

## **Sustainability at ARTIC**

As a leading international hotel investment company, ARTIC Roadmap to Excellence is built on five main pillars: People First, Delivering Lasting Value, Financial Excellence, Operational Efficiency, and Sustainable Commitment and Community Responsibility. Two of these pillars are directly focused on sustainability, reflecting our deep commitment to environmental and social responsibility.

We are also proud to highlight that 30% of ARTIC's workforce are women, reflecting our dedication to empowerment, diversity, and equal opportunities.

At ARTIC, we work closely with all our hotel operators, who are renowned global brands, to embed sustainable practices throughout our portfolio. Sustainable hospitality involves integrating eco-friendly practices into every aspect of the industry's operations, from reducing waste and conserving energy and water to sourcing local and organic products and supporting communities.

In addition, we have launched the ARTIC Excellence Program in collaboration with Al Rayyan University Qatar. The program aims to bridge the gap between academia and the hospitality industry by offering hands-on training opportunities for students specializing in tourism and hospitality. It supports the development of future Qatari talent while contributing to the long-term growth and sustainability of the country's hospitality sector.

Most of our hotels have achieved Green Key Certification, an internationally recognized eco-label awarded to hotels that demonstrate excellence in sustainable operations and environmental compliance. This includes Marriott Marquis City Centre Doha, JW Marriott Marquis City Centre Doha, Element Hotels Doha, Delta Hotels by Marriott City Center Doha, Aleph Rome Hotel Curio Collection and Marriott Executive Apartments all of which have received the prestigious Green Key Sustainability Certification.

Selected hotels have also achieved LEED certification. Notably, Radisson Blu Aqua Chicago holds a LEED Silver rating and features one of the city's largest green roofs. Sheraton Istanbul City Center has earned multiple sustainability recognitions, including Sustainable Tourism Certification, Green Key Certification, Zero Waste Certification, and Energy Management Certification.

St. Regis Bal Harbour received an award recognizing its support of the Bal Harbour Police Legacy Foundation, reflecting its dedication to community engagement. Modern Central Laundry (MCL) holds ISO 14001:2015, demonstrating its commitment to sustainable operations.

Our pursuit of achieving the highest sustainability standards in the hospitality sector spans a wide range of initiatives, particularly in energy efficiency, resource management, community support, training and development, and sustainable procurement. Some of these include:

### **Energy Efficiency and Water Conservation Measures**

Properties have upgraded to LED lighting throughout guest rooms, public areas, and back-of-house spaces, incorporating motion sensors and automated scheduling to maximize energy efficiency. This includes JW Marriott Marquis City Centre Doha, Delta Hotels by Marriott City Center Doha, DoubleTree by Hilton – Al Sadd, Radisson Blu Chicago, St. Regis Washington DC, W Miami, Crowne Plaza, MCL, Marriott Executive Apartments City Center Doha, Sheraton Istanbul City Center and Aleph Doha Residences. Grand Hyatt Berlin powers its rooftop logo entirely with solar energy.

Al Samriya Autograph Collection has achieved 100% reduction in grid electricity for entrance lighting through the installation of 24 solar streetlights with motion and daylight sensors, 13 energy-efficient LED streetlights along the main driveway, and self-powered solar panel lights for signage areas.

Several properties have implemented water conservation measures to improve efficiency and reduce consumption. JW Marriott Marquis City Centre Doha features low-flow fixtures and uses recycled water for landscaping. Radisson Blu Chicago installed water-saving shower heads, faucet aerators, and energy-efficient PTAC units in all guest rooms. Hilton Alexandria has equipped guestrooms and public areas with complete water-saver units. Aleph Doha Residences, Curio Collection by Hilton and St. Regis Bal Harbour have installed water-saving fixtures, including low-flow toilets in guest rooms. DoubleTree by Hilton – Al Sadd introduced aerators in public areas, with guest room installations underway. Marriott Executive Apartments City Center Doha upgraded its domestic water pumping system to a VFD-operated pump and replaced manual taps with sensor-operated taps. Crowne Plaza installed low-flow aerators in sinks and showerheads, extending these upgrades as part of ongoing renovations.

Marriott Marquis City Centre Doha actively monitors and reduces carbon emissions through the Marriott Environment & Sustainability Hub (MESH), promotes alternative transportation such as bikes and public transit, while Grand Hyatt Berlin reduces transport-related emissions by consolidating deliveries with other Berlin hotels. St. Regis Washington DC and W Miami report their carbon footprint using the MESH Carbon Footprint & RFP Reporting tool.

City Centre Rotana Doha has reduced total energy consumption and achieved a 13.5% waste diversion rate. MCL utilizes reverse osmosis (RO) systems that recycle 70–75% of water.

Crowne Plaza optimizes HVAC schedules and setpoints based on occupancy levels and outdoor temperature. Delta Hotels by Marriott City Center Doha has installed dampers to prevent hot air from entering the building, optimizing fresh air intake, and implemented VFD controls for pumps to improve energy efficiency, operational control, and sustainability, resulting in lower energy consumption and cost savings.

Four Seasons Hotel Cairo at The First Residence installed BTU meters for the central chiller plant to optimize energy use. Hilton Hurghada Plaza implemented motion-sensor lighting in back-of-house areas and prioritizes energy-saving measures in kitchen and housekeeping operations, implementing strict strategies to control and optimize overall energy consumption. Marriott Marquis City Centre Doha further enhances energy efficiency by employing a key card system that automatically switches rooms to energy-saving mode when unoccupied.

## **Waste Reduction and Recycling Programs – Resource Management**

Marriott Marquis City Center implements recycling programs for guests and staff, minimizing single-use plastics. The hotel uses Winnow, a commercial food waste solution, to measure and reduce food waste. City Centre Rotana Doha outlet food waste has been reduced by 23%. They also replaced plastic straws with eco-friendly alternatives and introduced reusable fabric bags for laundry.

Grand Hyatt Berlin food waste is tracked using “Ecotrack” at breakfast with plans to expand to the banquet kitchen in 2025. Unsold food is redistributed via Too Good To Go, with proceeds donated to local charities. Also, it has saved over 35,500 single-use plastic bottles through staff water dispensers, introduced biodegradable coffee capsules in guest rooms, and maintains consistent waste separation and monitoring throughout the property.

Marriott Executive Apartments City Center Doha has replaced single-use bathroom amenities with residential-style products, and St. Regis Bal Harbour has introduced refillable, reusable dispensers in place of single-use toiletries.

Element City Center Doha and Element West Bay Doha implement in-house water bottling, food waste reduction, and comprehensive recycling services, including waste oil recycling. DoubleTree by Hilton – Al Sadd uses approximately 94% biodegradable housekeeping chemicals (certifications pending), has replaced plastic pens with paper alternatives, and is exploring photovoltaic (PV) cells to reduce reliance on conventional electricity sources.

City Centre Rotana Doha has replaced paper collaterals in guest rooms with QR codes, reducing paper use. Radisson Blu Chicago and Grand Hyatt Berlin offer guests emailed receipts through its Property Management System instead of printed copies. Both initiatives align with Hotel Sustainability Basics (HSB) by minimizing paper consumption and promoting digital alternatives.

St. Regis Bal Harbour, St. Regis Washington DC and W Miami provide recycling bins in all guest rooms with waste disposal managed through local municipal systems that comply with landfill and recycling mandates. Sheraton Istanbul City Center places recycling bins throughout common areas, provides informational materials in guest rooms and public spaces, and guides guests in proper waste separation using multiple sorting units.

Grand Hyatt Berlin uses wooden room keys and hygiene products made from recycled materials. Hilton Hurghada Plaza repurposes discarded wood to reduce waste, while Hilton Alexandria has implemented a digital key system to decrease the use of plastic electronic cards. These initiatives also support repairs and maintenance (R&M) cost optimization without compromising operational efficiency.

## **Community Engagement & Social Responsibility Projects**

Various hotels, such as JW Marriott Marquis, Le Meridien City Center Marriott Marquis, Delta, Swiss-Belinn Doha and Element Hotels, participate in community events like Ride for Education, clothes donation, blood donation, Iftar Ramadan meals distribution, and disaster relief efforts.

Aleph Doha Residences, Curio Collection by Hilton partners with Tesla during Ramadan to raise awareness of sustainable practices and runs “No Bin Day” campaigns twice weekly in the team cafeteria to reduce food waste.

JW Marriott Marquis City Centre Doha participates in a coastal cleanup campaign, collecting waste along the shoreline to help protect marine life and restore the natural beauty of the coastline.

Four Seasons First Residence employees volunteer in the local community and support charitable initiatives, including breast cancer awareness through the Baheya Foundation and donations to Children’s Cancer Hospital Egypt and has a recycling program and organic waste diversion in place.

Modern Central Laundry includes the “Plant a Tree with Me” campaign, waste-reducing sanitization practices, cut plastic packaging for bed linens, towels, and F&B items, and implemented an in-house hanger recycling program (soon extending to customers). The CBW Sorting Bin–Bag System streamlines sorting, reducing manpower, utility use, water consumption, and processing time.

Grand Hyatt Berlin sources towels from workshops supporting people with disabilities, offers internships leading to permanent employment, and promotes women in leadership through the Women@Hyatt program. They support wellness via Wellhub and Headspace, contribute to local charities with donations and hotel vouchers, and engage students with complimentary stays and internships to foster hospitality careers.

Sheraton Istanbul City Center engages in community and social responsibility initiatives, including hosting open career days and providing 60 students with internships across eight Marriott hotels in Istanbul to support

their career development. During Tourism Week, Marriott hotels celebrate Turkey's cultural richness through student presentations and live exhibitions.

ARTIC provide support for associates working across its hotel portfolio affected by natural disasters such as the earthquake in Turkey, where its hotels operate.

Delta City Center Hotel and Element have initiated recognition programs to motivate and encourage employees, such as the GM Award, Top-Notch Award, Guest Maestro Award, Honesty Award, and Learning Excellence Award.

## **Training and Development**

We implement training and awareness programs to engage staff in sustainable practices across our operations focusing on sustainable practices to enhance their engagement in sustainability initiatives. Grand Hyatt Berlin further supports employee involvement through paid "Social Days" for volunteering and offers comprehensive benefits, including retirement planning, supplementary health insurance, subsidies, perks, and regular performance feedback.

## **Sustainable Procurement**

Radisson Blu Chicago, St. Regis Washington DC, and W Miami source products from environmentally friendly, Fair Trade-compliant suppliers. Additionally, Crowne Plaza reviews vendor contracts to phase out plastic packaging wherever possible, supporting sustainable procurement practices across operations.

Grand Hyatt Berlin requires all suppliers to sign a code of conduct that covers ecological, social, and ethical standards.

Sheraton Istanbul City Center sources products and services from vendors approved for their local presence and sustainability initiatives. Key sectors include Food & Beverage, Cleaning & Hygiene Products, Energy & Utilities, Packaging & Paper Products, Agriculture & Livestock, Textiles & Apparel, Machinery, Technical Services & Automation, Software & Technology, Landscape & Architecture, and Waste Management & Recycling.