are donated to charity. Disposable cutlery is avoided, and juice dispensers replace thousands of single-use plastic bottles annually.



MERCURE

HOTEL

DUBAI BARSHA HEIGHTS

Mercure Hotel Suites & Apartments has an active system to promptly detect and repair water leaks across the property. Water-saving aerators, faucets, and showerheads have been installed throughout guest rooms and back-of-house areas, while motion-sensor taps are provided in public areas. These systems are managed in coordination between the Housekeeping and Engineering departments to ensure efficiency and timely maintenance.

All machinery and equipment are regularly inspected and maintained on a monthly schedule by the Engineering team to ensure optimal performance. Landscaping incorporates native and low-water plants to minimize outdoor water consumption and support sustainable water management.

DON'T GO WITH THE FLOW



Water is a precious resource.
Only use what you need and
help us conserve it for the future.

Towards sustainable hospitality.

MERCURE
HOTELS

Mercure Hotel Suites & Apartments actively recycles waste and continuously seeks opportunities for improvement. Dedicated recycling bins for glass, cardboard, and paper are in place, and guests are encouraged to participate in recycling initiatives. Waste management follows a hierarchy approach: first reducing waste generation, then reusing items where possible, and finally donating usable materials to charitable organizations. Reusable crates are used for vegetables and bakery deliveries to minimize packaging waste. Every effort is made to ensure that materials are reused wherever feasible and that avoidable waste is not generated.

The hotel also promotes sustainable transportation practices. In support of the growing adoption of electric vehicles, charging stations have been installed on-site. Parking area lighting is solar powered to reduce energy consumption. Sustainable transport options such as the Dubai Metro are highlighted in sales communications, and RTA maps along with nearby e-bike station locations are shared with guests. The recent acquisition of new hotel buses with improved fuel efficiency has further reduced CO2 emissions. Sustainable transport is also promoted among staff, with metro usage encouraged for external staff logistics.



MERCURE

HOTEL

DUBAI BARSHA HEIGHTS

MAKE LOCAL MOVES

GET AROUND TOWN WITH ECO-FRIENDLIER TRANSPORT

Everyone needs to go places. Using more sustainable transport not only helps the environment but it can also be a great way to share in the local experience. How will you go?

- **On Foot:** Follow walking self-tours, hike trails or wander to get lost intentionally. It's the best way to spontaneously discover local hotspots and soak in details.
- **Bicycle:** Go far fast enough to save time but slow enough to take in the journey. Rent a bike at [location].
- **Public Transit:** Travel like a local on [buses/metros/trams] and tap into everyday life.
- **Electric Vehicles:** Zip around town with a cleaner output than gas cars. Rent an electric car at [location] and charge it at [locations]. To lower your impact, share the rides with others.

MERCURE
HOTELS



7 AFFORDABLE AND CLEAN ENERGY



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



11 SUSTAINABLE CITIES AND COMMUNITIES

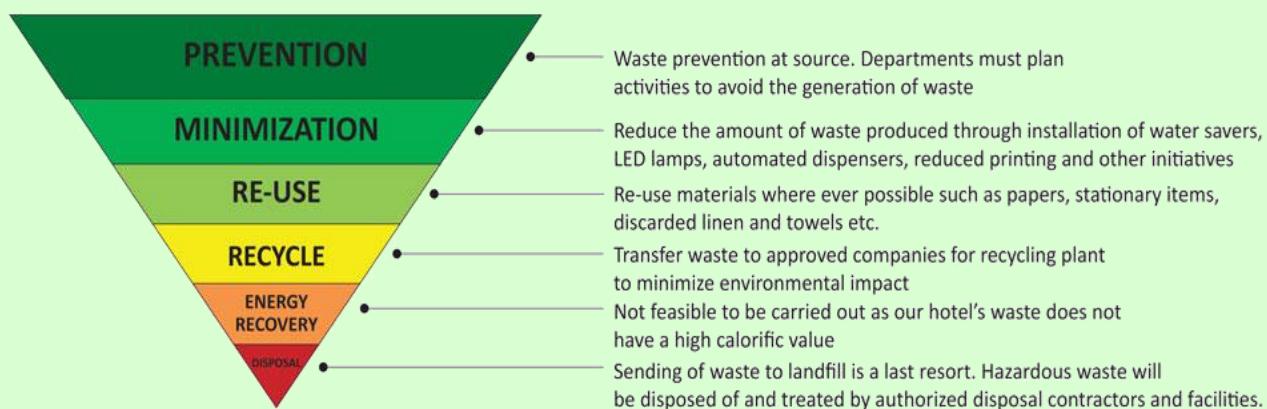


WASTE MANAGEMENT AT MERCURE HOTEL SUITES & APARTMENTS

Mercure Hotel Suites & Apartments implements a structured Waste Management Plan covering guest rooms, public areas, food and beverage operations, events, hazardous waste, and other significant waste streams. The plan ensures safe, compliant disposal and promotes continual improvement in waste reduction, reuse, recycling, donation, composting, and food waste prevention.

The hotel follows a waste hierarchy approach and aligns with the Dubai Integrated Waste Management Strategy 2021–2041.

Waste Segregation



Waste Hierarchy

Waste is segregated at source using clearly labeled bins, disposed of through licensed facilities, and monitored through key performance indicators such as waste per guest night, diversion rates, and food waste metrics.

- All kitchens, restaurant, café and banquet areas are provided with color coded bins for proper segregation of waste in the specified areas
- Guest rooms are equipped with two waste bins, one in the bedroom and one in the bathroom, to support basic waste segregation.
- Housekeeping segregates waste at floor level into general waste and recyclable materials such as cans and plastic bottles.
- Garbage chutes are used exclusively for landfill waste; recyclable materials are segregated on each floor and transported separately to the garbage room.
- Guest room waste is collected using separate bags for general waste and recyclables to ensure proper segregation and higher recycling rates.
- Hazardous waste including batteries, bulbs, and electronic waste is segregated, stored in designated areas, and monitored by the Engineering and IT departments before disposal through approved vendors.
- Separate bins are provided for used masks and gloves.
- All recycled and non-recycled waste is sorted, collected, and stored in clearly designated areas within the garbage room.
- All new employees receive training on waste segregation procedures, collection methods, and the hotel's environmental policies as part of their induction.
- Food and Beverage operations reduce waste through buffet portion control and menu planning. Organic waste is composted onsite where feasible, and recyclables are handled by certified waste contractors.



MERCURE

HOTEL

DUBAI BARSHA HEIGHTS

- Housekeeping promotes towel and linen reuse programs, replaces single-use amenities with refillable dispensers, and repurposes damaged linens for operational use.
- Engineering ensures preventive maintenance, extends equipment life, and manages the safe disposal of hazardous waste materials.
- Digital systems are used across Front Office and Administration to minimize paper consumption.
- Leased outlets and event organizers are required to comply with the hotel's waste management and segregation standards.
- All waste streams are monitored on a monthly and annual basis to track performance and support continual improvement.



- GREEN = Plastics
- BLUE = Papers
- YELLOW = Cans
- RED = Glass
- BLACK or GREY = General waste/ Food Waste



Color bins for public areas



Waste Management Cycle



MERCURE

HOTEL

DUBAI BARSHA HEIGHTS



Mercure Hotel Suites & Apartments recycles waste and are looking for more improvement. We have specific glass, cardboard and paper recycle bins, and encourage guests to help us with our recycling.

We attempt to produce as little waste as possible, and nothing is thrown out, that can be used again.



MORE TASTE, LESS WASTE. ذوق أكثر، هدر أقل

1/3 of all food goes to waste, putting a major strain on the Earth resources (such as farmlands, fresh water, and nonrenewable fuel sources). That's why at Mercure, we take responsibility in reducing our food waste daily:

- We measure our food waste
- We adapt our breakfast offer to better manage quantities while providing you with delicious, quality, and creative food.

ENJOY OUR BUFFET IN SEVERAL VISITS,
RATHER THAN ONE OVERSIZED TRIP.

BETTER FOOD, BETTER FUTURE

We're minimising food waste and making more sustainable choices all around

One-third of all food goes to waste, which squanders farmland, fuel, water and other resources. But this statistic can be improved—and we're striving for that. At this hotel, we partner with *[Company Name]* to convert food waste into a valuable resource: *[energy or compost]*. It's a cleaner process that supports our local communities.

Towards sustainable hospitality.

MERCURE
HOTELS

A **food-saving program** has been established to reduce food waste through practical and operationally feasible strategies, developed in close coordination with the Food and Beverage department. Initiatives include improved menu planning, portion control, and the use of food waste reduction equipment. Food crushers installed during recent renovations play a key role in minimizing food waste. Where feasible, organic food waste is further managed through composting, with the output used as manure for trees within the property.

"No Bin Day" for employees to promote responsible food consumption and reduce plate waste. On designated days, waste bins are removed from staff dining areas, encouraging colleagues to take



MERCURE

HOTEL

DUBAI BARSHA HEIGHTS

only the food they require. Menu design is planned to minimize leftovers, and employees are actively advised on food waste prevention practices.

To support overall resource efficiency, all employee laundry is processed in-house using environmentally friendly detergents. Back-office computers and electronic equipment are switched off at the end of the workday, and meeting room lighting and equipment are turned off when not in use. All appliances are set to operate at optimal efficiency levels to reduce energy and water consumption, operational costs, and equipment wear. The hotel has set clear targets and initiatives to further reduce water, electricity, and waste consumption in the coming year:

- Raise environmental awareness in guest rooms through sustainability information displayed on in-room televisions and room information materials.
- Strengthen measurement and monitoring of sustainability performance to support continual improvement.
- Implement energy-saving projects across hotel operations.
- Partner with Emirates Environmental Group (EEG) to collect recyclable waste and minimize landfill disposal.
- Collaborate with Farnek on carbon footprint monitoring and offsetting initiatives.

OUR FRAMEWORK



At Accor, we define **Food Waste** as all discarded edible (from dry to wet) and inedible food (e.g.: bones, rinds and pits/stones) that comes from our F&B activity.

Accor's Food Waste milestones:

	2023	2024	2030
All hotels are asked to measure their Food Waste	80% of hotels with the highest F&B revenue (300 hotels) must measure their baseline*	100% of all Accor hotels must have measured their baseline	60% Food Waste reduction** compared to baseline

*The **baseline** is the 1st campaign of Food Waste measurement following the Accor methodology.

****Food Waste reduction** corresponds to the difference between the baseline and the current year's measurement campaign.



MERCURE

HOTEL

DUBAI BARSHA HEIGHTS

Recycling Material Management Report - 2025



Top 13 - Date (Date)	Cardboard	Plastic	Mixed Paper/Cardboard	Metal Cans & Tins	Mixed Glass	Paper	Used Cooking Oil in Barrel	Mixed Recyclables	Aluminum Cans	Mat/Kg
										Grand total
January	2275	1521	591	357	145	80	3	18	0	4990
February	2142	1565	569	301	0	0	4	0	0	4581
March	1885	1631	1063	543	0	0	3	0	1	5126
April	2034	1942	845	607	0	0	3	0	0	5431
May	1743	1695	964	427	0	0	4	0	0	4833
June	1514	1853	973	431	0	0	3	0	0	4774
July	1485	1829	987	384	0	0	2	0	0	4687
August	1689	1985	1017	404	0	0	2	0	0	5097

DULSCO
POWERING BETTER 198.6 Tons(s) of Co2 emmissios avoided
COMMUNITIES.

Particulars (Kg)	Waste Collection Details											
	Jan'25	Feb'25	March'25	April'25	May'25	Jun'25	Jul'25	Aug'25	Sep'25	Oct'25	Nov'25	Dec'25
OCC	0	0	0	0	0	0	0	0	2964	3454	3849	3878
Paper	0	0	0	0	0	0	0	0	0	0	0	0
Plastic	0	0	0	0	0	0	0	0	2295	2118	2297	754
Mix Plastics	0	0	0	0	0	0	0	0	43	0	0	1582
Cans	0	0	0	0	0	0	0	0	484	455	482	849
Glass	0	0	0	0	0	0	0	0	18	0	1130	80
Used Cooking Oil	0	0	0	0	0	0	0	0	570	200	600	600
General Waste (Bin Count)	0	0	0	0	0	0	0	0	155	146	136	139
General Waste	0	0	0	0	0	0	0	0	34100	32120	29920	30580
Food Waste (Bin Count)	0	0	0	0	0	0	0	0	16	34	59	63
Food Waste	0	0	0	0	0	0	0	0	3520	7480	12980	13860
Total Waste	0	0	0	0	0	0	0	0	43994	45827	51258	52183
Total Disposed	0	0	0	0	0	0	0	0	34100	32120	29920	30580
Total Recycled	0	0	0	0	0	0	0	0	12744	14707	24338	24603
Monthly Diversion	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	28.97	32.09	47.48	47.15

DISPOSABLE
 DISTANTABLE
SUSTAINABLE



MERCURE

H O T E L

DUBAI BARSHA HEIGHTS

EEG Recyclable Waste Collection Report 2025



Emirates Environmental Group



Company Name: MERCURE HOTEL SUITES & APARTMENTS

Date: 6th January, 2026

COLLECTION REPORT FOR MERCURE HOTEL SUITES & APARTMENTS

ALUMINIUM CAN

Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
2025	57	152	-	-	397	-	105	147	100	-	140	-	1098 kg

GLASS BOTTLES

Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
2025	690	504	-	-	1838	-	1130	1330	1020	-	-	-	6512 kg

PAPER

Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
2025	-	-	-	-	-	-	-	1178	-	-	-	-	1178 kg

MOBILE PHONES

Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
2025	-	-	-	-	-	7	-	-	-	-	-	-	7 Pcs

Environmental Benefits		Total
GHG Reductions (MT CO ₂ E)*		23
Energy Saving (Million BTU)**		292
Volume of Landfill Saved (m ³)		47
Trees Saved		26
Gallons of Gasoline Saved		24

*Metric Tons CO₂ equivalence

**British Thermal Unit



MERCURE

H O T E L

DUBAI BARSHA HEIGHTS

REDUCTION IN PAPER USE

As part of its paper reduction and digitalization initiative, Mercure Hotel Suites & Apartments has implemented the RedBerry, MessageBox and Circulero applications to significantly minimize paper usage. RedBerry is used by the Front Office, while Circulero and MessageBox are utilized across all back-of-house departments for digital documentation and approvals. Through these systems, approximately 295,230 sheets of paper are saved annually, contributing directly to the reduction of the hotel's carbon footprint, conservation of natural resources, and support of environmentally responsible operations.



Amount of paper saved by Circulero app



Cost per doc

30 Cents (Sent 3 docs for <\$1)

Docs sent last year

9,600

Seats occupied

8 users

eSignature Value Estimate

~\$70 x 9600 docs

[3] **Total \$672,000 saved per year**

eSignature Carbon Footprint

89% lower compared to paper

[4] **Around 73 kgs of CO2 equivalent**



MERCURE

HOTEL

DUBAI BARSHA HEIGHTS

WASTE COLLECTION CAMPAIGN – EMIRATES ENVIRONMENTAL GROUP (EEG)

Mercure Hotel Suites & Apartments has made significant efforts in segregating and recycling waste in partnership with Emirates Environmental Group (EEG). In 2023, the hotel collected 6,356 kg of glass, achieving Second Runner-Up recognition in the glass collection category. Through the dedicated efforts of the Operations and Stewarding teams, 400 kg of aluminum cans and 3,990 kg of glass were collected, resulting in the planting of 20 trees under the “For Our Emirates We Plant” initiative in December 2024.

In 2025, the hotel further strengthened its recycling performance by recycling 746 kg of aluminum cans, 1,178 kg of paper, and 3,032 kg of glass through EEG. This achievement contributed to the planting of 24 trees as part of the “For Our Emirates We Plant” campaign in December 2025. Mercure Hotel Suites & Apartments actively participates in EEG’s monthly aluminum can collection campaigns, reinforcing its commitment to waste diversion, carbon reduction, and environmental stewardship.



MERCURE

HOTEL

DUBAI BARSHA HEIGHTS



MERCURE

H O T E L

DUBAI BARSHA HEIGHTS

TREEE PLANTATION – EMIRATES ENVIRONMENTAL GROUP (EEG)

Mercure Hotel participated in a tree plantation initiative at the Special Bee Reserve, Al Minae, South Ras Al Khaimah, where 24 native trees were planted. These trees are climate-resilient, support local biodiversity, and act as natural soil stabilizers, contributing to ecosystem restoration and long-term environmental sustainability.



MERCURE

H O T E L

DUBAI BARSHA HEIGHTS

Mercure – Oasis In house water bottle project

Mercure Hotel Suites & Apartments, the largest Mercure property in the Accor portfolio with 1,015 keys, previously consumed an average of 266,228 PET water bottles annually while operating 525 keys. At full occupancy, this figure was projected to exceed 600,000 PET bottles per year, presenting a significant environmental impact.

To address this, the hotel spearheaded the in-house “Our Oasis” water initiative, designed to provide safe drinking water to guests while eliminating single-use plastic bottles. The program introduced an integrated UV-based water purification and filtration system, delivering high-quality, bottle-free drinking water through the Aqua Sense system. This initiative significantly reduces the environmental impact associated with the production, storage, transportation, and disposal of plastic bottles.

The Our Oasis plant, installed within the hotel, is equipped with automated dispensers capable of filling two one-liter glass bottles every 20 seconds, minimizing water wastage during refilling. Two dedicated glass bottle washing machines ensure strict hygiene standards and prevent cross-contamination.

This initiative aligns with Dubai Municipality and Dubai Sustainable Tourism guidelines and reflects Accor's sustainability standards and commitment to achieving zero single-use plastic across operations. The bottling unit was officially inaugurated with the support of Dubai Municipality and Dubai Sustainable Tourism, reinforcing regulatory alignment and stakeholder collaboration.

Sustainable living remains central to the hotel's operations. Recognition and support from Dubai Tourism continue to motivate the team to implement impactful initiatives that benefit the environment, the community, and future generations.

Oasis – Drinking water Unit



MERCURE

H O T E L

DUBAI BARSHA HEIGHTS

In house water bottle Process flow

Washing and Sanitization of the bottles



Filling



Labelling



Arranging in Crates



Transportation



We are very aware that sustainability is an ongoing journey; therefore, the Sustainability Management Plan will be reviewed annually. Our Sustainability Management Plan is supported by the following policies and procedures along with other supporting documents:

The 2023 United Nations Climate Change Conference, held in Dubai, reinforced global commitments to limit temperature rise and strengthen climate resilience. In alignment with the objectives, Mercure Hotel Suites & Apartments continues to embed sustainability, social responsibility, and governance principles across its operations, building on the following completed and ongoing initiatives:

- Reduction of single-use plastics across Food & Beverage and Housekeeping operations
- GAIA 2.0 reporting, Accor's sustainability platform, used to measure and monitor energy, water, waste, and carbon footprint performance, supporting cost optimization and informed decision-making
- Green Globe certification, validating compliance with internationally recognized sustainability standards
- Food waste measurement and baseline establishment to support targeted reduction initiatives
- Dubai Sustainable Tourism (DST) Green Stamp compliance for Dubai hotels
- Commitment to Women in Leadership, supporting diversity and inclusion at management level
- "School for Change" training, completed to raise employee awareness of sustainable development challenges
- WATCH training and Fight Against Domestic Violence program, completed by the General Manager, Heads of Departments, and Heartists, forming part of the hotel's long-term ESG and people-care framework



MERCURE

HOTEL

DUBAI BARSHA HEIGHTS

ACHIEVEMENTS OF MERCURE - 2025

- LUXURY FAMILY HOTEL AWARD & BUFFET DINING RESTAURANT WORLD LUXURY HOTEL AWARDS.



MERCURE

HOTEL

DUBAI BARSHA HEIGHTS

- PREMIER CORPORATE CITY HOTEL



- GREEN GLOBE PLATINUM CERTIFICATION



MERCURE

H O T E L

DUBAI BARSHA HEIGHTS

- **TOP 10 IN DUBAI MUNICIPALITY FOOD ELITE AWARD 2025**



ACHIEVEMENTS OF MERCURE -2024

- **SILVER WINNER DUBAI SUSTAINABLE TOURISM STAMP**



MERCURE

H O T E L

DUBAI BARSHA HEIGHTS

- **LUXURY BUSINESS HOTELS, COUNTRY WINNER & ALL-DAY DINING BUFFET WINNER MIDDLE EAST BY WORLD LUXURY HOTEL AWARDS**



- **INVALUABLE CONTRIBUTION & CLOSE PARTNERSHIP IN 2024 AWARD FROM WEBBEDS**

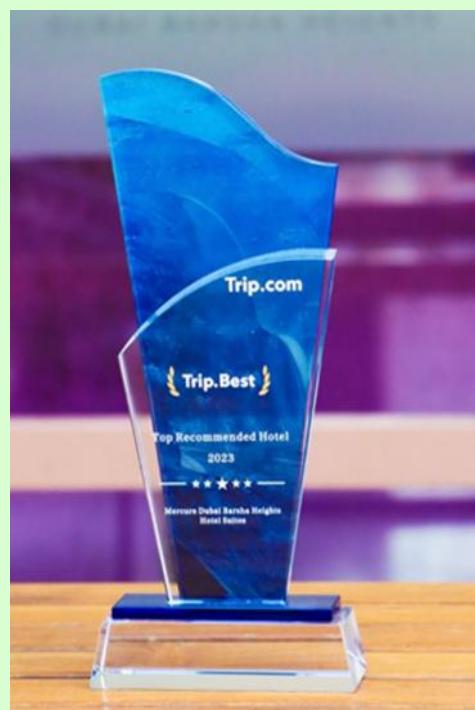


MERCURE

HOTEL

DUBAI BARSHA HEIGHTS

- **TOP RECOMMENDED AWARD BY TRIP.BEST**



ACHIEVEMENTS OF MERCURE -2023

- **ARABIAN TRAVEL AWARDS 2023 FOR BEST LUXURY SUITE HOTEL AND BEST HOTEL APARTMENT**



MERCURE

H O T E L

DUBAI BARSHA HEIGHTS

- LUXURY CITY SERVICED APARTMENTS REGIONAL WINNER MIDDLE EAST & NORTH AFRICA & LUXURY BAR CONTINENT WINNER: MIDDLE EAST



- 1ST RUNNER UP EEG GLASS COLLECTION CAMPAIGN.



MERCURE

H O T E L

DUBAI BARSHA HEIGHTS

- LUXURY WORLD LUXURY AWARDS 2023 CITY SERVICED APARTMENTS



REFERENCES

- Green Globe Certification Standard & Guide to Certification
- Accor Group Sustainability Standards (GAIA 2.0)

DEFINITIONS, TERMS & ABBREVIATIONS

SMP	Sustainability Management Plan
Sustainable development	Development that meets the needs of the present without compromising the ability of future generations to meet their own needs
Environment	Surroundings in which an organization operates, including air, water, land and natural resources, flora, fauna, humans, and their interrelation
Environmental Aspect	Element of an organization's activities or products or services that can interact with the environment
Environmental Impact	Any change to the environment whether adverse or beneficial, wholly or partially resulting from organizations environmental aspects.
P & P	Policies and Procedures
UAE	United Arab Emirates



MERCURE

H O T E L

DUBAI BARSHA HEIGHTS

AMENDMENT RECORD

REV. NO.	REV. DATE	DESCRIPTION OF AMENDMENT	EFFECTIVE DATE
1	21-12-2016	Goals for the Sustainability Management Plan (SMP) for 2017 were established. Pictures of 2016 activities and initiatives were included for reference.	21-12-2016
2	June 2017	Management transitioned to the Accor Group	18-06-2017
3.	Jan 2019	ISO 9001 and 14001 certifications were included, along with top management changes.	09-01-2019
4.	Jan 2020	New initiatives introduced, including elimination of plastic bottles and participation in sustainability awards.	29-01-2020
5.	18-02-2021	New Awards and updates for the COVID protocols	18-02-2021
6	18-01-2022	SMP plan was reviewed; no major structural changes. Achievements included two awards from the World Luxury Hotel Awards and a Gold Grade from Dubai Municipality	18-01-2022
7.	18-01-2023	Initiatives to reduce single-use plastics, particularly in takeaway containers, were implemented.	18-01-2023
8.	18-01-2024	Printing paper reduction initiatives were introduced. COP28-related initiatives (later context) included reduced single-use plastics through juice dispensers.	18-01-2024
9	20-01-2025	Recognition for environmental benefits from recycling waste. Alignment with Accor Sustainability brand standards, GAIA 2.0. Ranked among the Top 10 in Dubai Municipality Food Elite Awards	20-01-2025
0	12.01.2026	Accor vision statement updated and new Sustainability Policy Statement added, along with new initiatives, certifications, awards, and ISO recertifications. Highlight of sustainability strengths. New Policy Statement	12-01-2026

DESCRIPTION	TITLE	SIGNATURE	DATE
PREPARED BY	GODLOVE AZINWI Quality, Hygiene & Safety Supervisor		12/01/2026
APPROVED BY	LEVENT TASBAS General Manager		12/01/2026



