



# **MANAGEMENT PLAN 2023**

**JW MARRIOTT HOTEL RIYADH**

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## Introduction

The JW Marriott hotel has implemented a long-term sustainability management system that is suitable to its reality and scale, and considers environmental, sociocultural, quality, health, and safety issues. The system includes transparent, documented policies and procedures, implementation and communication plans.



A well-written sustainability policy will define, and clearly communicate organizational goals and objectives as they relate to the business' environmental, socio-cultural, and economic performance. The primary purpose of the sustainability management plan is to guide in decision-making and managing the daily operations of the business in a sustainable manner.

## About JW Marriott, Riyadh Saudi Arabia.

The first JW Marriott in KSA aims to deliver a warm and thoughtful experience, catering to both business travelers and those seeking relaxation. It is the first JW Marriott property in the Kingdom of Saudi Arabia that offers a combination of personalized luxury service, a focus on mindfulness and wellness, inspiring design, diverse culinary experiences, holistic wellbeing amenities, and extensive meetings and events facilities.

The hotel brings the iconic legacy of the JW Marriott brand, renowned for its personalized luxury service and principles of mindfulness. Our property's prime location in the heart of Riyadh's new commercial and residential district positions us to cater to the needs of both business and leisure travelers. The hotel's 349 modern and spacious rooms, along with its exceptional culinary experiences and state-of-the-art fitness and wellness center, offer guests a transformative and elevated stay.

## Sustainability at JW Marriott Riyadh

The Hotel JW Marriott Riyadh is committed to a green and sustainable future and works hard to minimize waste and energy consumption. Over the year the hotel has implemented various initiatives to assist with this goal. The hotel actively participates in the road to awareness campaign, which falls under Marriott International's Sustainability and Social Impact Platform, Serve 360: "Doing Good in Every Direction", a guide to how the company makes a positive and sustainable impact wherever it does business.

We are working to reduce our environmental impacts by sustainable operation and responsible sourcing. We have implemented several measures to optimize energy efficiency and reduce water consumption.

- The integration and usage of local produce in all our menus where possible.
- Purchasing through sustainable resources avoiding endangered species.
- Housekeeping, Laundry and Stewarding chemicals purchased through global partner that has product sustainability programs, and provides eco- friendly products.
- Laundry bags in Guest rooms are reused.
- Implementation of Linen re-use practices.
- Towel re-use practices are implemented.
- Eco friendly key-cards for rooms.

- Water-saving aerators had been installed throughout the hotel leading to a remarkable 24 percent reduction in water consumption.
- We have implemented a gray water system, treating wastewater for irrigation purposes, thus promoting water conservation as part of our comprehensive water-saving efforts.
- We have converted all lighting in the entire hotel to LED (light-emitting diode) technology, resulting in 3.5% savings.
- GRMS interfaced with Opera to manage the electricity and HVAC consumption by occupied and unoccupied settings.
- The entire HVAC system being managed by BMS for energy control.
- Segregation of hazardous waste.
- Iftar boxes for Uber / Taxi drivers in Ramadan.
- Purple Saturday for ADA.
- Food donations.
- Blood donation.
- Clutter-free meetings.
- Amenities re-use practices are enforced.
- Minimized the plastic bottle usage by replacing it with the large size in standard rooms and glass bottles in suits rooms.
- The hotel works hard throughout the year to create a sustainable environment and culture by participating in the yearly earth hour events.
- Ensuring water quality monitoring systems and documented procedures are in place.
- All the technical equipment maintained regularly & inspections are documented through our Transcendent tool.
- The energy consumption calculated in relation to turnover, number of guests through the online optimizer.
- The energy consumption is recorded and documented every day through engineering department.
- VFD (Variable Frequency Drives) in-place for high energy consuming appliances to save on electricity from their actual power consumption.
- Using Energy Star appliances.

## Sustainability Pillars

Environmental, Socioeconomic, Quality and Health & Safety are the four pillars where sustainability needs to be achieved to have sustainable development. We at JW Marriott Hotel Riyadh have identified and included four main areas of our sustainability management plan.

### A. ENVIRONMENTAL

We are focusing on being actively involved in consumable goods, conserving resources, reducing pollution, conserving biodiversity, ecosystem, and landscapes.

- Very strong preference is given to fair trade and eco-certified suppliers.
- Majority of the vendors are local and in process of adding more as and when required.
- We measure, monitor and record our energy usage (electricity, water and gas) and aim to reduce where possible.
- We encouraged all staff to save electricity through trainings, briefings and monthly gatherings.
- Minimizing the plastic use.
- Guest Room Linen, Bathroom Amenities and Terry Re-use Global Program by Marriott International meets the guest demand, as well as reduces water and energy consumption and costs associated with daily laundering.
- Property wide computer shutdown policy - all back of house offices
- Conserving Biodiversity, Ecosystems and Landscapes.
- We have put together a Waste Management Plan that aims to prevent and minimize waste as preferred option before considering how it can be reused, recycled or disposed of.
- Pollution Management Plan is in place.

## **. Sociocultural**

Sociocultural initiatives, recognizes its roles and responsibilities in contributing to the sustainable development of the communities in which it operates. It aims at maximizing the return on Community Investments and their impact on the local community. Through this initiative, we have identified unique areas of involvement where we can actively support our local communities and engage in a mutually rewarding way with our stakeholders.

## **C. Quality**

Quality supports property and below-property leaders, using best-in-class analysis and data strategies, to provide the tools and resources needed to drive property performance, improve guest experiences, and deliver on-strategy. Hotel participates in the Global Quality Assurance Program, including the Brand Standards Audit (BSA), Accountability, and Guest Satisfaction Surveys (GSS).

## **. HEALTH & SAFETY**

The JW Marriott, Riyadh complies with all established health and safety regulations, and ensures that both guest and colleagues protection instruments are in place. We follow strict environmental, health and safety laws, regulations, and procedures to conserve and protect the environment to create a workplace where we bring the best out of our colleagues whilst avoiding the risk of injury.

- Employees receive proper training to ensure their awareness of health and safety concerns during their work, and guests are informed about potential hazards through suitable signage and other communication methods
- To provide guests with emergency information in our guest directory.
- HACCP (Hazard Analysis Critical Control Point) principles are practiced by F&B outlets.

## **Purpose**

JW Marriott Riyadh aims to develop a sustainable management plan and policy that creates awareness to both guests, and associates to care for their surrounding community and environment.

## **Vision**

Through sustainable leadership in the hospitality industry, we aim to generate a positive and enduring influence in every location we operate, while respecting the natural environment, fostering sociocultural progress, enhancing quality of life, and prioritizing health and safety matters

## **Mission**

Providing our stakeholders with an understanding of what's most important when it comes to sustainability and what we can do to protect the natural world and be more socially responsible.

## **GOALS**

Today, business plays an increasingly critical role in taking on our world's most pressing social, environmental and economic issues. With our size and scale, we have a global responsibility and a unique opportunity to be a force for good. Guided by our 2025 Sustainability and Social Impact Goals, as well as the United Nations Sustainable Development Goals, we commit.

Reduce Energy consumption in 2023 by 3.4% versus 2022.

Reduce Water consumption in 2023 by 2% versus 2022.

## **Strategy**

With a detailed sustainable management plan, training to our associates and awareness campaigns to our guests, we aim to meet the goal set for sustainability and its perpetual improvement.

- Monitoring utility usage, and costs against target and historical performance to identify opportunities.
- Analyze ROI opportunities by tracking projects implementations and savings.
- Track and report the properties compliance and success with sustainability programs and efforts.
- Populate epic feed to inform sales efforts and RFPs responses related to carbon footprint, and sustainability activities on property
- Property Adhering to our company's sustainability management plan, we commit to identifying avenues for continuous enhancement and incorporating them into our actionable plans.

## ENVIRONMENTAL POLICY

JW Marriott Hotel, Riyadh is fully committed to achieve the best practice of environmental and social sustainability by partnering with The Green Globe, world's leading certification specially designed for the sustainable operation and management in the Travel & Tourism Industry.

This environmental policy states the devotion of our organization towards the law, regulations and international standards concerning the environment. It is the foundation to direct and oversee activities, taken by and benefiting our associates, vendors, partners, guests and neighborhood to prevent the environment and natural resources.

JW Marriott Hotel, Riyadh is dedicated to the continual improvement of our environmental and sociocultural performance by preventing pollution and ensuring optimum use of resources.

Complying with all environment relevant legislation and regulations to achieve the corporate and international benchmark of sustainability.

We have appointed Engr. Raheel Mustafa & Mr. Amit Manoj Singh as the Green Globe Champions, who has responsibility of ensuring the perpetual improvement in sustainability performance, identification of environmental risks, recording and monitoring of the impacts by implementing advanced sustainability measures.

Special consideration will be given to the locals for employment and empowerment, as well as sourcing of efficient and sustainable local products and services.

JW Marriott Hotel, Riyadh encourages all its stakeholders to present our sustainability commitment in terms of environmental, sociocultural, quality and health & Safety issues.

Khaled Al-Jamal  
General Manager.



Note: This policy is a public document to be displayed and a copy may be given to anyone. The organization invites all its stakeholders and the community to suggest ways to further achieve the best sustainability practices. This policy will be subsequently reviewed by the end of each year.

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## Green Team Committee Members

- Mr. Khaled Jamal - General Manager
- Mr. Saeed Alaseeri - Hotel Manager
- Mr. Ahmed Ezzat - Director of Engineering
- Mr. Hamzeh Abu el foul - Executive Chef
- Mr. Ahmed Alaa - Director of Finance
- Mr. Mohamad Taqi Aldrazy – Director of rooms
- Mr. Mohammed Saeed - Director of Services
- Mr. Raheel Mustafa - Engineering Manager
- Mr. Majed Alhogail - Director of HR
- Mr. Taha Tamer - EAM Sales & Marketing
- Ms. Aya Kharabsheh - Director of Marketing
- Mr. Abdullah Al Majid - Assistant Director F&B
- Mr. Abdulrahman Almalki - Front office Manager
- Mr. Jinshad Areekan - IT Manager
- Mr. Muhammad Anas - Safety Manager
- Mr. Mohamad Alshammari - Purchasing Manager
- Mr. Hassan Tamseel- Cost controller
- Mr. Abdul Aziz Alqaddan - Assistant Manager, Training
- Mr. Amit Manoj Singh - Engineering Supervisor

## Sustainability Plan, Review & Approval

Title	Name	Signature
Director of Engineering	Ahmed Ezzat	
Director Of Loss Prevention	Abdulrazaq Alenazi	
Hotel Manager	Saeed Alaseeri	
General Manager	Khaled Al Jamal	