



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT 2023- GCC

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“  
On **land** and in the **sea**,  
our forefathers lived and  
survived in this  
environment. They were  
able to do so only  
because they recognised  
the need to conserve it,  
to take from it only what  
they needed to live and  
to preserve it for  
**succeeding generations**”

The Late Sheikh Zayed bin Sultan Al Nahyan



# *MANAGING DIRECTOR'S MESSAGE*

# MANAGING DIRECTOR'S MESSAGE

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## ***Dear colleagues, guests and partners,***

*I am proud to present our the second sustainability report, which outlines our progress towards our sustainability goals and highlights the positive impact we are making on the environment and society.*

*As Rixos Hotels in the UAE, we are committed to sustainability and recognize that it is essential to our long-term success. Our sustainability efforts are integral to our business strategy, and we believe that by integrating sustainable practices into our operations, we can create value for all stakeholders.*

*The sustainability report provides a comprehensive overview of our sustainability performance over the past year. It covers a wide range of topics, including our carbon footprint, energy efficiency, waste reduction, water conservation, human rights, labor practices, and community engagement.*

*Through our sustainability initiatives, we have achieved significant progress towards our sustainability goals, but we know there is more work to be done. We are continually seeking out new ways to improve our sustainability performance and create a positive impact on the environment and society.*

*I invite you to review our sustainability report and join us in our commitment to sustainability. By working together, we can create a more sustainable future for our company, our stakeholders, and the planet.*

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*I invite you to review our sustainability report and join us in our commitment to sustainability. By working together, we can create a more sustainable future for our company, our stakeholders, and the planet.*

**Sincerely,  
CENK ÜNVERDI**



# ABOUT CENK ÜNVERDI

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In 2023, Cenk Ünverdi spearheaded the implementation of new guest experience strategies, including action-packed activities for all ages, family entertainment, enhanced F&B offerings, multilingual front of house staff, and strict hygiene standards and safety protocols across all Rixos Hotels properties in the Gulf region. Apart from the brand's existing and most sought-after hotels in UAE, his group debuted two properties in the past 12 months. Rixos Marina Abu Dhabi, the brand's second hotel in the UAE capital, is a luxurious property offering multi-board experiences. Rixos Marina Abu Dhabi's social media launch campaign generated over 25 million organic views on its hotel account and a total of 100 million from third party accounts. Meanwhile, Rixos Gulf Doha, the first luxury lifestyle property in Qatar to pioneer an all-inclusive all-exclusive concept, opened ahead of FIFA World Cup Qatar 2022.

Ünverdi also innovated, creating alternative sources of revenue for Rixos through diverse online streams, which contributed over 10 percent to the topline. He also played a vital role in five Rixos Hotels in UAE bagging major awards in the prestigious World Travel Awards and Luxe Global Awards 2022.

Investing in talent is one of the MD's core focuses, valuing not only the physical but also the mental well-being of his 3,500 team members across all Rixos properties in the region, working hand in hand with Jennifer Barley, VP – Talent & Culture All Inclusive – Middle East & North Africa. They work with senior leaders and have introduced a new talent review process, as well as a bespoke Cornell training pathway.

In the past 12 months, Rixos Hotels has pioneered in the all-inclusive market leading Accor to create a new "All Inclusive Collection" platform.

Mr. Ünverdi has been a driving force behind Rixos' commitment to sustainability. His strategic vision and dedication to environmental responsibility led Rixos to achieve a global sustainability certificate, Global Sustainable Tourism Council (GSTC) marking the brand as the first in the region to accomplish this remarkable feat. Additionally, his collaboration with renowned global certification bodies like Earth Check and Blue Flag underscores Rixos' ambitious stance on sustainability.

Under Mr. Ünverdi's guidance, Rixos embraced sustainable practices, integrating them seamlessly into the fabric of the brand. From energy-efficient operations to eco-friendly procurement practices, Rixos has set new standards for environmental stewardship. This achievement not only underscores Mr. Ünverdi's commitment to innovation also positions Rixos as a pioneer in sustainable luxury hospitality within the Gulf Region.

The hotels also adhere to Accor's Global Sustainability Program where each property calculate its consumption of carbon footprint and Ünverdi himself actively pursues various management certifications.

# RIXOS HOTELS SUSTAINABILITY & CSR POLICY

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## RIXOS HOTELS SUSTAINABILITY AND SOCIAL RESPONSIBILITY POLICY

Since its establishment, Rixos Hotels has respected, protected and contributed positively to the natural beauties, natural resources and the society and environment to which it owes its existence.

In launching the sustainability strategy, we recognize the critical role that all organizations must play in tackling this global challenge. We believe that we will lead the hotel industry with innovative hotel ideas and growing global investments, while ensuring that our guests have an unforgettable holiday with Rixos hospitality, while continuously improving our service and product quality, and also leading in the field of sustainable tourism.

By leveraging the tremendous energy of talent, vision, passion and innovation possessed by all members of Rixos Hotels, we hope to make a significant positive impact on the environment and communities in which we operate.

As the Chairman of the Board of Directors, I invite our employees to reduce our carbon footprint, protect biodiversity, and increase our contribution to the environment and society.

Fettah Tamince  
Chairman of the Board

A handwritten signature in black ink, appearing to be "Fettah Tamince", located below the printed name and title.

# *REPORT CONTENT & FRAMEWORK*



# REPORT OVERVIEW

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We present our the second Sustainability Report, which provides an insight into the processes the Rixos Hotels UAE follows and its incessant endeavour to build a unified path for development and conservation. This report outlines how we live our ESG vision and it represents an additional channel where we are able to communicate with stakeholders. This report highlights our ESG activities and progresses pertaining to the period from 1st January 2023 to 31st December 2023, unless otherwise stated and this report has been approved on 26th April 2024. The information presented in this report has been prepared in reference to the Global Reporting Initiative (GRI) 2021 standards and the ESG Reporting Guidance issued by Dubai Financial Market (DFM) in 2019. The report also outlines our contribution to relevant UN SDGs at Rixos Hotels UAE, we follow an operational control approach to our sustainability reporting, and the scope of the report covers operations in our control in the UAE, including our headquarters and branches.

The scope boundary of our ESG performance data is within the data performance tables of this report. We intend on expanding our scope in the 2025 and want to declare GHG based on full scopes 1,2,3.

## Assurance

Our non-financial disclosures have been audited by our internal stakeholders and if there any financial disclosures have been independently audited by 3rd parties.

## Name of The Organization

Rixos Hotel UAE

## Operation & Scale

Operations only in UAE

## Ownership & Legal Form

Rixos Hotels & ACCOR

## Report Year

2023

## Covering Period

1st January 2023 to  
31st December 2023

## Comparative Data

Last 2 years  
2022-2023

## Location of The HQ

Rixos Premium Dubai  
The Walk Al Mamsha Street- JBR- Dubai/ UAE

## Edition & Cycle

2nd Annual Sustainability Report

## Product and Services

Rixos Hotel UAE  
Services and products provided to guests between the C-in process to C-out process  
Supportive operation and back of the house processes for the defined period

## Reference

Global Reporting Initiative (GRI) 2021 standards  
ESG Reporting Guidance issued by Dubai Financial Market (DFM) 2019

## Contact Point

For all queries and further information about this report, please contact  
[sustainability.uae@rixos.com](mailto:sustainability.uae@rixos.com) & [ozgul.aktolga@rixos.com](mailto:ozgul.aktolga@rixos.com)

***PROFILE, STRATEGY,  
GOVERNANCE AND  
MANAGEMENT***

1.0

# ***Introducing ACCOR .***

ACCOR IS A  
**LEADER**

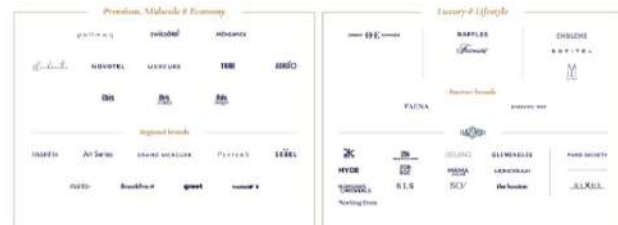


ACCOR IS PIONEERING THE HOSPITALITY OF  
TOMORROW, FOSTERING INNOVATION AND INSPIRING  
NEW WAYS TO EXPERIENCE THE WORLD.

ACCOR IS A  
**PIONEER**



**Reimagining hospitality with an unrivaled portfolio**  
OF MORE THAN 45 HOTELS BRANDS.



**Welcoming  
guests in  
more than  
110 countries.**

**NETWORK**  
5,500+ hotels  
821,000+ rooms

**PIPELINE**  
1,300+ hotels  
225,000+ rooms



ACCOR IS A  
**CARETAKER**



**Infusing passion  
for hospitality**  
TO CRAFT DISTINCTIVE  
EXPERIENCES AND  
FOSTER HEARTFELT  
CONNECTIONS.

330,000+  
team members

140,000+  
recruitments  
in 2023

20,000+  
members of our  
gender equality  
network RiSE



**Setting new  
standards for  
sustainability**  
TO PRESERVE  
BIODIVERSITY AND  
CONNECT WITH  
LOCAL CULTURES.



-79%

of hotels that have  
eliminated all  
single-use plastics\*

90%

of Top 3001 hotels having  
defined their food waste  
benchmark\*

100%

of suppliers committed  
to the Responsible  
Purchasing Charter.

\*in grams per place setting.

**Taking  
hospitality  
further**

WITH A WORLD-  
LEADING GUEST  
SERVICES AND  
EXPERIENCES.

10,000+

restaurants  
& bars

20,000+

workspaces  
worldwide

25+

resort brands

1,000+

spas

18,500+

meeting  
rooms

14

global Extended  
Stay brands



**Redefining  
limitless  
with All,**

OUR WORLD-CLASS  
LIFESTYLE LOYALTY  
PROGRAM AND  
AN ALL-IN-ONE  
ONLINE BOOKING  
PLATFORM.

**All**  
ACCOR · LIVE LIMITLESS

100+  
ways to earn  
& use points

2,000+  
exclusive events  
all over the world

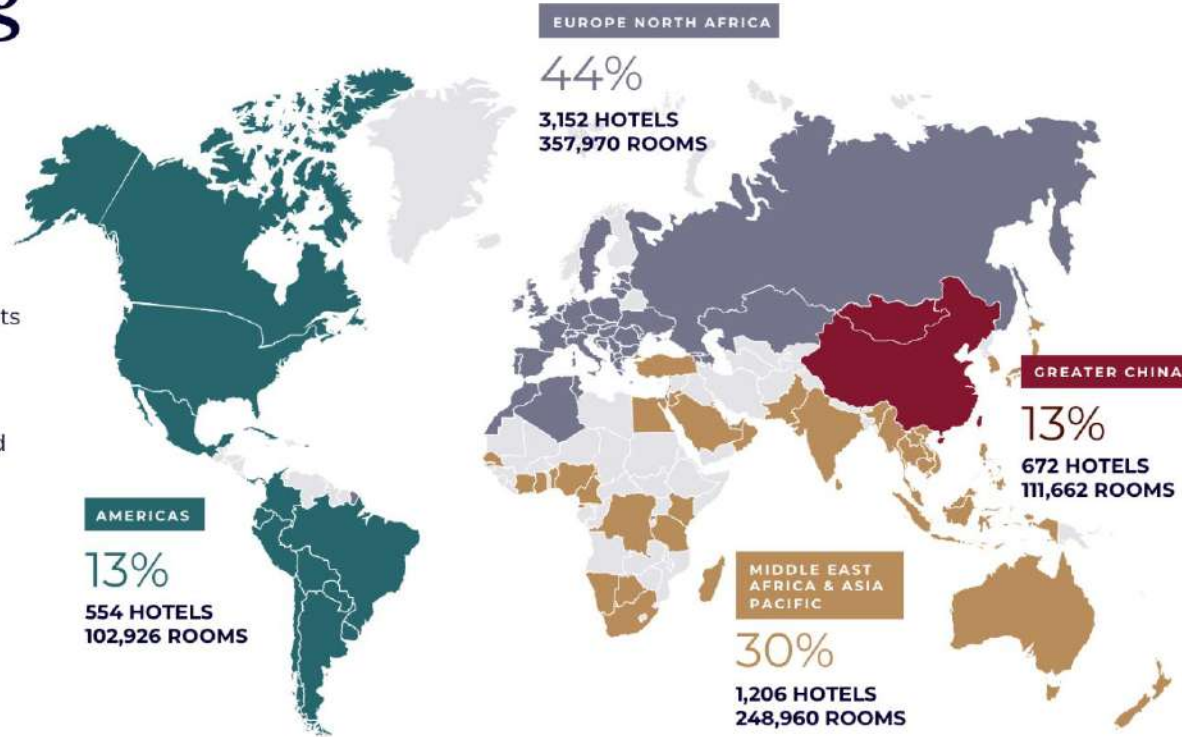


WHERE WE ARE

# Welcoming guests worldwide

Accor has built leadership positions across multiple segments from its Premium, Midscale & Economy powerhouse and Luxury & Lifestyle brand collection with iconic and beloved brands for travelers across all segments.

With hotels and services in 110+ countries, Accor is the number one hospitality player outside of the US and China, with leadership positions in Europe, the Middle East, South America, Africa, South East Asia and the Pacific.



NETWORK

5,500+  
hotels

821,000+  
rooms

PIPELINE

1,300+  
hotels

225,000+  
rooms





McGarry • DongFengYun Hotel M'Le • China



WHO WE ARE

# Innovating of the art of hospitality

Accor represents a diversified ecosystem of tailored hospitality services and experiences with an unrivaled portfolio across geographies, segments and activities.

A trusted expert and preferred partner for hotel owners, our business model is optimized to deliver maximum value with an attractive global offering and world-leading guest services and experiences.

The spirit of Accor is embodied in our team of 330,000+ Heartists®, who infuse passion for hospitality with genuine care to craft truly distinctive experiences and foster meaningful connections.

ACCOR IS REDEFINING  
THE HOSPITALITY OF TOMORROW  
THROUGH AN ECOSYSTEM  
OF MORE THAN 45 HOTEL BRANDS  
AND 10+ SERVICES TAILORED TO  
NEW WAYS OF LIVING, TRAVELING  
AND WORKING.

**#1\***

*In Premium, Midscale  
& Economy*

**#2**

*In Luxury & Lifestyle*

\*Except US and China

A CARETAKER BY NATURE

# Mobilizing for change with passion and generosity

For 30 years, Accor has committed itself to sustainability and a community-centric approach. We seek to give back more than we take, preserving biodiversity and connecting with local cultures.

Meaningful change will only be achieved through a collaborative approach. Accor is working with its peers and partners in local and global coalitions to move forward more quickly towards a strong, responsible and sustainable hospitality mode, embedding sustainability across all aspects of our operations.

OUR VISION IS TO MAKE  
EVERY STAY A CONTRIBUTION  
TO SOCIETY AT LARGE,  
LOCAL COMMUNITIES  
AND THE ENVIRONMENT,  
WHAT WE DEFINE AS  
'NET POSITIVE HOSPITALITY'.

## OUR COMMITMENTS

- 1. Reduce carbon emissions**  
by 46% on scope 1&2 and  
28% on scope 3 by 2030
- 2. Remove all single-use plastic items** in guest experience from its hotels
- 3. Reinforce actions to reduce food waste** in hotels
- 4. Continue to foster a culture of diversity and inclusion.**





1.0

# *Introducing Ennismore .*

# Structure

## TWO EMPOWERED DIVISIONS



Corporate and Shared Platforms



# Structure



## THREE BUSINESS UNITS

1.

### LIFESTYLE COLLECTIVE

of brands rooted in culture and community

2.

### IMMERSIVE RESORTS

creating havens for escapism and entertainment

30 resorts open, 27 pipeline | 100+ restaurants &

bars 5 branded residences pipeline

3.

### ICONIC VENUES

pioneering the exclusive art of French hospitality



All Inclusive  
COLLECTION

#### ALL-INCLUSIVE PLATFORM

A curated selection of luxury and high-end properties from Ennismore & Accor



#### RESORT BRANDS

Global high-end resort brands delivering a holistic experience

“Ennismore is a global collective of *entrepreneurial* and *founder-built* brands with *creativity & purpose* at their heart.”

## Our Values

We want to create an entrepreneurial, **purpose-driven** and inclusive culture which puts our community — our people — at the **heart of everything** we do.

Our values complement each brand's individual values to build a *global community*.



We're in it together



Think big & believe



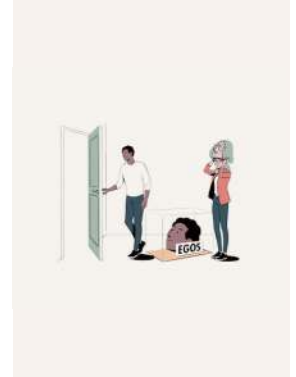
Come as you are



We work hard, make it fun



Make a positive impact



Be humble & kind

# Making a Positive Impact

To make a positive impact on our teams, those we work with, our local communities and the planet.



## Plastics

We are committed to removing all single use plastics from hotels by the end of 2025.



## Carbon

We are committed to reaching net-zero carbon emissions By 2050.



## Eco-labels

We are committed to all Ennismore hotels being Green Key certified by 2026.



## Food Sustainability

We are committed to reducing our food waste by 60% by 2030.



## Social

We are committed to increasing women leaders and increasing charitable engagement.

# Ennismore Brands

## Lifestyle collective



**2lc**  
MUSEUM HOTEL



**25hours hotels**



**DELANO**



**HYDE**



**JOE JOE**



**MAMA SHELTER**



**MONDRIAN**



**MORGAN'S ORIGINALS**



**SLS**



**SOY**  
SOFITEL



**the hoxton**



**TRIBE**



**working from...**

## Immersive resorts



**RIXOS**  
HOTELS

## Iconic venues



**COCO**



**Gigi**



**La Suite**



**MAISON RUSSE**



**MONSIEUR BLEU**



**MUN**



**RASPOUTINE**  
PARIS

## Partner brands



**BANYAN TREE** \*

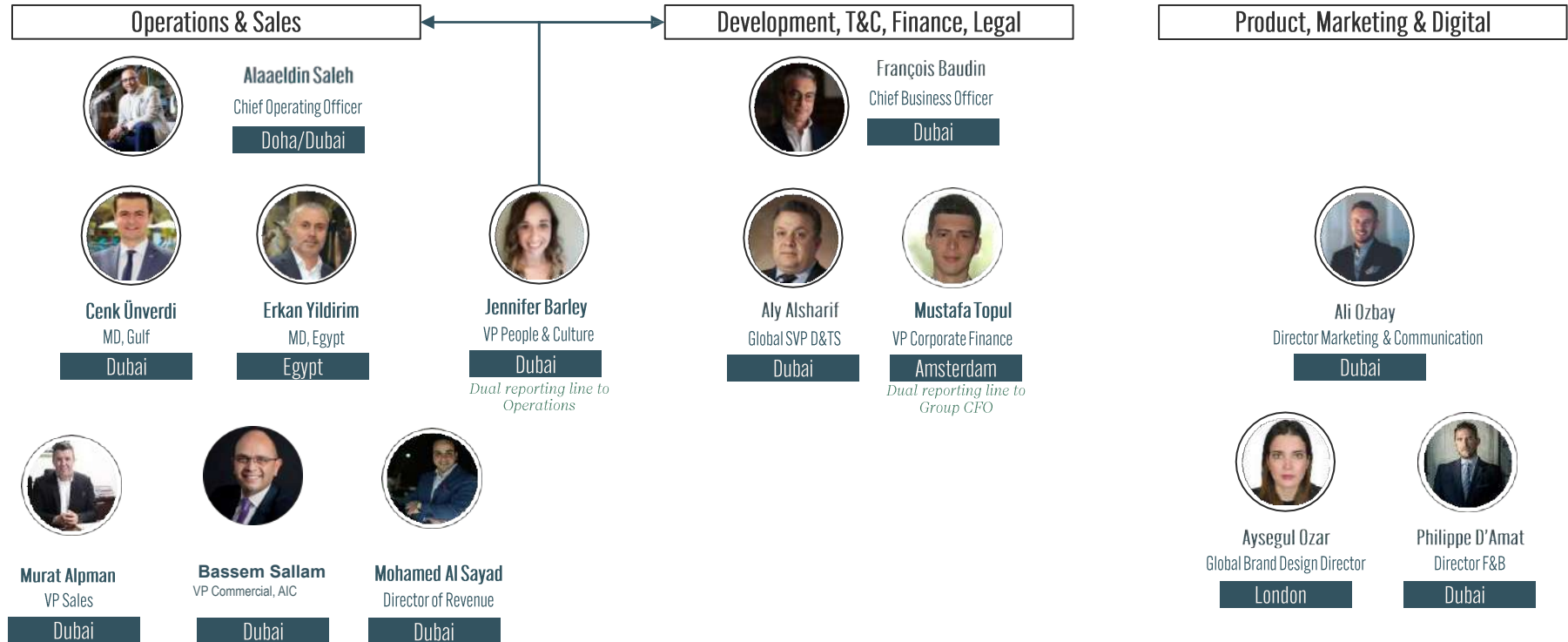


**FAENA** \*



**GLENEAGLES**

# Immersive Resorts Leadership Team



2.0

# *Introducing Rixos .*



# Rixos Brand Origins

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**INSPIRED BY THE VISION OF  
FETTAH TAMINCE, RIXOS SPACES ARE  
DESIGNED TO BE TRUE DESTINATIONS.**

Rixos was founded by Fethi Tamince in 2000 in Antalya. The brand was named after the ancient hero, Rixos, founder of the city of Perge. Inspired by this story, Rixos strives to create destinations:

Cities within cities, each destination being a rich living space where guests and residents can find everything they need, always in a carefree atmosphere.

*Convinced that all-inclusive could be synonymous with excellence and quality, he imagined the concept of All-inclusive – All-exclusive, offering all-inclusive advantages with exclusive privileges.*

*Now, Rixos is one of the world's fastest growing, all-inclusive hotel brands in EMEA with a strong presence in Turkey, UAE, Egypt, Russia and Europe. Rixos is one of only a handful iconic brands in the region that caters to both high-end transient and group customers. It is recognised as one of the leading luxury destination brands in Turkey and the Middle East due to its best-in-class facilities, dining options and entertainment venues. Each unique property is able to capture the traditions of its surrounding while providing signature experiences, unforgettable sensory offerings, and unparalleled level of tailored services.*



# Rixos Brand Manifesto

## → BRAND AMBITION

We strive to create havens of entertainment and escapism for the whole family.

Understanding that every person's journey is unique, our 'all-inclusive, all-exclusive' offering is founded on abundance, self-indulgence and creating tailored experiences that meet the needs of each individual.

We are redefining luxury all-inclusive stays through immersive, awe-inspiring experiences across F&B, live entertainment, sports and wellness, kids and teens activities.

## → BRAND ORIGINS

Rixos was founded by Fettah Tamince in 2000 in Antalya, who desired to create 'cities within cities'.

Each destination being a rich living space where guests and residents can find everything they need, always in a carefree atmosphere.

## → BRAND CHARACTER

**AUTHENTIC | DYNAMIC | UPLIFTING**

Every interaction with our guests and residents is rooted in generosity, from the warm welcome to the abundant amenities. Our dynamic approach to creating immersive experiences ensures that each stay is unique and tailored to individual preferences, while our uplifting disposition creates an inspiring ambience.

## → OUR GUESTS

Luxe Explorers  
Active Indulgents

## → EXPERIENCE PILLARS

A World of Wonder & Abundance  
An Active Lifestyle  
A Culinary Journey  
A Sense of Self & Belonging

## → PROGRAMMING PILLARS

- Food & Beverage
- Kids & Teens Activities
- Live Entertainment
- Sports & Activities
- Spa & Wellness
- Meetings & Events

# Rixos Brand Overview



## 2.0

## INTRODUCING RIXOS

# “All-Inclusive, All-Exclusive”

Pioneers of the **All-Inclusive, All-Exclusive** concept, where guests and residents can enjoy elevated all-inclusive experiences inclusive of F&B, sports, wellness, live entertainment, and dedicated clubs and activities for kids and teens, we strive to create an environment where everything is included, ensuring an abundance of choice without compromising on quality.

Our signature programs and extensive facilities cater to guests and residents of all ages and interests, boasting premium beverages, worldly cuisines, and dynamic sports and entertainment programs.

Our **Exclusive Sports Club** collaborates with industry experts to curate diverse sports, leisure and wellness experiences, while our **Rixy Kids Club** and **Teens Club** provide vibrant spaces for our younger guests to learn, play, socialise and grow.

# Brand Milestones

Rixos Hotels established in 2000 by **Fettah Tamince** in Turkey

Rixos opens first property in UAE with **Rixos The Palm Hotel & Suites**

2012



2015



Rixos Hotels become first in UAE to launch **virtual tours with Google**

**24 Hotels in Operation**  
**AccorHotels and Rixos Hotels** announce a strategic partnership

2017



2022



**28 Hotels in Operation**  
Rixos Hotels signs deal to operate its largest **all-inclusive resort cluster on Egypt's Red Sea Riviera (2,722 keys)**

**Rixos** becomes part of Ennismore's 'Immersive Resorts' and becomes the backbone of "ALL Inclusive Collection"

2022

ENNISMORE

Expansion of the 'By Rixos' brand with launch of **Heritage Grand Perast** By Rixos in Montenegro

2023



Launch of **Rixos Residences**, with two properties in the UAE; **Rixos Dubai Islands** and **Rixos Financial Center Road Dubai**

# Rixos Network

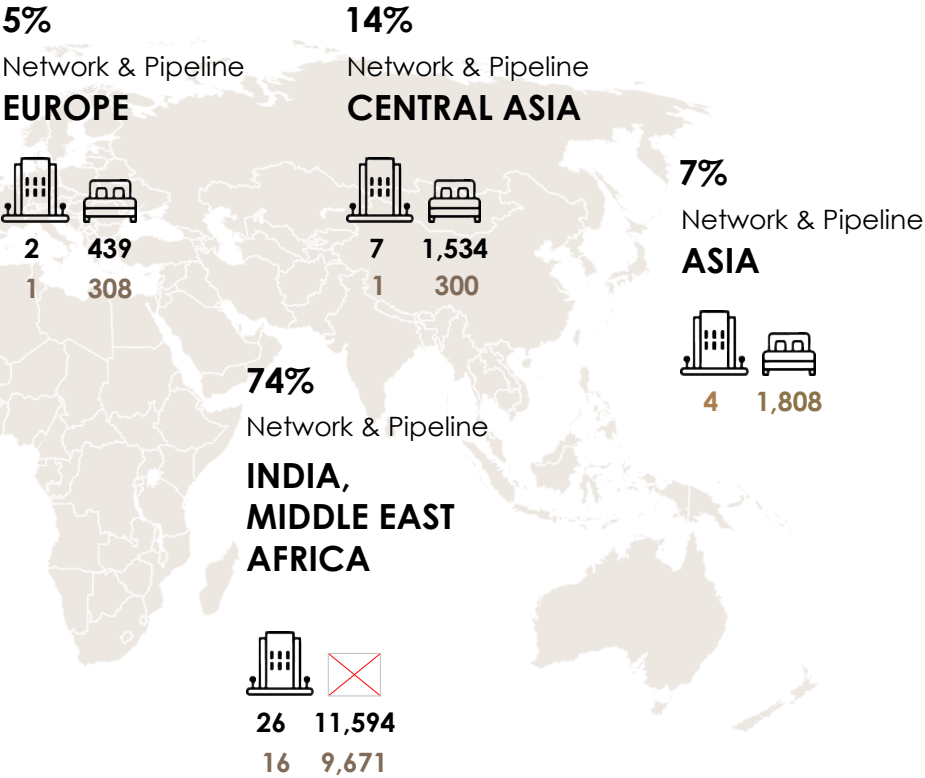
A GLOBAL FOOTPRINT OF 50 PROPERTIES OPEN AND IN THE PIPELINE

<b>NETWORK</b>	35 Hotels	13,522 Rooms
	22 Hotels	12,087 Rooms

**HOTEL NETWORK**

**ROOM NETWORK**

**PIPELINE**



# Brand Network

## RIXOS

### RIXOS HOTELS & RESORTS

#### *The classic Rixos experience*

With a global presence, Rixos Hotels & Resorts are renowned for providing guests of all ages and interests with the **ultimate all-inclusive experience**. With **all-inclusive, all-exclusive programming and services**, we cater for every member of the **family**.



### RIXOS PREMIUM HOTELS & RESORTS

#### *The enhanced Rixos experience*

A more exclusive category within the Rixos brand, featuring enhanced **facilities** and **outlets**, elevated **amenities**, more varied **programming** and personalised **services**. A more luxurious overall experience with a focus on delivering a superior and upscale experience to guests.



# Brand Network

2.0 OUR NETWORK

## BY RIXOS

We aim to further diversify and enrich our offering by expanding our portfolio through introducing our 'by Rixos' brand.

'By Rixos' is a collection of carefully crafted brands and/or properties that embody the essence of Rixos and our commitment to luxury, abundance, and innovation.

By retaining the unique identity of each property and brand, 'By Rixos' celebrates individuality while benefiting from the trusted legacy and the hallmark excellence synonymous the Rixos brand.

### CLUB PRIVÉ BY RIXOS

Luxurious villas, gourmet restaurants, breathtaking shows, private beaches and exclusive services combined in a world where refined luxury meets the beauty of nature, and all guests' desires are fulfilled.



### HERITAGE GRAND PERAST BY RIXOS

At the heart of the picturesque town of Perast, Montenegro, lies Heritage Grand Perast by Rixos, a luxurious property of historical charm and natural beauty. Heritage Grand Perast is a majestic embodiment of timeless luxury and heritage.





# Brand Network

## RIXOS RESIDENCES

We have further diversified and expanded our portfolio via the launch of Rixos Residences.

Our residential properties are a reflection of our commitment to excellence, designed to provide the highest standards of living, so residents can enjoy the little moments that make life beautiful.

From stunning interiors and panoramic views to exclusive owner benefits and services, our residences are sanctuaries, designed with style, comfort and relaxation in mind.



## 2.0

## OUR NETWORK





# Brand Network

## THEME & WATER PARKS

Seamlessly blending luxury all-inclusive stays with exciting water and theme park adventures, we create havens for families, where entertainment and family fun takes centre stage.

### MERYAL

Immerse yourself in the excitement of a sprawling waterpark, offering thrilling adventures across expansive acres. Feel the adrenaline rush on the world's tallest tower, RIG 1938, and unwind on a beachfront with sandy shores, inviting food outlets, and a refreshing sea breeze.



### LAND OF LEGENDS

Experience endless possibilities, where every corner invites guests of all ages to embark on new adventures. From redefining fun with your kids to enjoying adrenaline-rush activities, create your own legendary moments in the epic ambience.

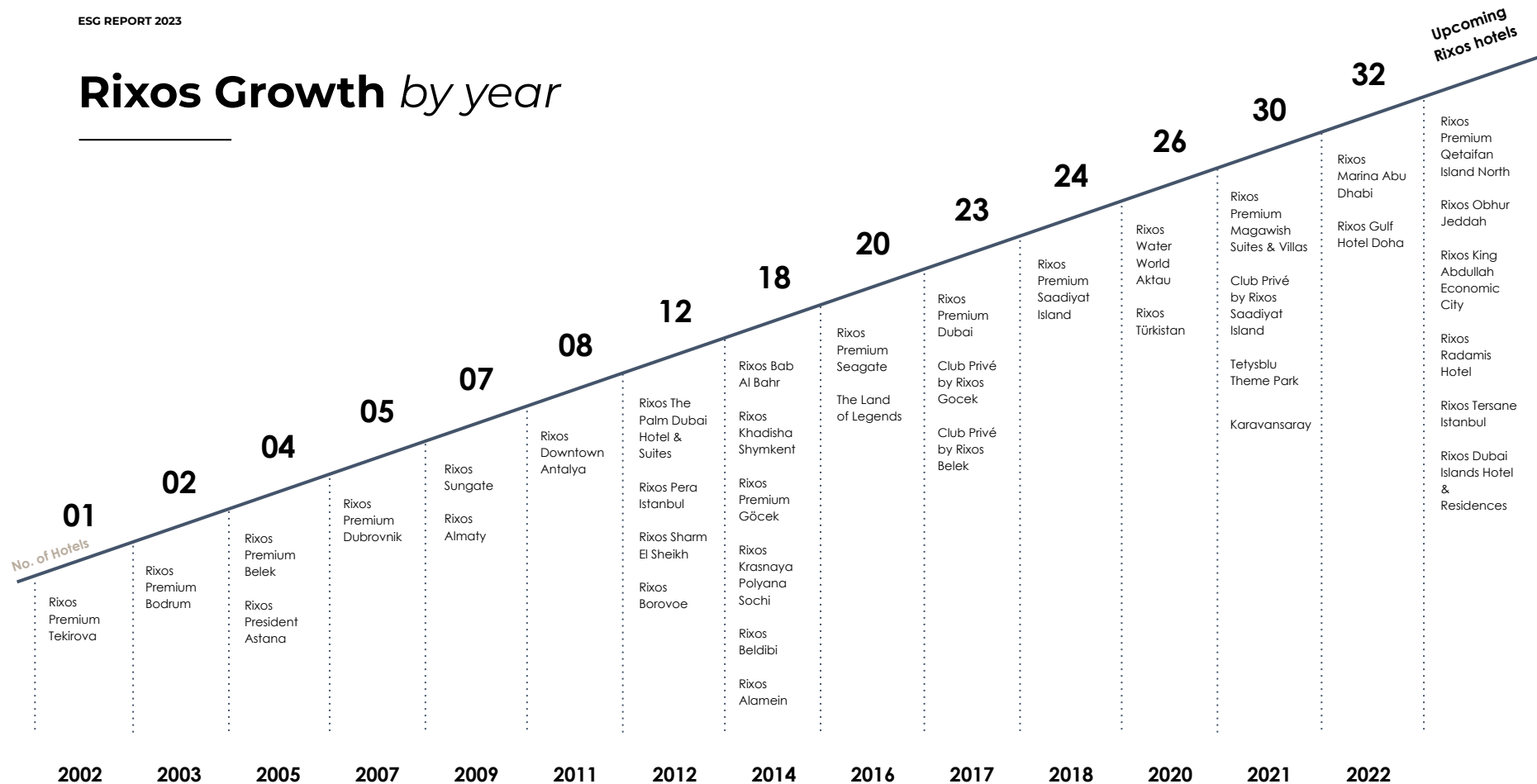


### WATERWORLD AKTAU

Discover the ultimate oasis on the shores of the Caspian Sea, where holiday, entertainment, and business converge seamlessly. Immerse yourself in the luxurious experience of sandy beaches, expansive pools, and vibrant entertainment at this exclusive haven.



# Rixos Growth *by year*



# Strategic Direction And Alignment

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**Mission:** To develop an exclusive concept and deliver the best service possible to guests to ensure that they experience a holiday beyond their dreams.



**Vision:** To develop designs and solutions which are focused on improvement and to become a global brand and leader in its field.



**Values:**

- Hospitality
- Friendliness, sincerity and transparency
- Service excellence
- Applying new ideas and concepts
- 100% guest satisfaction
- Being innovative and leader in the industry
- Being a global company
- Reliability and commitment
- Valuing the priorities of our guests
- Strong management structure



**Goals:**

- Lead Hospitality in Globally
- Provide Delightful Guest Experience
- Ensure Financial Optimization
- Create and Exceptional Employee Experience
- Net Zero 2050

# Good Governance

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At Rixos Hotels UAE, we are committed to adopting and complying with good corporate governance practices. This includes the set of frameworks, laws, policies, procedures and protocols controlling and affecting the way our organization is managed toward achieving its strategic goals and objectives.

We at Rixos Hotels UAE have committed ourselves to practice and maintaining transparency & responsiveness to our stakeholders.

Our business strategy and operational direction are cascaded from our principles which are built on sustainability & humanity's responsibility.

The nature of our core business is to protect and maintain guest satisfaction and earn revenue demands thorough assessment of relevant risks and opportunities aimed at economic, social and environmental development.

# Discover Rixos Hotels UAE

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**Rixos The Palm Dubai**



**Rixos Premium Dubai**



**Rixos Bab Al Bahr**



**Rixos Marina Abu Dhabi**

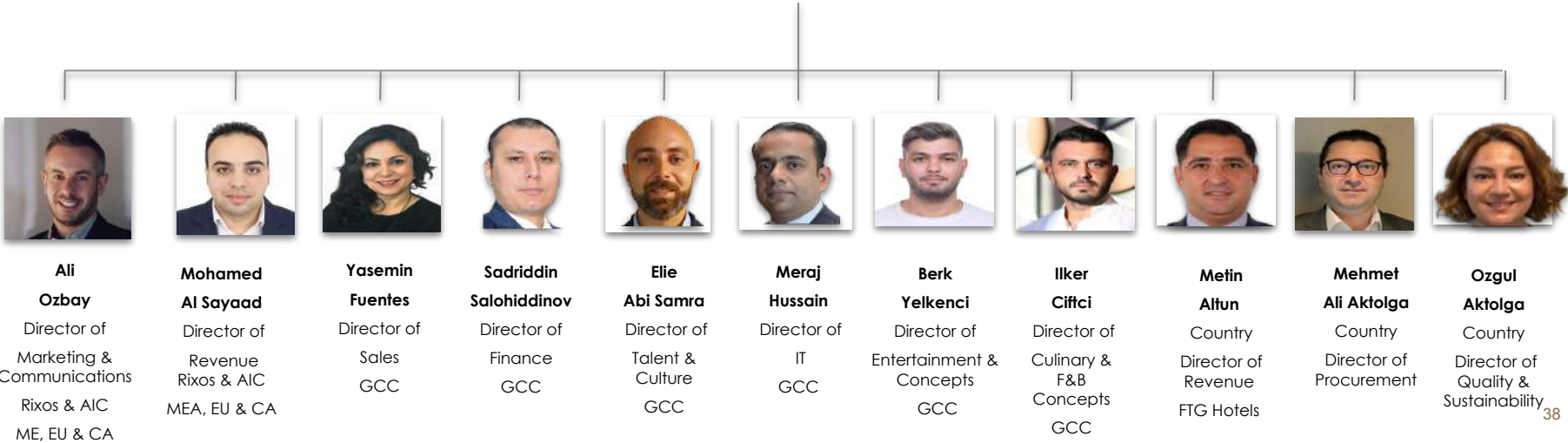


**Rixos Premium Saadiyat Island**

# Organisational Structure HQ GCC



**Cenk Ünverdi**  
Managing Director GCC



## ***Rixos UAE Organisational Structure - GENERAL MANAGERS***

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**Ahmed Elnawagy**  
Rixos Bab Al Bahr



**Burcak Orak**  
Rixos Premium Saadiyat Island



**Mehmet Tulunay**  
Rixos Marina Abu Dhabi



**Murat Zorlu**  
Rixos The Palm Dubai



**Turgay Erdogan**  
Rixos Premium Dubai

# *MANAGEMENT APPROACH*



# Sustainability And Corporate Responsibility

---

Cascaded from the organizational vision, Rixos Hotels UAE commits itself to be a sustainable and responsible organization towards its stakeholders and society.

We aim to create social, environmental and economic value for all community segments, through numerous initiatives and projects around the four main pillars of Business Sustainability, Social Responsibility, Environmental Responsibility and Employee Work Conditions.

In order to achieve our sustainability and responsibility goals, we have a well-designed process in accordance with global best practices and standards complying with ISO Series and UN Sustainable Development Goals. The process is implemented through self-assessment, stakeholder identification and engagement, setting and implementing policies, review and verification of these policies and finally communicating our achievements to the stakeholders through transparent annual reports.

# Audit & Risk

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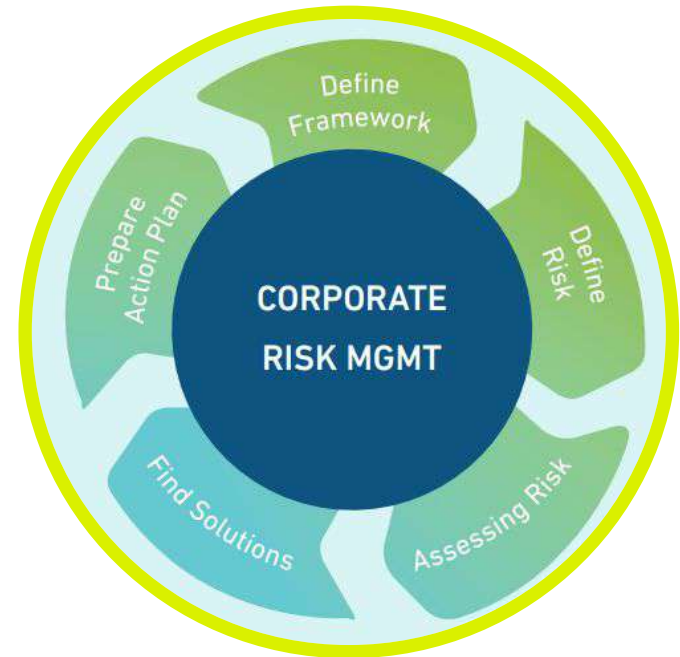
The risk management function is continuously engaged in assessing & reviewing sustainability related trends, risks, opportunities & developments on our strategic approach & business direction on a regular basis. A risk register is maintained which records all risks, its causes, levels, priority, relevance and mitigation.

The Quality & Sustainability Department prepares & reports all risks following thorough assessment of areas related to governance, operations & support with impact on the environment & community. These are reviewed annually to ensure service improvement & preparation of risk mitigation & action plans.

The study is extended to the core as well as support functions within the organization which includes Intelligence, Inspection, Guest Operations, Customer Management, Talent & Culture, Learning & Development, Finance, Administration, Policy & Legislations, Strategy and Corporate Communications.

Besides internal audit, 3 party audits are conducted for finance, T&C and Quality.

We have mystery audits on site and on call to review guest experience.



# Conduct & Ethics

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[ACCOR Ethics and Corporate Social Responsibility Charter](#) is a policy and summary document, which explains how we conduct our business with a commitment to integrity and honesty and ensure zero tolerance to anti-corruption.

The detailed Ethics and Corporate Social Responsibility Charter, clearly outlines areas including work relations, responsibilities, conflicts of interest, communication protocols, information disclosure & compliance of relevant laws & policies. In addition to promoting & communicating these codes, we also provide appropriate training to our employees on a wide range of compliance and ethics topics. To ensure utmost emphasis and flawless implementation of our zero-tolerance policy on anticorruption, bribery, sexual harassment, we have a dedicated department, reporting directly to the highest level of leadership where the team is tasked with the responsibility to implement, monitor, control and regularly report on this area, with no exceptions whatsoever.

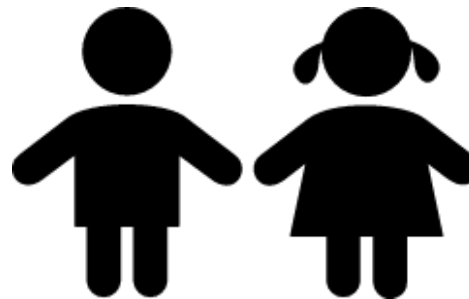
## We Act Together For Children (Watch)

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Accor Hotels is determined to combat all forms of sexual abuse of children that could occur on its premises. This is the purpose of the Group's programme called [WATCH](#), We Act Together for Children

Sexual Exploitation of Children in Travel and Tourism (SECTT) is a crucial issue for an international hotel group such as Accor Hotels. With over 170 million customers staying in its 3,800 hotels in over 90 countries every year, Accor Hotels is determined to combat all forms of sexual abuse of children that could occur on its premises. This is the purpose of the Group's programme called WATCH, We Act Together for Children.

This is mandatory training for each level of colleague on INES.



# Supply Chain Management

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Working with local suppliers can have a number of benefits, such as supporting the local economy, reducing transportation costs and environmental impact, and promoting closer relationships and communication between our organization and our suppliers.

It's important to continue to evaluate and improve your procurement process to ensure that we are effectively engaging with local suppliers. This may involve conducting regular assessments of our supplier base, identifying areas where we can increase local sourcing, and establishing metrics to measure the impact of our local supplier engagement efforts.

Additionally, building strong relationships with our local suppliers can help ensure that we are getting the best possible products and services at a fair price. This may involve regular communication, sharing feedback and concerns, and collaborating on solutions to common challenges.



# Quality, Performance and Excellence

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Rixos Hotels UAE has ongoing compliance with many local, regional and global standards which include ISO Certifications and Accreditations. The approach aims at embedding a consistent and stimulating commitment towards the achievement of defined strategic objectives and goals.

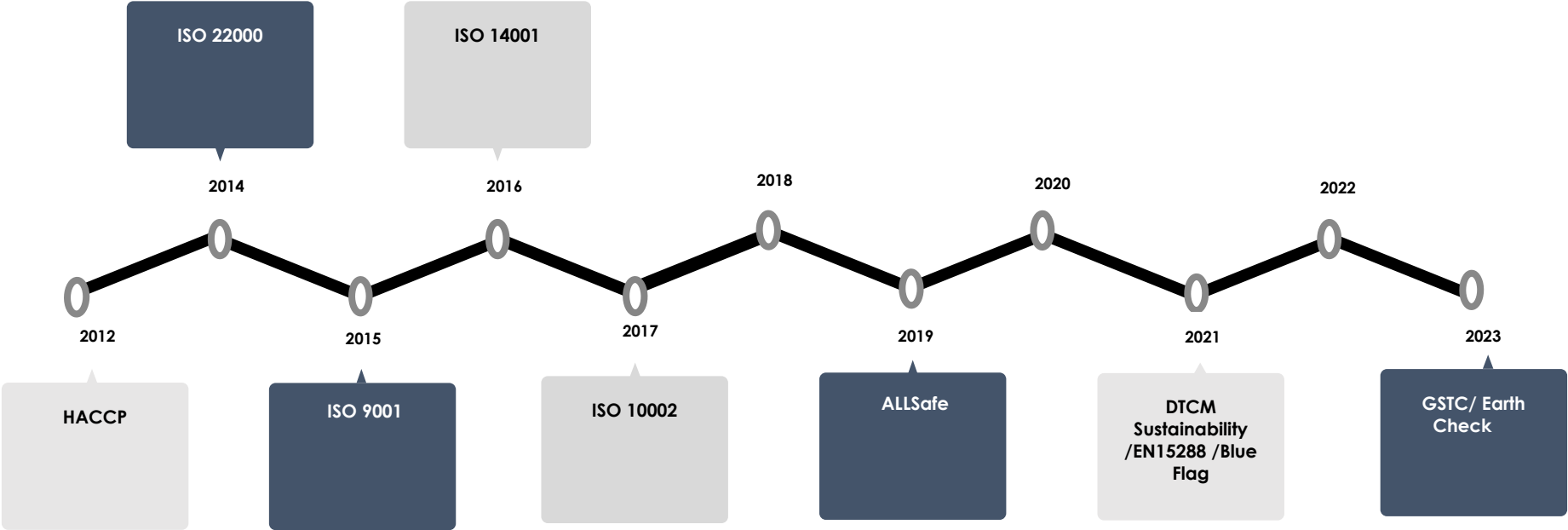
We follow an integrated corporate performance management approach that uses a cognitive processing model to address and rating performance. Professionally selected measurement tools and techniques are engaged to identify trends in performance and assess the evolution of measurements with respect to the set targets. The aim is to regularly monitor performance results to implement business initiatives, in order to achieve the set strategic objectives; correct performance deviation; improve service delivery; and increase the efficiency of human, technical and financial resource usage. The overall approach comprises of the following main elements:

- Define, review and improve Key Performance Indicators (KPIs) for all functions.
- Set performance targets based on defined methodology benchmarks.
- Data Collection and measurement in accordance with defined procedure and mechanism.
- Preparation of KPI performance reports, corrective action plans and follow-up.



# ***RECOGNITION***

# Rixos Quality Journey *by year*





# Recognition

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GSTC	5 Hotels in UAE
ISO 22000:2018	5 Hotels in UAE
ISO 9001:2015	5 Hotels in UAE
ISO 14001:2015	4 Hotels in UAE
ISO 10002:2018	4 Hotels in UAE
EN 15288-2:2028	5 Hotels in UAE
Blue Flag	2 Hotels in UAE
Earth Check / Silver	1 Hotel in UAE
Sustainable Tourism Stamp	1 Hotel in UAE

# *STAKEHOLDERS AND MATERIALITY MANAGEMENT*

# Stakeholders And Materiality Management

We have shared our sustainability commitments with our suppliers and partners.

We encouraged them for implementing new practices and approaches.

As Rixos Hotels, we would be happy to provide training and additional information if it is requested.



# Stakeholders And Materiality Management

Rixos Hotels UAE has a robust and stakeholder-driven approach that serves as a foundation for our Sustainability strategy and reporting. For us, stakeholder engagement is an essential aspect of our corporate governance. Our stakeholders include guests, suppliers, government entities, international bodies, employees and the community in general.

STAKEHOLDER	METHOD OF ENGAGEMENT	STAKEHOLDER EXPECTATION
Guests	<ul style="list-style-type: none"> <li>- Guest satisfaction survey</li> <li>- Guest complaint management</li> <li>- Guest service</li> <li>- Call centre</li> </ul>	<ul style="list-style-type: none"> <li>- Providing high quality, innovative products and services to meet the needs of our guests.</li> </ul>
Employees	<ul style="list-style-type: none"> <li>- Employee representative</li> <li>- Suggestions and complaints</li> <li>- T&amp;C tools &amp; programs</li> <li>- Employee satisfaction survey</li> </ul>	<ul style="list-style-type: none"> <li>- Provide equal employment and career development opportunities.</li> <li>- Recognize and work on employee</li> <li>- Health issues and create a safe working environment.</li> </ul>
Government Authorities & International Bodies	<ul style="list-style-type: none"> <li>- Regular communication</li> <li>- Service agreements</li> </ul>	<ul style="list-style-type: none"> <li>- Comply with relevant laws and regulations.</li> <li>- Reduce energy use &amp; manage waste</li> </ul>
Value chain partners	<ul style="list-style-type: none"> <li>- Training for value chain partners</li> <li>- Contract bidding</li> <li>- Procurement management</li> <li>- Supplier assessment and management</li> </ul>	<ul style="list-style-type: none"> <li>- Work with value chain partners to meet the needs of our guests</li> <li>- Mutually beneficial growth</li> </ul>
The community	<ul style="list-style-type: none"> <li>- Community engagement</li> <li>- CSR programs and initiatives</li> <li>- Community satisfaction surveys</li> </ul>	<ul style="list-style-type: none"> <li>- Build a harmonious society</li> <li>- Actively engage in philanthropic activities</li> <li>- Protect the environment</li> </ul>
Other authorities	<ul style="list-style-type: none"> <li>- Meetings</li> <li>- Industry discussion forums</li> </ul>	<ul style="list-style-type: none"> <li>- Build a fair competitive environment</li> <li>- Promote sustained industry development.</li> </ul>

# Stakeholders And Materiality Management



MATERIAL ASPECT	PRIORITY
- Guest (Customer) satisfaction	- Very high
- Operational sustainability	- Very high
- Corporate governance	- Very high
- Economic performance	- High
- Business ethics & anti-corruption	- High
- Stakeholder engagement	- High
- Employee care	- High
- Community well-being	- High
- Community environmental contribution	- High

# Guest Satisfaction



2022: 92,11

## Colleagues Satisfaction

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**%84**

2022:81%

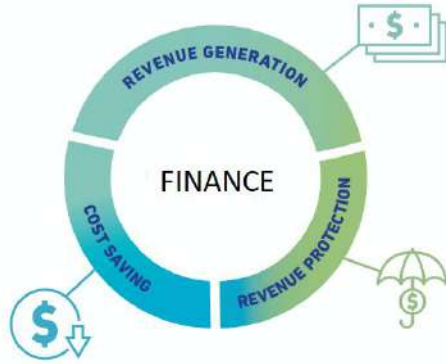
Recent employee satisfaction survey has shown a 3 % increase in the satisfaction levels of our colleagues. This is a significant achievement and reflects the efforts we have made to create a positive and supportive workplace environment. Our focus on providing meaningful work, opportunities for growth and development, and promoting work-life balance has paid off. We recognize that satisfied colleagues are key to the success of our organization, and we will continue to invest in creating a workplace culture that supports their well-being and professional growth.

\*Based on Accor staff engagement survey 2022-2023

# *ECONOMIC VALUE AND GROWTH*



# Contribution to the Economy



We consider the potential impact of our operations on the sustainable economy of the local community in which we operate and aim to provide the best services to the overall economy. We use standard accounting principles and independent external auditors audit our financial statements.

As in the past and despite COVID-19 challenges, 2021 also experienced our growth trend and we opened our new branch Rixos Abu Dhabi Marina in 2022.

Rixos has exciting developments in its global pipeline, including Rixos Premium Qetaifan Island North, Rixos Obhur Jeddah, Rixos King Abdullah Economic City, Rixos Radamis Hotel, Rixos Tersane Istanbul, Rixos Dubai Islands Hotel & Residences\* and Financial Center Road Dubai Residences\*.

Gross domestic expenditure increased by 15.22%.

\*UAE Region

# *ENVIRONMENT PROTECTION*

## Emirates Initiatives

### UAE

By 2050

- 40% Increase consumption efficiency of individuals and corporates
- 50% Clean Energy
- 70% Reduction in carbon footprint

### Ras Al Khaimah

By 2040

- 20% Water savings
- 20% Renewable energy
- 30% Energy savings

### Sharjah

By 2040

- 30% Water savings
- 30% Power savings

### Dubai

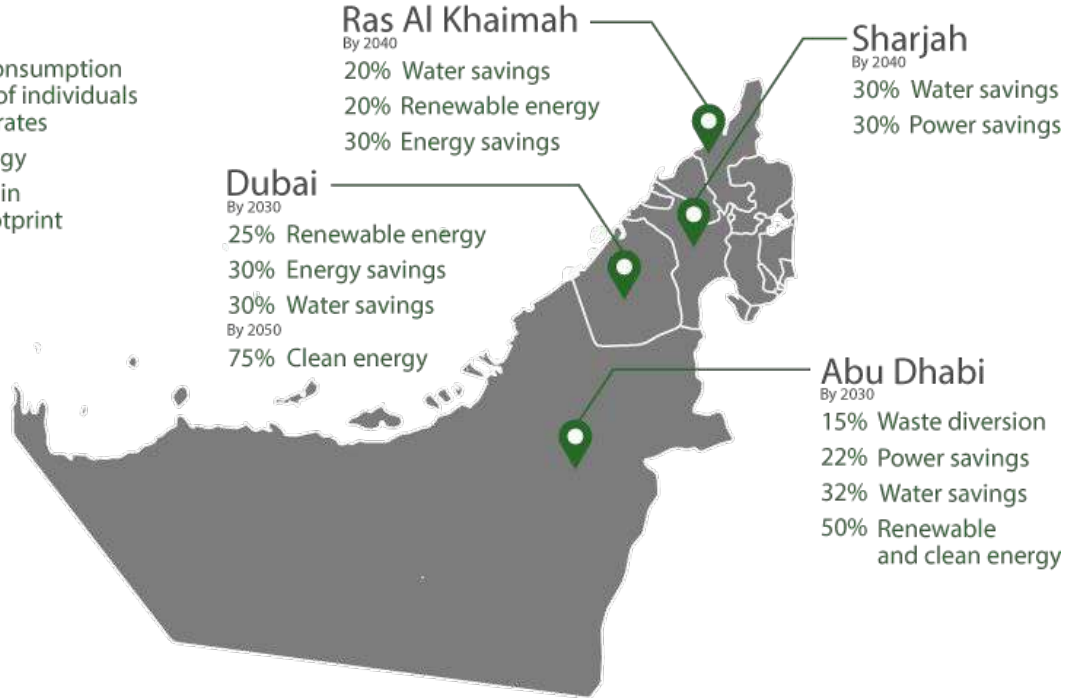
By 2030

- 25% Renewable energy
  - 30% Energy savings
  - 30% Water savings
- By 2050
- 75% Clean energy

### Abu Dhabi

By 2030

- 15% Waste diversion
- 22% Power savings
- 32% Water savings
- 50% Renewable and clean energy



# ***Policy, Practices And Standards***

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Rixos Hotels UAE has utmost commitment to managing and minimizing its environmental footprint. Accordingly, we have a clearly defined strategy to maintain our environmental management system in compliance to local, regional and global standards to ensure environmental protection. Setting and implementing global environmental policies, management systems and tracking results as well as maintaining key performance indicators enables us to continually integrate and drive environmental stewardship throughout the organization.

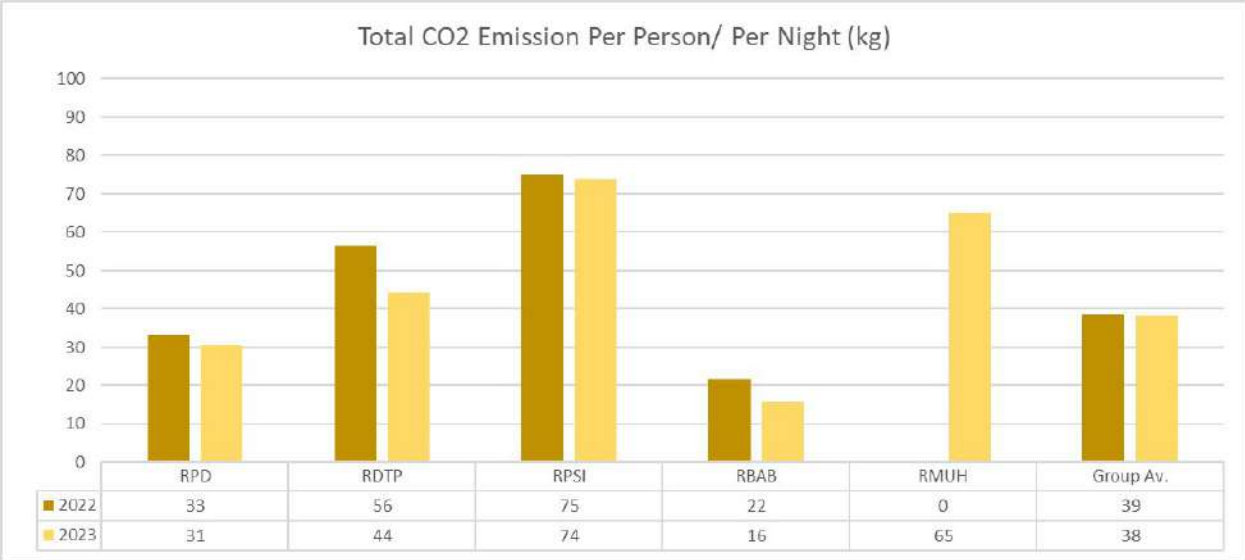
We have always implemented and maintained the ISO 14001:2015 Environmental Management System and we make sure that all our operations, management activities, maintenance and other initiatives comply with these guidelines. These adopted principles ensure that environmental issues are assessed and necessary controls are implemented in order to mitigate and minimize potential environmental risks and impacts. We understand the environmental challenges faced by our society and the world and are committed to working throughout our value chain to help solve them.

Our commitment extends to engaging and collaborating with our stakeholders toward greater awareness and actions toward environmental sustainability. The main focus of our initiatives in the area of environmental support is towards energy and water conservation, recycling efforts, waste management and greener infrastructure. As our nature of business demands a very thorough risk assessment and impact analysis process at all functional, service and support levels and hence we ensure that our KPIs represent the environmental aspect very crucial.

# Energy Management

Continuous developmental efforts are planned implemented to ensure consumption reduction and conservation with an objective to reduce our carbon emissions as well as the overall cost in this regard. Installing energy-savers, light sensors, splitting the air-conditioning controls wherever possible, sensor water taps, automatic flush systems and many other technological improvements have enabled us to manage our electricity consumption & cost.

In 2023, all hotels achieved a commendable reduction in their energy consumption, with a 2.5% reduction across the group.

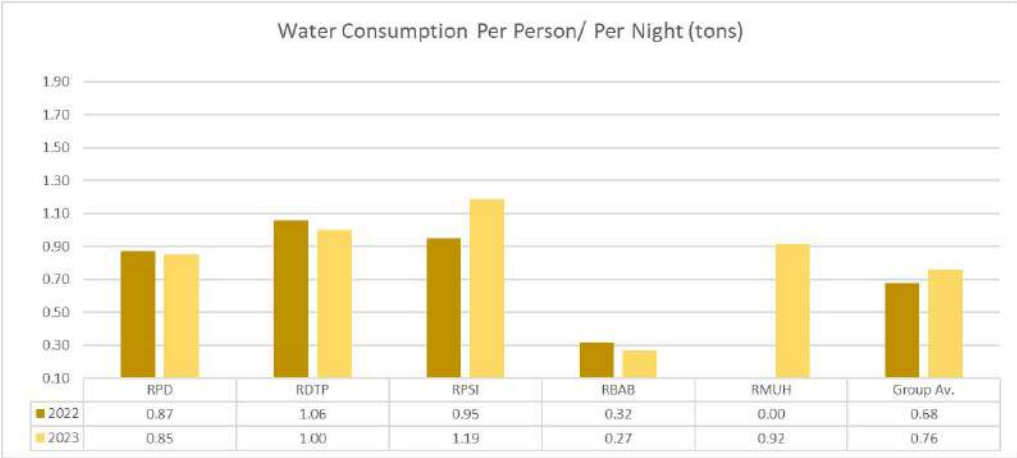


# Water Management

Water management is a critical issue that affects everyone on our planet. With growing populations and increasing demand for water, it is more important than ever to manage this precious resource effectively. Effective water management involves the responsible use and conservation of water resources, ensuring adequate supply, and maintaining water quality. This can be achieved through a range of strategies such as implementing water-efficient technologies, reducing water wastage, promoting water conservation practices, and investing in infrastructure to store, treat and distribute water.

By adopting sustainable water management practices, we can ensure that our water resources are used efficiently and effectively, and that they will be available for future generations to come. Additionally, we promote water conservation among our guests by encouraging them to reuse towels and linens, providing water-saving information in rooms.

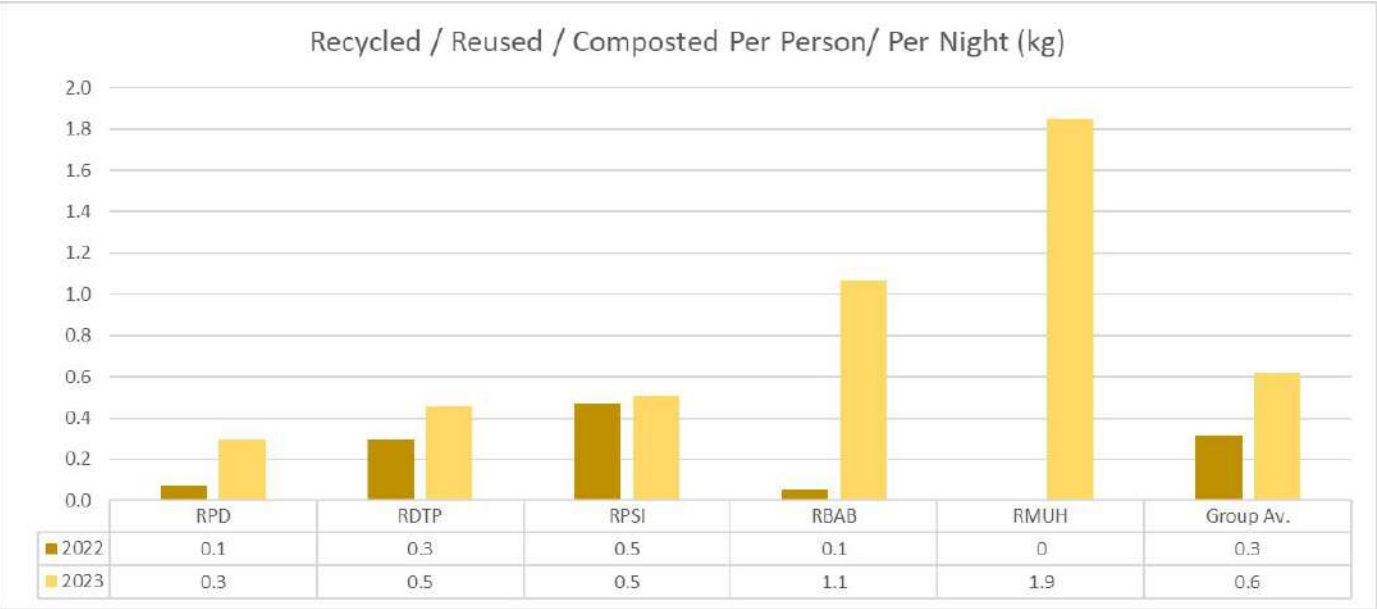
Water consumption has been reduced in three hotels, and with the addition of newly operated hotels, two properties will be closely monitored in 2024 to achieve group-based reduction targets.



# Recycling,Waste Management & Others

Rixos Hotels UAE strives to be greener and sustainable towards the environment, especially through our strong commitment on recycling and waste management. Creative and adaptable business practices, paper-less operations, collection of paper, plastic, metal, toners for recycling purposes and use of technology are all in practice within the organization in a sustainable manner.

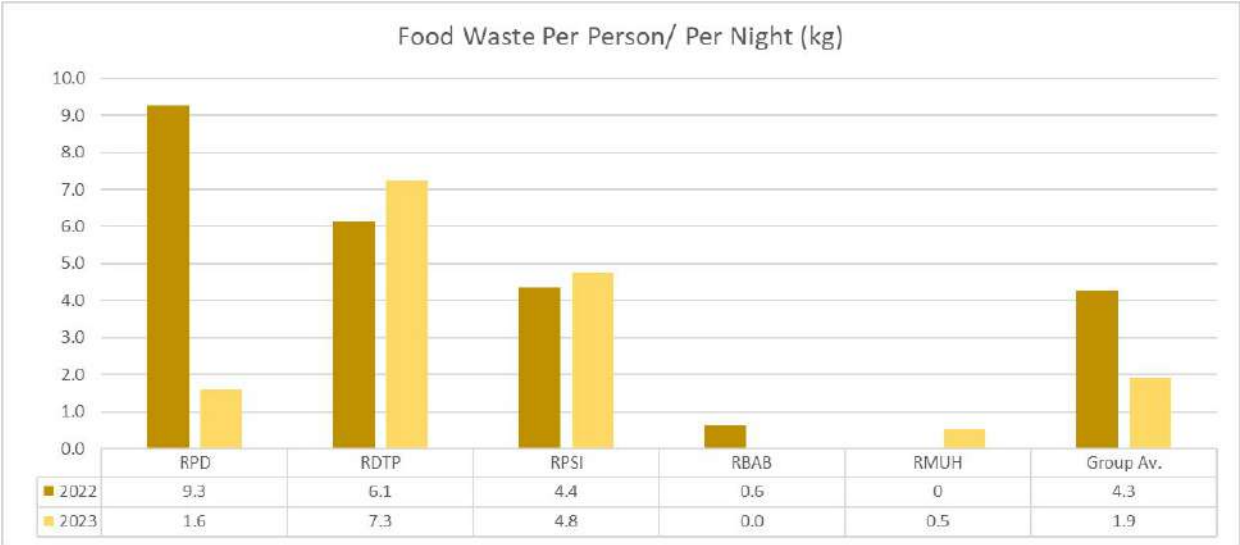
In 2023, hotels made significant strides in recycling efforts, prioritizing sustainability over landfilling. More items were diverted to recycling units located both back of the house and in front of the house areas, contributing to a greener operation.



# Food Waste

Rixos Hotels UAE is committed to reducing food waste and promoting sustainability through innovative AI-driven practices. By leveraging advanced technology, we analyze food sources and types to minimize waste and optimize resource utilization. This ensures that our operations are efficient and environmentally responsible, contributing to a greener future.

By integrating AI monitoring options, we've achieved a more precise understanding of the impact of our reduction endeavors. Moreover, through successful recycling initiatives, we've significantly increased the segregation of food waste from general waste streams. At Rixos Bab Al Bahr, all food waste is recycled into gray water. Overall, across the group, we've achieved a remarkable 55% reduction.





# *EMPLOYEE OPPORTUNITIES*

## ***Our Promise: What Makes Accor Such A Unique Company To Work For And Grow In?***



### ***Be ALL you are***

By adding your voice to 120 cultures and counting. Our culture of inclusion welcomes everyone, regardless of race, gender, background, or... anything really!



### ***Work with purpose***

By creating memories that stay, connecting people and cultures, and making the world that much smaller, everyday. Change the world for good.



### ***Grow, learn & enjoy!***

By joining the world's leading school for lifestyle and hospitality. You will acquire new expertise, enjoy lifelong learning and live your best life!



### ***Explore limitless possibilities***

By challenging yourself and switching between jobs, brands, and career paths. Join us in creating innovative lifestyle experiences!

## ***Be Limitless: Empowering Our People Through Our Unique Employer Promise***

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Hospitality is fundamentally about people – welcoming them, connecting with them, understanding wide-ranging cultures, and sparking emotion, creating memories our guests will cherish for a lifetime. More than ever, we are reaffirming our commitment to build a stronger future as a collective by highlighting what makes Accor truly unique as a company to work at: our Heartists'® passion and individual personalities, and the wealth of learning and career development opportunities offered.

At Accor, we look towards the future while looking after our people. This means fostering an inclusive work environment where everyone feels empowered to pursue enriching and fulfilling careers. Our teams bring this commitment to life by championing equal pay and representation, acting against gender-based violence, removing barriers to women's ambitions and cultivating diversity through our RiISE Network. And because we believe that a truly diverse workforce requires diverse leadership, we have set ambitious gender parity objectives for our executive and management roles.

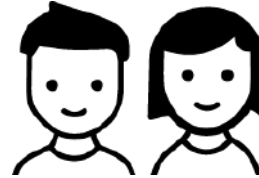
## ***Be Limitless: Empowering Our People Through Our Unique Employer Promise***

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**2650+ Heartists'®**

2022: 2600 +



**54 % young Heartists'®  
(below 35 years old)**

2022: 70 %



**66 Nationalities**

2022: 62

## ***Our Commitment To Fostering Gender Equality & Diversity***

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**21 % Women Heartists'®**  
2022: 20%



**23 % Women Heartists'®  
In Management Level**  
2022: 25 %



**8 % Women Heartists'®  
In Top Management Level**  
2022: 11%

## ***Be Limitless: Empowering Our People Through Our Unique Employer Promise/ Protecting Women***

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At Accor, we are committed to protecting all our team members, making them feel safe and giving them the room and opportunities to grow. That includes initiatives to combat gender-based violence and this year, we are going further with this new partnership with Lila.help.

### **A Game-Changing Platform for Protecting Women Everywhere**

A collaboration between organizations including the Global Network of Women Shelters, UN Women, National Network to End Domestic Violence and Meta, [Lila.help](#) is a one-stop-directory with constantly updated and carefully vetted helplines, local shelters and crisis centers around the world, with detailed information on opening hours, contact details and services. The first of its kind, it's also for survivors, family and friends of victims, service providers and embassies or tourism staff, ensuring all women can find the security and protection they deserve.

Lila.help, Supported by The ALL Heartist Fund, created in 2020, a charitable grant program created for vulnerable people worldwide, Accor aims to assist Lila.help in expanding the global reach of its directory through translating the platform's content into the world's 15 most common languages.

## ***Care, Health And Safety***

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Caring for the health and safety of our Heartist is essential to ensure a positive and productive work environment. We must prioritize the well-being of our employees by implementing appropriate measures to maintain their health and safety while they perform their duties. This includes providing personal protective equipment (PPE), access to hand sanitizers and other cleaning supplies, and implementing social distancing protocols where possible. Additionally, we must prioritize the mental and emotional well-being of our employees by providing access to mental health resources and support. It is also important to implement regular cleaning and sanitization protocols to ensure the safety of our employees and guests. By prioritizing the health and safety of hotel staff, we can foster a positive workplace culture and improve employee morale, which ultimately leads to better guest experiences.

## Training And Development

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As part of our commitment to sustainability, we have implemented a comprehensive training program for our staff to ensure they are equipped with the knowledge and skills necessary to support our sustainability initiatives. Our training program covers a range of topics, including energy and water conservation, waste reduction, and sustainable purchasing practices. Through interactive sessions and hands-on exercises, our staff learn how to identify opportunities to reduce our environmental impact and make informed decisions that prioritize sustainability. We also regularly review and update our training materials to reflect the latest sustainability trends and best practices. By investing in our staff's training and development, we are able to cultivate a culture of sustainability throughout our hotel, and make a positive impact on the environment and our local community.

We have online training platform INES which gives flexibility to our Heartist.

**Watch, Diversity & Inclusion, Sexual Harassment, Anti-Bribery, GDPR** trainings are mandatory trainings for all colleagues.



**52 hours training per Heartists/ per year**

2022: 37



## Career

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We have internal development opportunities in between Rixos Hotels. We have identified 250+ Heartist and developed through succession planning in the property or in UAE properties.

For career opportunities, we use the [Accor Career](#) website to be transparent. This platform allows job seekers to research hotels and access job postings. By utilizing it, we can showcase our company culture, values, and career opportunities, while also providing transparency around our hiring process and expectations. Additionally, this platform allows us to connect with a diverse pool of candidates and promote our commitment to inclusivity and equal-opportunity employment. Overall, leveraging this platform is crucial in attracting and retaining top talent, and fostering a culture of transparency and openness in our recruitment process.

For more info please check <https://group.accor.com/en/careers>



**10% Heartist  
in succession plan**

# *COMMUNITY ENGAGEMENT*

## Sustainability & CSR Strategy

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For Rixos Hotels UAE, Corporate Social Responsibility means going beyond our core function of law and order to carry out initiatives and activities for society's benefit. With a dedicated function and team supported by our senior leadership, we aim to include concrete plans and prioritize our responsible activities in the areas of poverty, education, health & safety, diversity, women empowerment, energy conservation, biodiversity, innovation, recycling, carbon reduction, strategic partnerships, economic and social growth, zero-corruption and much more. We exercise special emphasis on local & regional environmental & social issues, within the framework of our core business and we are part of several local, regional and global initiatives on corporate responsibility.

## CSR Partnerships And Collaborations



## CSR Plan- 2023

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DATE	EVENT	SD GOALS	Responsibility Type	Activity	Stakeholders
24-Jan	International Day of Education	SDG 4, 10	Ethical	TBA	Children and Youth
4 Feb-24 Feb	National Environment Day- UAE	SDG 13	Social/ Environmental	planting & cleaning	Locals
25-Mar	Earth Hour	SDG 8, 17	Social/ Ethical	Turning off light in for 1 hour	NGO, Community
20 March-20 April	Ramadan Giveaway	SDG 2,17	Social/ Philanthropic	Donation	Community
22-May	International Day for Biological Diversity	SDG 15, 16	Environmental	Camel center	INGO
5-Jun	World Environment Day	SDG 15, 17,7	Environmental	Recycling	Business and Industry
14-JUL	Blood Donation Day	SDG 3	Social/ Philanthropic	Donation	Community
19-Aug	World photography day	SDG 1	Ethical/ Social	staff photo exhibition	Staff
16-Sep	International Coastal Cleanup Day	SDG 11, 14	Social/ Environmental	cleaning	Local Authorities
29-Sep	International Day of Awareness of Food Loss and Waste	SDG 12, 17,96	Ethical /Env.	guest cards	Business and Industry
10-Oct	Mental Health	SDG 11, 14	Ethical/ Social	TBA	Business and Industry
October	Breast Cancer Awareness Month	SDG 3, 17	Ethical	TBA	Women
November	November	SDG 5	Ethical	TBA	Man
20-Nov	International children's day	SDG 16	Social/ Ethical	TBA	Children and Youth
3-Dec	International Day of People of Determination	[SDG 10	Philanthropic	Visit autism center	INGO

## Programs

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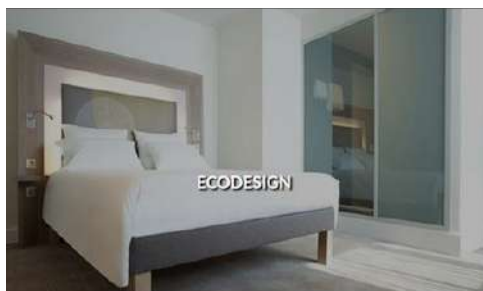
### PLANT FOR THE PLANET

At Accor, we ask our customers to reuse their towels. Savings made on water and energy are used to fund tree planting. One tree is planted every minute.



### THE FIGHT AGAINST THE SEXUAL EXPLOITATION OF CHILDREN

For many years, all of Accor brands have been committed to the fight against the sexual exploitation of children. Our teams are devoted to fighting against this evil and encourage their customers to do the same.



### ECODESIGN

-We offer room amenities made from wood sourced from sustainably-managed forests (FSC certified)  
- Soap, shower gel and shampoo dispensers are available in our rooms  
- Environmentally-friendly, eco-certified cleaning products



In its restaurants, Accor is committed to:

-Offering healthy, balanced and high-quality food: we use some products locally produced.  
-Reducing food waste  
-Banning the use of overfished species in our restaurants

## ***STOP SINGLE USE PLASTIC***

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We are very much aware of Accor's impact on plastic pollution and strong actions are already on -going throughout the Group to tackle this issue. We have gotten rid of a large part of our plastic, and we are going to push all the way; our guests want it, our employees want it even more, children want it.

We are very much aware of Accor's impact on plastic as well as the responsibility of every Accor person.

We removed single used items from our operation.

More from Accor;

[ACCOR 2023 INTEGRATED REPORT](#)

## ***STOP SINGLE USE PLASTIC***

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**2023 Guest Satisfaction Survey result for our stop single use project.**

How satisfied were you with some of the hotel initiatives to progressively replace single use plastic items by more ecological alternatives ?

**90.6%**



## STOP SINGLE USE PLASTIC

Plastic products used in guest rooms were replaced with eco friendly products .



## ***STOP SINGLE USE PLASTIC***

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- Straws in sugarcane and tooth pack paper
- Wooden stir sticks



- Wooden pick



- Sugar and sweeteners in a paper package



- Cardboard coffee cups

# Contribution To UN SDGs And The UAE Vision

At Rixos Hotels UAE, we believe our business values as a hospitality are strongly aligned to the UN SDGs, which resonate with the philosophy of ensuring a sustainable, resilient and inclusive future. We contribute to the below UN SDGs and will continue to do so in the future.



Education of people of determination  
Emiratisation  
Laws and regulations to protect labourers  
Social support



Partnerships with international organisations  
Safety of food  
Initiatives to fight hunger locally and globally  
Food Atlas



Free screening for early detection of breast cancer  
Diabetes screening initiative  
Health insurance for UAE nationals and resident expatriates



Trainings  
Partnership with schools and universities



We continue to actively pursue gender diversity in our workforce



Consume wisely



Improving energy efficiency  
Investment for solar power



Standardising labour contracts  
Laws for employees of private sector



Innovation  
Infrastructure  
Information and communication technology



Society



Sustainability in environment



Sustainable Production & Consumption Framework  
Energy & Water  
Fish- Food



Engaging the public in mitigating the impact of climate change



Sea dumping and pollution  
preserve fisheries



Laws and strategies  
Nature reserves  
Preserving the UAE's plant species



No Corruption or bribery  
Promoting public communication with the government



Policies on humanitarian work  
Charities  
Environmental laws and conventions  
Human rights  
Anti-Hatred, terrorism laws

## Contribution To UN SDGs And The UAE Vision

Mon 23-01-2023

52

وزارة التخطيط  
PLANNING  
EMIRATES  
MINISTRY

**UAE President announces**

**2023 as 'Year of Sustainability'**  
themed: **'Today for Tomorrow'**

**TODAY FOR TOMORROW**

- Will include** several initiatives, activities and events that draw upon UAE's deep-rooted values of sustainability and the legacy of its founder, the late Sheikh Zayed bin Sultan Al Nahyan
- It will focus** on environmental sustainability by inspiring collective action through a nationwide commitment towards sustainable practices
- To showcase** UAE's commitment towards fostering a global collaboration in seeking innovative solutions to challenges, such as energy, climate change and other pressing issues related to sustainability

<https://uaeyearof.ae/>

As part of our commitment to sustainability, Rixos Hotels is proud to contribute to the United Arab Emirates' sustainability mission. We recognize the importance of preserving our environment for future generations, and we are dedicated to implementing sustainable practices throughout our operations. Through energy-efficient measures, water conservation, and waste reduction efforts, we aim to minimize our environmental footprint and support the UAE's sustainability goals.

# ***BEST PRACTICES***

## ***Jungle Gym***

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Creating a zero greenhouse gas emissions gym involves using renewable energy, energy-efficient equipment, sustainable materials, and carbon offsets. This approach ensures a minimal environmental footprint while promoting a healthier lifestyle.

## ***GSTC Certification***

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Rixos Hotels UAE has become the first hotel brand in the region to receive certification from the Global Sustainable Tourism Council (GSTC).

# AI Food Waste Monitoring

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An AI food waste measurement system for Rixos could track waste in our hotels and resorts. By using cameras and AI algorithms, Rixos could identify patterns in food waste, reduce portion sizes, adjust menus, and educate staff and guests on waste reduction. This could help Rixos improve sustainability and cut costs.





# Digital Business Card

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Switching to a digital business card is a great way to reduce paper waste and make a more sustainable choice. It's a simple change that can have a positive impact on the environment.

# Rixos Premium Dubai



Pillow Menu on Pillow



Linen and Towel Card



Carbon food print calculated menu



Waste Segregation in the offices



Rework of waste glass materials



Charity Textile Donation

# Rixos Premium Dubai

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Biological Diversity Day



Breast Cancer Awareness Day



Tree Planting



Children's Day



International Coastal Clean Up Day



International Coastal Clean Up Day

# Rixos The Palm Dubai



UAE Tree Planting



We Walk Dubai



Camel Farm Visit



We walk for Hope



Charity Iftar Meal Boxes – Food Bank



Museum Visit – Al Shandigah



Paper Recycling Campaign



EEG Group

# Rixos The Palm Dubai



Water Bottles Reuse



Paper from Scratch Recycling Event



Fruit Kiosk  
Sustainable Kiosk providing fresh fruits to our guest.



FEE/ Blue Flag awarded for The season 2023-2024



# Rixos Premium Saadiyat Island



The transportation chart placed in hotel provides information on the community transportation services in Al Saadiyat Island region.

k



Solar technologies convert sunlight into electrical energy used for hotel operations.

# Rixos Premium Saadiyat Island

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Encouraging guest to use cycles to reduce Co2 emission on environment and fuel wastage.



The Grey water treatment plant collects wasted water from bathing and showering throughout the 300 hotel rooms and from beach showers, filters it with an ultra-filtration membrane, and then returns it to the hotel for use in irrigation and flushing toilets.



Paper Baler process up to 30kg per batch. The waste material is compacted into bales that are easy to store, transport and recycle.



Electronic waste is isolated in its designated disposal bins and given to third party for further safe disposal.

# Rixos Bab Al Bahr

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Recyclable wastes are pressed and glass wastes are crushed and delivered to the authorized institution.



Food waste is converted to waste water by digesting with ORCA



The amount of food waste is monitored with Winnow devices



# Rixos Bab Al Bahr



Sponsors the organizations for the development of the region.



Earth Check Certification – Silver Category

# Rixos Abu Dhabi Marina

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Solar panel in building roof for Heating boiler



April World Wish Day (in partnership with Make a Wish AE): Partnership with Make a Wish AE, generic Make a wish video was displayed on all digital and façade screens



We encourage all our Heartists to recycle! We organized a decoration competition based on the philosophy that our workspace is our home, our home is our world. One of our criteria was of course sustainability and recycling, and incredibly creative ideas emerged.

# Rixos Abu Dhabi Marina

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Ride With Rixos 2.0 for Pinktober :The second edition of Ride with Rixos was held in awareness of breast cancer in Pinktober. Over 200+ cyclists participated



Ride with Rixos 1.0 –World Bicycle day (in partnership with Electra Bicycle Company & Oh my Gold) :First community cycling event was held on World bicycle day. Over 250+ cyclists participated

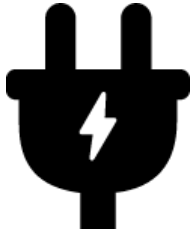


Heartist Vegetable Garden

# *2030s GOALS*

## ***Paving The Way To Net Zero***

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Reduce Scope 1 and 2 carbon emissions intensity by 30%  
Reduce Scope 3 carbon emissions intensity from franchised services by % 40 working collaboratively  
Align with ISO 50001 energy management certification that requires third-party verification



Reduce water use intensity in our managed operations by 40%



Reduce landfill waste intensity in our operations by 50%  
Reduce food waste across by implementing a food waste reduction program in every kitchen  
Send zero soap to landfill by recycling all used guest soap bars, where available

## Creating Of Opportunities

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Create 10000 learning and career growth opportunities for Team Members and communities with a focus on underrepresented groups  
Achieve 40% Gender Diversity at our leadership levels



Contribute 1000 volunteer hours  
Participate in food donation programs  
Design, stand up and activate a disaster relief program to support our community members and Team Members  
Leverage our large global footprint and deep integration within our communities to expand local sourcing and business with diverse and small suppliers



Promote responsible, inclusive conduct across 100% of our operations  
Promote responsible sourcing of beef, poultry, pork, eggs, seafood and produce from third-party recognized and/or certified suppliers across our hotels  
Embed ESG due diligence across our supply chain and partner with suppliers to advance positive impact  
Engage guests in supporting responsible travel and destination stewardship

## Advancing And Measuring Our Goals

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Advocate for public policies for responsible travels

Actively monitor legislation and regulation to advance our corporate objectives, including making progress toward our ESG goals



Create and partner with cross-industry networks for responsible travels

Build long-term relationships with organizations that help advance our enterprise objectives, including our ESG goals and advocacy effort



Operate through best-in-class measurement governance and oversight

Quarterly reporting at the committee level and annual reporting on ESG strategy to the entire board

Ensure accountability for compliance, enterprise risk management, annual training, and regular reporting efforts

Provide mandatory annual training on preventing human trafficking and ACCOR WATCH to all hotel

# RIXOS HOTELS GULF QUALITY AND SUSTAINABILITY POLICY





The ALL Inclusive Collection is the ultimate all inclusive holiday experience.

A curated choice of luxury and premium resorts. Beach bungalows in exotic lands, urban resorts and mountain retreats at the top of the world.

The very best in comfort and service, from the décor to the smile you are greeted with. And the finest in dining, served with flair, and love.

Family adventures to go on together, and daily, diverse club activities to entertain kids and teens while you relax and unwind.

Luxury and premium spa experiences for mind, body and soul. Gym, tennis, golf, watersports and the active outdoors; however you like to play and be active.

Music, dance, entertainment and culture, from the intimate, to the spectacular.

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**All Inclusive**  
COLLECTION

*All inclusive and all for you.*  
[allinclusive-collection.com](http://allinclusive-collection.com)



APRIL 2024