



Sofitel Bahrain Zallaq Thalassa Sea & Spa  
*Sustainability Management Plan*

S O F I T E L

سوفيتل البحرين تالاسا سى وسبا  
BAHRAIN ZALLAQ THALASSA SEA & SPA

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## **Pioneering a Sustainable Future**

At the heart of Sofitel Bahrain Zallaq Thalassa Sea & Spa lies a fervent pledge to environmental stewardship and sustainable innovation. We are wholeheartedly devoted to integrating the finest sustainable practices within our operational fabric. Our mission is to present our guests with an exceptional and sustainable quality experience, while actively reducing our environmental footprint. Our strategy encompasses robust management techniques that champion the environment's welfare, safeguard the health and safety of our stakeholders, and uphold our socio-cultural responsibilities within our community. We consistently seek out cutting-edge methodologies to enhance our sustainability endeavors, endeavoring to diminish our carbon emissions and championing an eco-conscious ethos throughout our establishment.

## **Objectives**

Our journey towards a more ecologically and socially responsible future is marked by a commitment to balance environmental impact with the unwavering quality of our products and services, alongside sustained profitability. We are at the forefront of discovering innovative strategies, such as harnessing renewable energy, advancing food waste management protocols, and embracing sustainable sourcing and production practices.



## The Sustainability Imperative

In today's world, sustainability is a critical component for businesses globally. As the repercussions of climate change and environmental harm become more pronounced, the public's awareness of their purchasing power's impact on our planet has intensified. This awareness is fueling a demand for products and services that are sustainable and environmentally considerate. Answering this call, businesses are weaving sustainability into their very core - from the provenance of materials to the manufacturing processes and even packaging. Companies are adopting initiatives to slash energy consumption, reduce waste, and promote sustainable transportation alternatives.

## Green Globe

Provides certification for the sustainable operations and management of travel and tourism companies and their related supplier businesses.

[www.greenglobe.com](http://www.greenglobe.com)



## Our Sustainability Management Plan is built upon the following key pillars:

- ❖ Environmental Sustainability
- ❖ Social and Cultural Sustainability
- ❖ Quality
- ❖ Health and Safety



## **Environmental Sustainability**

SOFITEL Bahrain Zallaq Thalassa Sea & Spa is committed to promoting environmental sustainability in all aspects of its operations. The hotel has set ambitious goals to reduce its environmental footprint and contribute to a greener future.

### **Environmental Stewardship in Action**

- We are committed to decreasing energy and water use, and waste generation, embracing the 'reduce, reuse, recycle' ethos at every opportunity.
- Monitoring utility consumption patterns informs corrective measures and stresses timely maintenance of equipment, optimizing efficiency and usage.
- Educate all Heartist on the importance of environmental conservation and critical issues, as well as portion control, proper storage, and innovative uses for leftovers, to help enlighten our guests about food waste reduction.
- We opt for eco-friendly products, chemicals, refrigeration units, and high-efficiency electrical equipment.
- Sourcing locally not only supports the community but also reduces carbon emissions from transportation, with a preference for suppliers who hold green certifications.
- Our goal is to eliminate single-use plastics, replacing them with biodegradable alternatives.
- Environmental considerations are paramount in our decision-making processes, affecting new purchases, constructions, and vendor selections.
- Guests are encouraged to participate in our environmental protection initiatives.





## **Waste Segregation and Disposal Management**

Sofitel Waste segregation and disposal is an important commitment for Sofitel Bahrain as a luxury hotel. The hotel is dedicated to implementing sustainable practices and minimizing its environmental impact. Waste segregation is the process of separating different types of waste such as recyclables, food waste, and general waste, into designated bins.

### **Innovative Approach**

- Winnow System installation – A system that recognizes the food that is being wasted. Identify and measure waste in commercial kitchens, record the reason for the waste, calculate the value of waste food, and keep track of this data in the cloud.
- A policy is in place for handling and monitoring of food waste with ultimate objective of reducing food waste and helping the environment
- A policy is in place to establish proper procedure for storage and removal of garbage from preparation area.
- Conducting regular trainings for the staff on handling the food waste and general waste disposal.
- Monitoring of monthly Winnow System reports.
- Monitoring of garbage disposal reports and collection frequency in cooperation with the third party contractor.

### **Winnow System Machine**

The machine were installed at two different areas.



## **Food Waste Monitoring – Winnow System**

### **\* PROCEDURES**

- Daily food waste (edible/non-edible) data from all kitchens to be entered in Winnow System
- Proper segregation of food waste to be maintained, it is important to only throw food waste and no other to maintain its efficiency.
- Trimming data should be entered as per trimmings of food item discarded in Winnow.
- Kitchens like: Pashawat & Yamaz will have weighing scale and need to keep track and maintain data of all food waste for the day/every meal period. At the end of the day/meal period, they need to enter all the data manually in the Winnow system as recorded by them. As though recording of the food waste data is being done by the help of weighing scale; no need to discard the garbage in Winnow, just enter all the data recorded in Winnow manually before the day ends.
- While maintaining data, ensure which waste are from which meal period so that in Winnow we enter categorized data of food waste as per meal period.
- All leftover food sent over to Sofilius; data needs to be entered in the system for Staff food samples columns.
- Categorization should always be above 95%.
- Any transaction done in Winnow System needs to be categorized to avoid uncategorized transactions in Winnow report.
- Any garbage bag change transactions also to be categorized as Bin change to avoid false weight data of food waste.



## Outlet Plate Waste – Winnow System

### \* PROCEDURES

- All outlets to maintain their data if plate waste for each meal periods and enter the data in Winnow system.
- Plate waste data to be entered in Winnow as per outlet and meal period.
- Saraya, Pashawat, Yamaz and Rivaaj to use Winnow system at Saraya back area.
- In-Room Dining and Fiamma to use Winnow system in Main Kitchen.
- Outlets: Pashawat and Yamaz will keep track of their plate waste using the weighing scale and needs to update manually in Winnow system data recorder as per meal period to have proper track and data of plate wastage.
- Segregation of food waste to be followed strictly for Winnow and keeping manual record so that we have actual data being entered in the system.
- Categorization should always be above 95% and any transaction done in Winnow needs to be categorized to avoid uncategorized transactions in Winnow reports.
- Select desired outlet whenever discarding to ensure proper data.
- Also, categorize any garbage bag change transactions as Bin Change to avoid false weight data.

## Garbage Segregation

Garbage bins were placed in specific areas.





## **Waste disposal**

Proper waste disposal is crucial in maintaining a clean and hygienic environment in any establishment. This is especially important in the kitchen, service, and housekeeping areas where garbage is constantly generated. A clear waste disposal policy should be established for all personnel who handle garbage to ensure proper procedures are followed for storage and removal of waste from the preparation area. This policy should include guidelines for proper segregation of different types of waste, such as food waste, plastics, and hazardous materials.

### **\* PROCEDURES**

- Use separate Garbage Bin for these segregations. Every garbage bin is properly labelled as per its purpose and make sure Food Waste are is not mixed with other forms of garbage.
- **Segregation of Garbage is in five forms:**
  1. Food Waste – Green Waste Bin
  2. Papers & Cardboard Boxed – Blue Waste Bin
  3. Plastic Materials – Yellow Waste Bin
  4. Glass Bottles – Red Waste Bin
  5. Metal & Tin - Grey Waste Bin
- Remove leftover from the preparation area as per requirement when the waste is 70% full. Garbage bin should not be overload with food waste as it may lead to spillage.
- No garbage should be in the preparation are after operation hour. All Garbage removed at the end of operation.
- Waste bin should be cleaned, foot operated, with lid and in good working condition.
- Waste bin must be covered with a bin lid at all times includes transit.
- Food waste bin should have foot pedal to avoid direct contact of hand and to prevent cross-contamination.
- Always make sure waste bin is lined with polythene/garbage bag.
- Clean and sanitize waste bin as per schedule in a designated area away from food preparation or food storage areas.
- **Garbage Room**
  - The recyclable matter and food waste segregated and stored properly.
  - Garbage room must be in clean and sanitary condition at all times.
  - Garbage room shall be well ventilated and prevent access from all forms of pests and animals.
  - There must be washing points for cleaning purposes.
  - Insect killing device must be available and in working condition.
  - No standing water to be on floor and drainage system must be cleaned in good working condition.



## **Socio- Cultural Sustainability**

Sofitel Hotel Bahrain has set ambitious goals to promote sustainability through social and cultural engagement. The hotel understands that sustainability is not just environmental conservation, but also about taking care of the social and cultural aspects of the community. The hotel has implemented various policies and trainings to promote a safe and inclusive environment for all employees and guests.

### **Social and Cultural Engagement**

- We actively contribute to corporate social responsibility efforts to uplift the local community.
- Compliance with local laws and regulations is meticulously maintained to ensure respectful operations within the region.
- Striving to support the local economy, we prioritize working with suppliers who provide local products.
- Collaborating with local NGOs addresses environmental and social welfare concerns specific to the region.
- Policies and training on sexual harassment, exploitation, diversity, inclusion, and child protection are firmly established.
- Recruiting local talent and collaborating with educational institutions fosters skills development within the Kingdom of Bahrain.



## **Quality & Efficiency**

Sofitel Bahrain takes great pride in maintaining the highest level of quality to ensure that each and every guest experiences true luxury during their stay. The hotel offers quality amenities, comfortable accommodations and excellent customer service, which could enhance the overall experience of the guests. Moreover, providing a sustainable and supportive work environment for the Heartist can boost their morale and job satisfaction, resulting in better service and a positive work culture.

### **Unwavering Commitment to Quality**

- Our promise is to deliver unparalleled luxury service to all our guests, ensuring a memorable stay and dining experience.
- In order to ensure a positive experience for our guests, it is essential that all Heartist are well trained in providing quality service.
- Through comprehensive training programs, we are equipped with the necessary skills and knowledge to exceed guest expectations and create a welcoming and hospitable environment.
- Through initiatives like "Trust You" and the Accor customer digital card (ACDC), this allows the hotel to track the guest feedback, preferences and make necessary improvements to enhance their overall experience.
- Mystery audits conducted by an outsourced company to assess the hotel's performance and ensure that the brand quality standards are consistently met. This allows the company to identify any potential issues or areas for improvements, ultimately helping the hotel to maintain the brand reputation and customer loyalty.
- In order to ensure that our employees are happy and motivated, the hotel conducts a yearly employee engagement survey. This survey allows the management to gather valuable insights and feedback from our employees, which is then used to make a necessary improvements and changes.



## Regular Trainings & Exercises



## **Health & Safety**

Sofitel Bahrain is dedicated to conducting its business in a way that prioritize the health, hygiene, and safety of its guest. We understand the importance of providing clean and healthy environments to our guests to enjoy, and we are committed to implementing programs that ensure this. From rigorous cleaning and disinfection protocols to strict food safety measures, we strive to provide goods and services that are safe and beneficial for our guests.

### **Health and Safety Assurance**

- As a company, we take the safety of all our guests, stakeholders, and staff safety very seriously. That is why we have made it priority to work with certified third-party contractors to maintain all our fire-fighting equipment. These contractors have the necessary expertise and experience to ensure that our equipment is always in top working condition and ready to respond in case of any emergency.
- Regular civil defense audits guarantee that all safety and evacuation equipment meet stringent standards.
- Comprehensive firefighting training program is provided to all Heartist. This training equips our employees with the necessary skills and knowledge to handle emergency situations and respond to fire effectively.
- Independent laboratories conduct water and food sampling, with meticulous record keeping of all reports.
- Fire evacuation drills are performed routinely, with immediate action taken to address any identified concerns.





## Mandatory Fire & Safety Trainings



## Sustainable Drive 2018-2023

### DISPOSAL OF PLASTIC CONTAINERS

In an effort to promote both environmental and social sustainability, Sofitel Hotel partnered with a local recycling company. As a result, we made a conscious decision to dispose of all our plastic containers with this recycling company. In return, they generously donated a wheelchair to a charity of our choice.



### Planet 21 – “NO BIN DAY”

Under the Theme of “Love Food, Not Waste”, the hotel arranged a fantastic awareness event for all of its Heartist in it’s Sofilicious Cafeteria during lunch break on the 22th of April 2019. We removed all garbage bins to encourage all Heartist to portion their lunch according to their needs. This initiative was supported further by providing boneless meats and skinless fruits to reduce food waste.





## Sustainable Drive 2018-2023



Planet 21 – Acting Here

**World Water Day - Theme: "Leaving No One Behind"**

Is our negligence to save water closing the tap forever for someone else? Sofitel Bahrain Thalassa Sea & Spa have organized the pledge signing ceremony and invited guest to support Accor's commitment.



Every year, Sofitel Bahrain supports the **Earth Hour** celebration by encouraging our Heartists and guests to participate in this global event. The hotel turns off non-essential lights and appliances for one hour to raise awareness about the importance of conserving energy and reducing our carbon footprint. In addition, Sofitel also implements various eco-friendly practices in our accommodations, such as using energy-efficient lighting and appliances, promoting recycling and reducing water consumption.



## Sustainable Drive 2018-2023

### Inauguration and Cutting of Ribbon for **Building Management System (BMS)**

The launch of BMS or building management system in the hotel has been a game changer in the hospitality industry. This innovative technology has not only helped in providing better comfort and convenience to guests, but it has also proven to be a crucial factor in sustainable energy saving. The BMS allows for real-time monitoring and control of various systems such as lighting, heating, and cooling, ensuring that energy is only used when needed. This has not only reduced the hotel's carbon footprint but has also made it more attractive to environmentally conscious guests.



### Planet 21 Awareness

During the orientation for new joiners at Sofitel Hotel, an important presentation was given to raise awareness about Planet 21. The presentation highlighted the various initiatives and actions taken by the hotel, such as reducing energy and water consumption, promoting local and organic products, and implementing waste management practices. The new joiners were encouraged to become ambassadors of Planet 21 and to actively participate in the hotel's efforts towards sustainability.





## Sustainable Drive 2018-2023

### Charitable Activities

The hotel recognizes the importance of giving back to the community and supporting local organizations, particularly those that cater to orphan or sick children. Through donations of clothes and educational supplies, Sofitel Bahrain is able to make a positive impact in the lives of these children. In addition, the hotel goes beyond just material donations by inviting the kids to special occasions such as Christmas, Ramadan, and National Day celebrations. This not only gives the children a chance to experience joy and happiness, but also shows them that they are valued and cared for by the community.



### Blood Donations

Sofitel Bahrain's involvement in blood donation drives is a testament to its dedication to creating a positive impact on the socio cultural fabric of the country, and it serves as an inspiration for others to follow in their footsteps.





## Sustainable Drive 2018-2023

### HEARTISTS Well-Being

At Sofitel Bahrain, we firmly believe that sustainable actions cannot be implemented and practiced without the dedication and support of our staff members. As such, we prioritize the well-being and development of our employees by promoting various sports activities in our accommodations and providing them with healthy food options. We understand that a healthy and active lifestyle leads to a more proactive and efficient workforce. Additionally, we make sure to recognize and appreciate our staff for their hard work and efforts, as we believe that a motivated and appreciated team is essential for the success of any sustainable initiative.



**Sustainability Committee**

<b>Mehdi Hanayen</b>	<b>General Manager</b>
<b>Emre Kirazci</b>	<b>Director of Operations</b>
<b>Pradeepan Peelieriedathil</b>	<b>Director of Engineering</b>
<b>Kristel Ginne Bagatila</b>	<b>Engineering Administrator</b>
<b>Marifhel Ramirez</b>	<b>Guest Experience Manager</b>
<b>Huda Mirza</b>	<b>Director of Talent &amp; Culture</b>
<b>Heba Barni</b>	<b>Assistant Director of Talent &amp; Culture</b>
<b>Javed Khan</b>	<b>Learning &amp; Development Manager</b>
<b>Marco Terranova</b>	<b>Executive Chef</b>
<b>Pijush Gupta</b>	<b>Hygiene Officer</b>
<b>Javier Camon</b>	<b>Cluster Director of Marketing</b>
<b>Catrina Magbuhos</b>	<b>Thalassa Assistant Manager</b>
<b>Gopalakrishnan Valiaveetil</b>	<b>Purchasing Manager</b>
<b>Syed Fasiullah</b>	<b>Housekeeping Director</b>
<b>Izzat Shabaitah</b>	<b>Director of Rooms</b>
<b>Khaled Elmekari</b>	<b>Director of Food &amp; Beverage</b>

Prepared by

**Pradeepan Peelieriedathil**  
Director of Engineering

**Kristel Ginne Bagatila**  
Engineering Administrator

Signed by

**Mr. Mehdi Hanayen**  
General Manager

