Annexture
Leisure & Entertainment Attractions

SUSTAINABILITY GUIDELINES
Practical Guide to Implementing Sustainable Practices
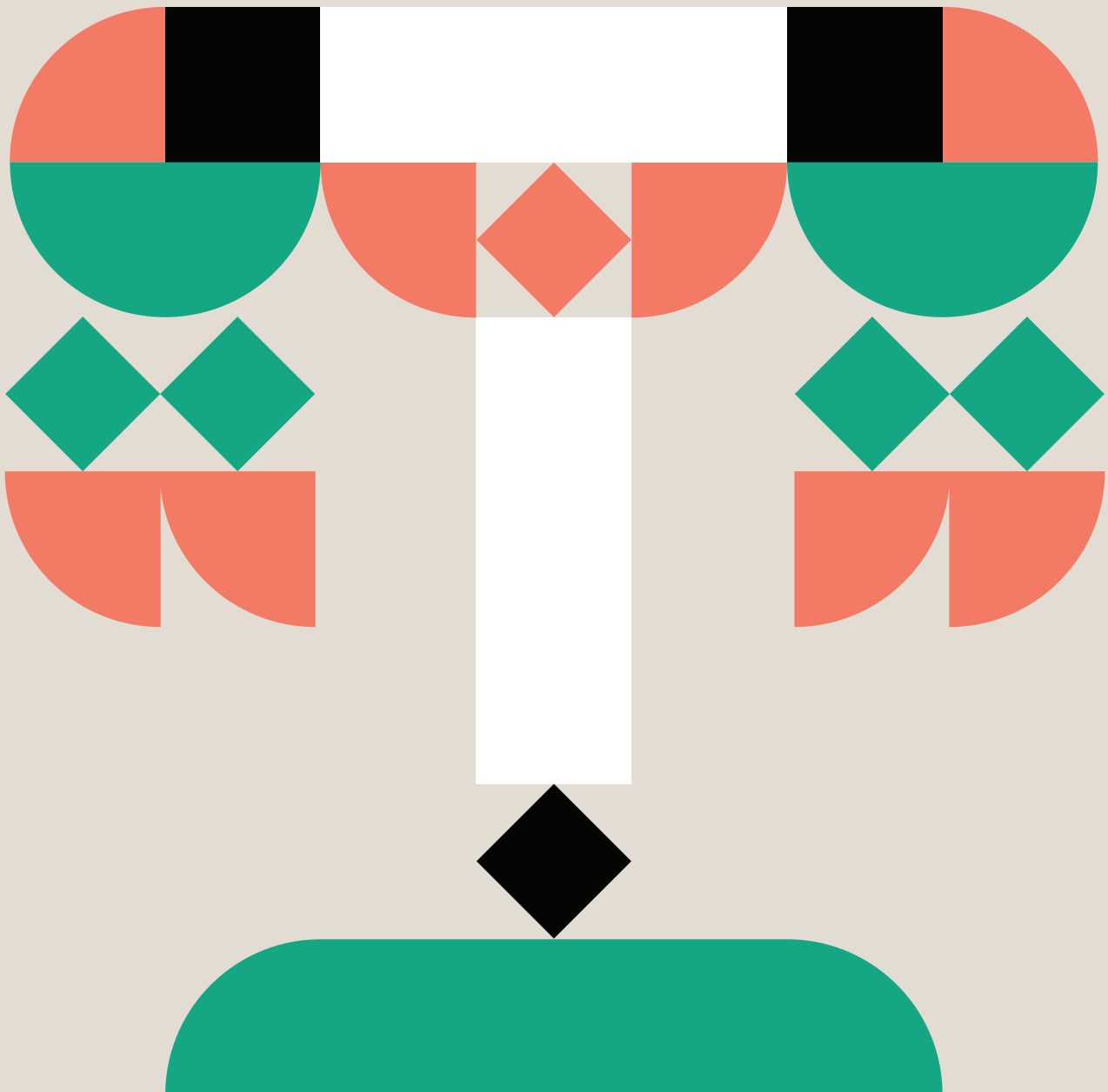
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ANNEX-A

Cost Benefit Analysis for Initiatives

The recommended sustainability initiatives are categorised as either "Priority 1" or "Priority 2". It must be emphasised that the sustainability guidelines are not mandated and aim to present a framework on how the industries can progress on their sustainability journey.

✔ **Priority 1**   All Entertainment Attractions identified in orange should aim to target and implement the identified initiatives.

✔ **Priority 2**   Where the Entertainment Attraction has been identified in green, the stakeholder is encouraged to investigate the feasibility of implementing the initiative to surpass expectations.

The cost and effort of each initiative were estimated as low, medium, or high. Then each initiative was assessed to determine if the initiative is applicable to each category of Entertainment Attraction. A priority matrix was developed based on the cumulative score from the estimation, and the classification of the Entertainment Attraction and each initiative was mapped on priority accordingly.

Priority mapping for initiatives:

Low and high priorities have been defined based on the time and cost associated with the initiatives, as depicted below.

Entertainment Attractions

Time	Cost	Water Parks	Theme Parks	Zoos and Aquariums
LOW	LOW	✔	✔	✔
LOW	MEDIUM	✔	✔	✔
MEDIUM	LOW	✔	✔	✔
LOW	HIGH	✔	✔	✔
HIGH	LOW	✔	✔	✔
MEDIUM	MEDIUM	✔	✔	✔
MEDIUM	HIGH	✔	✔	✔
HIGH	MEDIUM	✔	✔	✔
HIGH	HIGH	✔	✔	✔

Cost and Effort Analysis mapping range:

Cost bucket	Cost in AED
Low	<1,000
Medium	>1,000 and <10,000
High	>10,000

Effort bucket	Man-days required per year
Low	<8
Medium	>8 and <24
High	>24

Cost-benefit analysis of each initiative based on the above assumptions is calculated below.

A. Energy and Environment

A.1 Energy Management

Sustainability Initiatives	EFFORT			COST			
	Time (Weeks)	Assumptions	Description	CapEx (AED)	OpEx (AED/yr.)	Assumptions	Description
1. Install efficient lighting solutions.							
1.1. Wherever applicable, install LED lights depending on the desired brightness (a 9W LED is equivalent to a 45 W incandescent bulb output).	25	Procurement and installation.	High	1,250,000	Not applicable	Average cost of appliance and size of the attraction.	High
1.2. Install motion sensors and timers for lighting. For instance, in regularly occupied spaces (e.g., office area and reception), install motion and daylight sensors to automatically adjust lighting levels to reflect the daylight levels and use of the space (e.g., if no one is utilising the space, the lights will switch off).	25	The time is based on the average number of engineers in a given venue, as well as assumptions made on the procurement process of the system.	High	875,000	Not applicable	Smart System for Daylight Harvesting.	High
2. Conduct energy efficiency awareness campaign.							
2.1. Conduct an annual training for staff on energy efficiency (e.g., running washers and dryers only when full, etc.).	20	Time is based on the length of the course.	Medium	50,000	Not applicable	Training price with consultant/ trainer.	High
2.2. Create training materials such as guidebook and leaflets, which can focus on such topics as how much energy can be saved by using energy efficient lighting.	1	Based on design time, communication necessities with the designer and printing time.	Low	1,600	Not applicable	Based on industry average design prices for leaflets and assuming it is digitally distributed.	Medium
2.3. Place energy usage signage throughout the attraction (e.g., turn off lights, switch off chargers after usage, etc.).	3	Time of designing, procuring signage, printing it and installing it.	Low	8,100	Not applicable	Based on standard prices of these kinds of services and products.	Medium
2.4. Utilise digital tools such as eTEACHER to increase efficiency in energy management and highlight energy consumption reduction areas.	4	One month per year.	Low	Not applicable	4,000	Based on one month per year.	High

Sustainability Initiatives	EFFORT			COST			
	Time (Weeks)	Assumptions	Description	CapEx (AED)	OpEx (AED/yr.)	Assumptions	Description
3. Enhance cooling efficiency.							
3.1. Install efficient chillers.	80	Procurement, design, access and installation	High	146,000	Not applicable	Average cost of appliance and size and type of entertainment venue.	High
3.2. Install temperature controls for central cooling and ventilation.	36	Procurement, connection preparations and installations, system installation.	High	0	0	Market research and estimations regarding installation volume.	Low
3.3. Check thermostat temperature regularly to ensure it is maintained at 18-23 degrees. It is recommended that in guest-only areas, the temperature is set within this range.	0	Virtually no time needed.	Low	0	Not applicable	24°C is the appropriate temperature to limit excessive energy consumption.	Low
3.4. Inspect ductwork and windows for leakage bi-annually.	0	Procurement process and inspection time	Low	0	Not applicable	Conducted by engineering staff or AMC provider.	Low
3.5. Install digital management solution that monitors energy consumption.	28	Procurement and installation time.	High	10,000,000	Not applicable	Industry average of cost per sqm, as well as attraction size.	High
4. Purchase efficient appliances and equipment, such as ESMA 5- and 4-star appliances.							
4.1. AC split units.	52	Procurement, installation (in all rooms).	High	550,000	Not applicable	Market research made on concerned appliances, as well as the attraction's average size.	Hiwgh
4.2. Television.	8	Procurement and installation.	Medium	8,000	Not applicable	Market research made on concerned appliances, as well as the attraction's average size.	Medium

Sustainability Initiatives	EFFORT			COST			
	Time (Weeks)	Assumptions	Description	CapEx (AED)	OpEx (AED/yr.)	Assumptions	Description
5. Purchase more efficient appliances in the market, based on their catalogue rating and establishment design specifications.							
5.1. Large AC systems.	24	Procurement, installation, and labour.	High	120,000	Not applicable	Large-scale cooling system for main areas of attraction (4 machines).	High
5.2. Vacuum cleaners.	2	Procurement process.	Low	26,800	Not applicable	On average, one vacuum per floor needed.	High
5.3. Projectors.	3	Procurement process.	Low	85,000	Not applicable	Market research made on concerned appliances, as well as the attraction's average size..	High
5.4. Water cooler.	3	Procurement process.	Low	75,000	Not applicable	Market research made on concerned appliances, as well as the attraction's average size.	High
5.5. Computers.	8	Procurement, installation.	Medium	8,000	Not applicable	Market research made on concerned appliances, as well as the attraction's average size.	Medium
5.6. Sound systems.	3	Procurement process.	Low	70,000	Not applicable	Market research made on concerned appliances, as well as the attraction's average size.	High
5.7. Use variable frequency drive (VFC) pumps in water parks to control energy consumption.	25	Procurement process.	High	50,000	Not applicable	Average cost of appliance and size of the attraction.	High

Sustainability Initiatives	EFFORT			COST			
	Time (Weeks)	Assumptions	Description	CapEx (AED)	OpEx (AED/yr.)	Assumptions	Description
6. Invest in renewable energy solutions.							
6.1. Install solar water heaters.	70	Procurement and installation, as installation is rather long (re-wiring and plumbing works).	High	970,000	Not applicable	Assuming hotel only wants to cover 10% of water supply.	High
6.2. Install solar PV wherever possible, like rooftops and garden areas.	48	Procurement is long (for pertinent cost comparison) and installation is long (because of the size required and electrical installations as well as civil).	High	3,800,000	Not applicable	Assuming 20% if energy consumption wants to be covered, and assuming the hotel is going for an upfront cost (however, UAE suppliers provide many BOT options).	High
6.3. Purchase renewable energy certificates from EWEC.	2	Auction process.	Low	Auction-based	Not applicable	IREC provides clean energy certificates and EWEC auctions these in the UAE.	High

A.2. Water Management System

Sustainability Initiatives	EFFORT			COST			
	Time (Weeks)	Assumptions	Description	CapEx (AED)	OpEx (AED/yr.)	Assumptions	Description
1. Ensure frequent water fitting maintenance and inspections.							
1.1. Inspect pipes, faucet, drainage and other water fittings to ensure there is no water leakage.	0	Within inspection contract.	Low	0	Not applicable	Part of maintenance package.	Low
2. Conduct water efficiency awareness campaign.							
2.1. Train staff on water efficiency and management annually.	20	Time is based on the length of the course.	Medium	8,000	Not applicable	Training price with consultant/ trainer.	Medium
2.2. Create training materials such as guidebook and leaflets, which can focus topics such as water management and conservation.	1	Based on design time, communication necessities with the designer.	Low	1,600	Not applicable	Based on industry average design prices for leaflets and assuming it is digitally distributed.	Medium

Sustainability Initiatives	EFFORT			COST			
	Time (Weeks)	Assumptions	Description	CapEx (AED)	OpEx (AED/yr.)	Assumptions	Description
2.3. Place water usage signage throughout the establishment (staff and guest toilets) e.g., turn off the tap after use, do not run a half-filled dishwasher or washing machine, etc.	3	Time of designing, procuring signage, printing and installation	Low	8,100	Not applicable	Based on standard prices for these kinds of services and products.	Medium
2.4. Use digital tools (such as Estidama Water Consumption Calculator).	0	Immediate.	Low	0	Not applicable	Virtually free.	Low
3. Install efficient and smart water fittings.							
3.1. Install hand basin faucets with a flow rate of 1.5-2 l/min or less.	52	Procurement process and installation time needed (plumbing included).	High	110,000	Not applicable	Cost of system, number of systems per area and total number needed for venue.	High
3.2. Install toilet with flush flow rate at 2-4 l/min and bidet flush flow rate at 9.5 l/min or less.	52	Procurement process and installation time needed (plumbing included).	High	280,000	Not applicable	Cost of system, number of systems per area and total number needed for venue.	High
3.3. Install shower heads with a flow rate of a maximum of 9.5 l/min.	52	Procurement process and installation time needed (plumbing included).	High	26,000	Not applicable.	Cost of system, number of systems per area and total number needed for attraction.	High
4. Smart water consumption and conservation at water parks.							
4.1. Design strategic shade integration to reduce water evaporation.	36	Design and study time.	High	200,000	Not applicable	Shade and water consultants.	High
4.2. Use deck materials that help mitigate heat absorption and associated evaporation.	36	Procurement and installation.	High	3,000,000	Not applicable	Average price of decking and railing given 5% of waterpark will be decked.	High
4.3. Install a filtration system to save water from backwashing and replacement in the pool.	25	Procurement process.	High	50,000	Not applicable	Average cost of appliance and size of the attraction.	High
5. Provide sustainable water solutions.							
5.1. Install water stations and filters for visitors to refill their bottle.	8	Procurement and installation.	Medium	30,000	Not applicable	Cost of system, number of systems per attraction.	High
6. Introduce smart and efficient irrigation system for lawns and gardens (if applicable).							
6.1. Install drip irrigation system controlled by time sensors, and with leak detection. This can be enhanced further by installing a smart system that reacts to real-time weather detection, has an automatic irrigation schedule etc.	8	Procurement and installation.	Medium	15,000	Not applicable	Cost of systems, drip irrigation and smart controlling system.	High
6.2. Install a subsurface irrigation system.	8	Procurement and installation.	Medium	8,000	Not applicable	Cost of system.	Medium
6.3. Utilise recycled water for irrigation.	4	Communications.	Low	0	Not applicable	Changing supply.	Low
6.4. Practice xeriscaping: use soil additives and native/adaptive trees, plants, shrubs, and artificial surfaces to conserve water.	12	Procurement and installation.	Medium	0	Not applicable	New landscaping design requires investment, but requesting xeriscaping initiatives from the contractor should not cost extra.	Low

A.3. Waste Management System

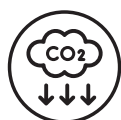| Sustainability Initiatives	EFFORT			COST			
	Time (Weeks)	Assumptions	Description	CapEx (AED)	OpEx (AED/yr.)	Assumptions	Description
1. Design a waste management strategy and establish a waste disposal hierarchy.							
1.1. Encourage reduce, reuse, and recycle practices (targeting paper, plastic, and water).	8	Consultancy period for the deliverable.	Medium	50,000	Not applicable	Waste management consultant fee.	High
2. Conduct waste management awareness campaign.							
2.1. Train staff annually on waste management and segregation, and the advantages of recycling and reuse.	20	Time is based on the length of the course.	Medium	3,900	Not applicable	Training price with consultant/ trainer.	Medium
2.2. Create training materials such as guidebook and leaflets, which can focus on the importance of waste segregation, creative ideas for reusing waste, etc.	1	Based on design time, communication necessities with the designer.	Low	1,600	Not applicable	Based on industry average design prices for leaflets and assuming it is digitally distributed.	Medium
2.3. Put waste segregation signage on bins for recyclable materials (glass, paper/cardboards, cans, plastic, organic etc.)	3	Time of designing, procuring signage, printing it and installing it.	Low	6,800	Not applicable	Based on standard prices of these kinds of services and products.	Medium
3. Eco-friendly alternatives to single-use plastic.							
3.1. Use non-plastic products such as fabrics and paper to replace plastic decoration (e.g., balloons).	0	Immediate.	Low	0	Not applicable.	Replace with eco-friendly alternatives.	Low
4. Reduce and gradually eliminate the use of single use plastic.							
4.1. Reduce use of plastic cups and other items; replace with recyclable or biodegradable ones.	0	Immediate.	Low	0	Not applicable	Free.	Low
4.2. Use refillable soap and sanitiser dispensers.	4	Procurement and installation.	Low	8,000	Not applicable	Appliance price and venue size	Medium
5. Engage in creative recycling initiatives.							
5.1. When designing common areas, consider using upcycled waste from the establishment, for example transforming waste into a décor item or furniture.	0	Immediate.	Low	0	Not applicable	Free.	Low
5.2. Use upcycled waste to design interiors of common areas (e.g., transforming waste into décor item or furniture).	0	Immediate	Low	0	Not applicable	Free	Low
5.3. Co-ordinate with Tadweer on waste recycling and composting initiatives.	11	Communicating and finalising the deal.	Medium	0	Not applicable	Tadweer buys waste from the client and includes cost of transport in the difference of purchase price.	Low

A.4. Green and Sustainable Transportation

Sustainability Initiatives	EFFORT			COST			
	Time (Weeks)	Assumptions	Description	CapEx (AED)	OpEx (AED/yr.)	Assumptions	Description
1. Promote use of alternative transport.							
1.1. Promote the use of public transport and provide guests with a map of public transport and directions on how to use them to get to the attraction.	0	Immediate.	Low	0	Not applicable	Free.	Low
1.2. Utilise electric buggies like golf carts, bicycles, and electric scooters within the attraction's premises.	2	Procurement and installation.	Low	25,000	Not applicable	Price of appliance and attraction size.	High
2. Promote employee carpooling and use of public transport.							
2.1. Promote employee carpooling and use of public transport.	0	Regular quick reminders.	Low	0	Not applicable	Free.	Low
3. Install EV chargers at the attraction's parking area.							
3.1. Install EV chargers in parking areas.	10	Procurement for all stations together, but installation is gradual.	Medium	75,000	Not applicable	Price of appliance and attraction size.	High

A.5. Environmental Protection

Sustainability Initiatives	EFFORT			COST			
	Time (Weeks)	Assumptions	Description	CapEx (AED)	OpEx (AED/yr.)	Assumptions	Description
1. Ensure protection of local flora and fauna.							
1.1. Ensure that no pollution or spillage in the local environment is caused during the retrofit activities of the venue, especially at zoos.	10	Deliverable duration.	Medium	80,000	Not applicable	Environmental consultant.	High
1.2. Ensure that open areas are clean and no plastic or other waste is left behind, to protect the environment and animals.	1	Regular cleaning.	Low	0	Not applicable	Free (already part of cleaning).	Low
2. Environmental protection awareness campaign.							
2.1. Train staff on environmental protection (e.g., how to reduce environmental pollution, protecting animals from potential harm from pollution, etc.).	12	Time needed for course.	Medium	3,900	Not applicable	Cost.	Medium
2.2. Provide information and training materials (e.g., guidebook and leaflets on flora and fauna protection, planting native trees of UAE, etc.).	12	Time needed for course.	Medium	3,900	Not applicable	Cost.	Medium
2.3. Distribute leaflets and place signages about littering and tampering, endangered species and plants protection notice, etc.	12	Time needed for course.	Medium	3,900	Not applicable	Cost.	Medium

| Sustainability Initiatives | EFFORT | | | COST | | | |
	Time (Weeks)	Assumptions	Description	CapEx (AED)	OpEx (AED/yr.)	Assumptions	Description
3. Plant native trees and plants in the surrounding area to promote biodiversity.							
3.1. Plant native trees and plants (such as Ghaf Tree and White Saxaul) in the surrounding area to promote biodiversity.	20	Planting one tree every two weeks.	Medium	11,000	Not applicable	Planting one tree for each 10 sqm of 100 sqm landscape area.	High
4. Develop a climate resilience action plan, which outlines measures on how to adapt to climate change issues.							
4.1. Can be conducted through a third party, or alternatively, LEED has an established Climate Change Action Plan Template.	24	Deliverable duration.	High	200,000	Not applicable	Sustainability consultant.	High

A.6 Carbon Management

| Sustainability Initiatives | EFFORT | | | COST | | | |
	Time (Weeks)	Assumptions	Description	CapEx (AED)	OpEx (AED/yr.)	Assumptions	Description
1. Calculate footprint through monitoring operations and outlining the emissions related to each operation.							
1.1. This can be done through digital tools (such as OneClick LCA, IES).	8	Deliverable timeline.	Medium	50,000	Not applicable	Carbon/Energy consultant.	High
2. Identify carbon hotspots in the operations.							
2.1. Emissions related to visitor arrivals, departures and pick-ups or sourcing of materials for day-to-day operations.	8	Deliverable timeline.	Medium	20,000	Not applicable	Carbon/Energy consultant.	High
3. Develop a pathway to Net-Zero.							
3.1. Identify carbon reduction measures.	8	Deliverable timeline.	Medium	200,000	Not applicable	Carbon/Energy consultant.	High
3.2. Set carbon reduction targets.	8	Deliverable timeline.	Medium				Low
3.3. Offset residual emissions.	8	Deliverable timeline.	Medium				Low

B. Sustainable and Local Procurement

B.1 Sourcing of Local, Sustainable Goods

Sustainability Initiatives	EFFORT			COST			
	Time (Weeks)	Assumptions	Description	CapEx (AED)	OpEx (AED/yr.)	Assumptions	Description
1. Design a sustainable procurement plan and policy to support sustainable purchases.							
1.1. Create a requirements checklist for identifying sustainable suppliers (within the sustainable procurement strategy) and collaborate and partner with contractors that meet the sustainability criteria for radical maintenance work or infrastructural changes.	8	Deliverable timeline.	Medium	80,000	Not applicable	Strategy consultant.	High
2. Wherever possible, purchase products with less disposable packaging and opt to purchase products that are packaged more sustainably (reusable/recyclable cardboard packaging or recycled packaging).							
2.1. Avoid buying products with heavy outer plastic packaging.	2	Procurement and delivery.	Low	Not applicable	0	Free, just changing suppliers.	Medium
3. Purchase eco-friendly products that do not contain a high amount of hazardous chemicals.							
3.1. Partner with vendor to provide eco-friendly cleaning products (e.g., soap, floor cleaners, etc.) that do not contaminate water when it flows into sewage.	3	Procurement and delivery.	Low	0	80,000	Appliance price and venue size.	High
4. Source environmentally friendly options.							
4.1. Partner with local suppliers to provide local merchandise for gift shops and/or provide traditional food for F&B outlets (wherever possible).	1	Procurement.	Low	Not applicable	0	Free, just changing suppliers.	High
4.2. Where possible, purchase compostable or recyclable products, such as napkins, food containers and other packaging.	1	Procurement.	Low	Not applicable	0	Free, just changing suppliers.	Low

C. Social and Culture

C.1 Promoting Local Heritage, Culture, and Art

Sustainability Initiatives	EFFORT			COST			
	Time (Weeks)	Assumptions	Description	CapEx (AED)	OpEx (AED/yr.)	Assumptions	Description
1. Celebrate and support national events at the property.							
1.1. Plan celebrations of UAE National Day, Ramadan, Eid, etc. Host events to celebrate the holidays or advertise special offer for the occasion.	8	Planning and coordinating event.	Medium	50,000	Not applicable	Event planning.	High
2. Play local music, serve local food and drinks, and put up local Abu Dhabi decorations and arts promoting local artists and artisans.							
2.1. Put up local decorations and crafts and play local music throughout and serve complimentary local snacks to visitors.	0	Immediate.	Low	0	Not applicable	Free, only when communications are necessary.	Low
3. Promote heritage sites as tourist destinations.							
3.1. Provide leaflets and maps with information about the cultural and heritage sites in Abu Dhabi.	6	Printing time.	Low	Not applicable	1,000,000	Leaflet printing, given the number of visitors.	High

C.2 Promoting Sustainability with Visitors and Local Community

Sustainability Initiatives	EFFORT			COST			
	Time (Weeks)	Assumptions	Description	CapEx (AED)	OpEx (AED/yr.)	Assumptions	Description
1. Partner with non-profit associations to organise fundraising events for local causes and charities							
1.1. Obtain the required license from a competent authority like the Ministry of Community and Development to organise a fund-raising event.	8	Service period for license.	Medium	0	Not applicable	Licensing is free.	Low
2. Organise public events that raise awareness about sustainable solutions in the sector.							
2.1. Provide a space in the main entrance areas, throughout the sites and on the website to showcase what sustainability initiatives have been implemented.	8	Planning and coordinating event.	Medium	50,000	Not applicable	Event planning.	High
2.2. Encourage visitors to participate in the sustainability initiatives by hosting competitions, offering prizes, etc.	8	Planning and coordinating event.	Medium	0	Not applicable	Event planning.	Low

| Sustainability Initiatives | EFFORT | | | COST | | | |
	Time (Weeks)	Assumptions	Description	CapEx (AED)	OpEx (AED/yr.)	Assumptions	Description
3. Raise awareness of visitors on their role in mitigating climate change and contributing to social development through simple practices.							
3.1. Share a vision of a sustainable attraction and what they need to do to be a part of the sustainable change. Raise awareness through reusable leaflets and signage, promotional TV channels and other platforms.	3	Time of designing, procuring signage, printing it and installing it.	Low	6,800	Not applicable	Based on standard prices for these kinds of services and products.	Medium
4. Collaborate with local performers and artists for different occasions.							
4.1. Collaborate with artists and artisans to showcase their crafts or a local musician to play music for the visitors.	2	Communications and coordination.	Low	0	Not applicable	Free.	Low
5. Align with local initiatives and NPOs to design programmes to engage guests, residents and citizens on sustainability.							
5.1. Align with UAE Ministry of Climate Change and Environment to design programmes on climate change.	8	Deliverable timeline.	Medium	80,000	Not applicable	Sustainability consultant.	High
5.2. Align with guidelines and seek support from Emirates Environmental Group for engaging guests on sustainability initiatives.	8	Deliverable timeline.	Medium	80,000	Not applicable	Sustainability consultant.	High
6. Conduct visitor surveys.							
6.1. Conduct visitor surveys to understand their satisfaction and expectations about sustainability initiatives, and find out if they would revisit and recommend the venue to others.	0	Immediate.	Low	0	Not applicable	Free.	Low
7. Ensure integration of international programmes and certifications to attract tourists that prefer sustainable attraction options.							
7.1. Ensure integration of international programmes like ISO 140001 Environmental Management System, Green Key, Green Globe, Earth Check and ISO 50001 Energy Management System.	8	Deliverable timeline.	Medium	80,000	Not applicable	Environmental consultant.	High
8. Co-develop and co-design products inspired by local crafts in collaboration with local artisans and artists.							
8.1. Hire local artists and craftsmen to decorate and make furniture for the venue.	16	Design and execution.	Medium	200,000	Not applicable	Material cost and design cost.	High
8.2. Promote and sell local souvenirs by partnering with local artists and artisans.	8	Design and execution.	Medium	0	Not applicable	Coordination efforts.	Low

C.3 Engaging in Educational Programmes

Sustainability Initiatives	EFFORT			COST			
	Time (Weeks)	Assumptions	Description	CapEx (AED)	OpEx (AED/yr.)	Assumptions	Description
1. Educate local students about heritage and the local community as an extracurricular activity, in partnership with educational institutions.							
1.1. Partner with educational institutions to teach about the role of tourism in enhancing UAE's history and heritage.	6	The procurement process of custom- made books as well as one day/month equivalent of classes overall as an initiative for one year.	Low	45,000	Not applicable	Design fees for custom books, ordering books, wholesale discount estimation, and frequency of classes, as well as teacher fees.	High
2. Invite students to the premises for tours and education on flora and fauna.							
2.1. Organise annual tree planting drives, talks on Abu Dhabi's culture and history, etc.	4	Planning and coordinating activity.	Low	50,000	Not applicable	Activity planning.	High
3. Organise workshops/classes for the community.							
3.1. Organise monthly workshops on sericulture, gardening etc., at the zoo.	4	Planning and coordinating event.	Low	50,000	Not applicable	Acitivity planning.	High
4. Invite educational institutions to awareness and sustainability events.							
4.1. Organise activities for students such as tree plantation, gardening within the premises, etc.	4	Planning and coordinating activity.	Low	10,000	Not applicable	Gardener for hire.	High
4.2..Bring together educational institutions to the attraction to host sustainability awareness events with waste-free and sustainable activities.	4	Planning and coordinating activity.	Low	0	Not applicable	Activity planning.	High

C.4 Improving Accessibility

Sustainability Initiatives	EFFORT			COST			
	Time (Weeks)	Assumptions	Description	CapEx (AED)	OpEx (AED/yr.)	Assumptions	Description
1. Ensure provision of lactation room for women and baby changing stations with male access.							
1.1 Ensure provision of lactation room for women and baby changing stations with male access.	0	Immediate.	Low	20,000	Not applicable	Reserving a room for this purpose, as well as refurbishing.	High
2. Organise staff training on accessibility provisions for visitors bi-annually.							
2.1 Train staff on how to support and provide assistance to People of Determination.	4	Duration of training.	Low	30,000	Not applicable	Social consultant.	High
2.2. Provide behavioural and etiquette training, e.g., how to speak without using labels to a Person with Determination.	4	Duration of training.	Low	15,000	Not applicable	Social consultant.	High
3. Improve provisions for People of Determination.							
3.1. Provide ramps for easier access to entrances or wherever required at any elevated spot.	1	Procurement and installation.	Low	2,500	Not applicable	5 ramps for attraction area.	Medium
3.2. Ensure information in raised text/ numbers and braille on elevators, signages, etc.	3	Time of designing, procuring signage, printing it and installing it.	Low	3,000	Not applicable	Signage is limited to elevators.	Medium
3.3. Place a People of Determination priority sign and ensure that one of the elevators provides priority or is designed for People with Determination, with wider entrance and low door closing speed.	1	Recruitment.	Low	Not applicable	10,000	Hiring security or attendant.	High
3.4 Ensure accessible parking spaces are marked with People of determination priority sign and should be closest to the main entrance.	1	Paint job.	Low	2,000	Not applicable	Repainting parking spots.	Medium
3.5 Ensure visible and accessible signage and directions.	2	Changing signage.	Low	0	Not applicable	Replacing signage in accessible areas.	Low
3.6. In accessible bathrooms, a fixed horizontal and vertical grab rail at the side of the toilet to assist in standing/sitting and a pull-cord alarm should be installed.	0	Standard.	Low	0	Not applicable	Standard built.	Low
3.7. Ensure there are enough pick-up and drop-off vehicles with wide entrances and low-rise accessible seats.	1	Procurement.	Low	3,500	Not applicable	5 accessible seats.	Medium
4. Provide clear maps that include key destinations, accessibility infrastructure, continuous accessible paths of travel, and accessible bathroom locations.							
4.1. This can be an in-app capability; have an accessibility key on the site maps throughout the attraction and provide additional signage/ wayfaring for accessible facilities/routes.	6	Time to install or create app.	Low	0	Not applicable	Hiring app developer.	Medium.
4.2. Ensure outdoor and indoor paths have no breaks or gaps and are barrier-free.	0	Immediate	Low	0	Not applicable	Making sure path is clear.	Low

D. People

D.1 Staff Empowerment

Sustainability Initiatives	EFFORT			COST			
	Time (Weeks)	Assumptions	Description	CapEx (AED)	OpEx (AED/yr.)	Assumptions	Description
1. Conduct annual trainings for employees for their personal and professional development.							
1.1. Online and/or local courses, management courses, time management courses.	12	Total time needed to develop training and rotate everyone.	Medium	30,000	Not applicable	Management consulting fee (small firm).	High
2. Provide career path and milestones for employee professional development and promotion.							
2.1. Set in place a structured review and development programme, including bi-annual performance reviews where development goals and objectives are set and performance reviewed against KPIs	10	Total time needed for this kind of deliverable.	Medium	10,000	Not applicable	Management consulting fee (small firm).	High
3. Conduct a human rights awareness training for employees.							
3.1. Schedule human rights training on an annual or bi-annual basis and record the number of hours.	10	Total time needed for this kind of deliverable.	Medium	10,000	Not applicable	Management consulting fee (small firm).	High
4. Develop a policy for anti-harassment and discrimination and conduct trainings to promote a healthy working environment to increase efficiency, employee well-being, and work quality.							
4.1. Schedule anti-harassment and anti-discrimination training on an annual or bi-annual basis and record the number of hours.	10	Total time needed for this kind of deliverable.	Medium	10,000	Not applicable	Management consulting fee (small firm).	High
5. Provide employee reporting channel to raise issues related to sustainability and develop a process to resolve these issues.							
5.1. Place an anonymous feedback box or provide a space in the company's intranet.	10	Total time needed for this kind of deliverable.	Medium	10,000	Not applicable	Management consulting fee (small firm).	High
6. Incentivise employees to perform on sustainability (by setting it as a KPI) via appropriate tools like a staff award system.							
6.1. Provide incentives for commuting via public transport, waste segregation, reduction in water consumption, being energy-efficient, etc.	5	Total time needed for this kind of deliverable.	Low	8,000	Not applicable	Management consulting fee (small firm).	Medium

D.2 Diversity and Inclusion

Sustainability Initiatives	EFFORT			COST			
	Time (Weeks)	Assumptions	Description	CapEx (AED)	OpEx (AED/yr.)	Assumptions	Description
1. Have a representative workforce of women, different races, and People of Determination via hiring and retaining policies that encourage diversity.							
1.1. Work towards a gender-balanced workforce across all levels. Do not discriminate in the hiring process against race or People of Determination and reflect this in a policy.	8	Implementing the changes.	Medium	25,000	Not applicable	Management consulting and restructuring.	High
2. Have an Emiratisation strategy and encourage and train the local population, especially women, to join the leisure sector.							
2.1. When marketing jobs, include in the description "we encourage all genders and ethnicities, including Emiratis, to apply for the jobs that we advertise."	8	Implementing the changes.	Medium	25,000	Not applicable	Management consulting and restructuring.	High
3. Ensure equal pay for equal work.							
3.1. Through an equality policy, stipulate that regardless of gender, ethnicity or ability the venue will pay all employees equally for equal work and roles.	5	Implementing the changes.	Low	9,000	Not applicable	Management consulting and restructuring.	Medium
4. Encourage representation of women and People of Determination in senior leadership and board.							
4.1. When hiring or promoting employees to senior leadership roles, ensure representation of women and People of Determination is considered.	8	Implementing the changes.	Medium	25,000	Not applicable	Management consulting and restructuring.	High

E. Resilience and Risk Management

E.1 Health and Safety

Sustainability Initiatives	EFFORT			COST			
	Time (Weeks)	Assumptions	Description	CapEx (AED)	OpEx (AED/yr.)	Assumptions	Description
1. Employee engagement and workshops to improve physical and mental health of employees.							
1.1. Organise health and well-being events/ retreats.	5	Retreat period and organising time.	Low	80,000	Not applicable	Travel and event planning.	High
1.2. Promote annual health check-ups for all employees.	12	Coordination and check-up times.	Medium	9,000	Not applicable	Health consulting fee.	Medium
2. Provide medical assistance.							
2.1. Provide medical rooms, first aid kits and assistance like CPR (at least one staff member should be trained in CPR), immediate assistance with different food allergies.	3	Procurement.	Low	5,000	Not applicable	Equipment cost.	Medium
3. Develop a future pandemic/epidemic action plan.							
3.1. Develop a future pandemic/epidemic action plan that can be easily tailored to the instructions from Abu Dhabi Public Health Centre.	15	Total time needed for this kind of deliverable.	Medium	30,000	Not applicable	Health consulting fee.	High
4. Install sensors and periodically check noise, water, and air quality for guest and employee safety.							
4.1. Ensure a quarterly quality check of water and annually for noise and air.	4	Procurement and installation.	Low	2,500	Not applicable	Equipment cost.	Medium
5. Enforce VOC and formaldehyde content limits.							
5.1. Only if the culture and heritage site can accommodate, purchase products with low VOC content that are used for paint/coatings, adhesives/sealants, cleaners, and fragrances. Products must be stored in containment areas and disposed of correctly.	3	Procurement.	Low	0	Not applicable	Change contractors.	Low
6. Provide mental health counselling for employees.							
6.1. To ensure a safe and healthy workspace, provide employees with channels to reach out for individual counselling services.	12	One week per month for one year.	Medium	50,000	Not applicable	Health consulting fee.	High

E.2 Risk Mitigation and Resilience

Sustainability Initiatives	EFFORT			COST			
	Time (Weeks)	Assumptions	Description	CapEx (AED)	OpEx (AED/yr.)	Assumptions	Description
1. Develop an ethics and anti-corruption policy.							
1.1. Develop a policy on ethics and anti-corruption and make sure employees are informed.	12	Total time needed to develop training and rotate everyone.	Medium	30,000	Not applicable	Management consulting fee (small firm).	High
2. Identify risk and have management and escalation procedures covering at least people, assets, community, and environment.							
2.1. Conduct annual review of risk management policies, involving stakeholders and utilising a third party to conduct an assessment where applicable.	10	Total time needed for this kind of deliverable.	Medium	20,000	Not applicable	Management consulting fee (small firm).	High
3.Develop a risk register for the four categories (people, assets, community, and environment) and a system to monitor performance on a regular basis.							
3.1. Conduct an impact assessment on all four categories (hire a third party if applicable) and develop a monitoring framework after involving all stakeholders.	10	Total time needed for this kind of deliverable.	Medium	20,000	Not applicable	Management consulting fee (small firm).	High
4. Invest in artificial intelligence and financial and climate-related models to better predict the future.							
4.1. Hire a third-party assessment consultant to perform software analysis to highlight any potential future impacts. Regularly review.	7	Total time needed for this kind of deliverable.	Low	9,000	Not applicable	Cybersecurity consulting fee.	Medium

ANNEX-B

How to measure, monitor and report initiatives?

The monitoring and reporting tool aims to support Entertainment Attractions in tracking and assessing the results of the interventions throughout their sustainability journey. It is a live document that should be referred to and updated on a regular basis. While the specifics of each sustainability category will look different, they should all follow the same basic structure and include the same key elements.

Some indicators and their related parameters from the tool have been provided under each sustainability category, and a data collection method, baseline, targets and data source are recommended. To measure and monitor an initiative, a baseline should be established for the first reporting period, such as 2022. However, if the establishment has already been measuring and monitoring a similar initiative, for example, where an establishment has been monitoring energy consumption, a baseline can be set against the last reporting period, or a period of choice. The next steps include measuring and monitoring throughout the year and after the relevant initiatives (provided in this guideline) have been implemented.

Finally, a reporting plan/schedule will help Entertainment Attractions plan a strategy on how the reported data will be disseminated to inform staff and stakeholders about the success and progress of implemented initiatives. Through successive and frequent reports, the Entertainment Attractions can present progress by achieving set targets as compared to baseline for upcoming years.

A. Energy and Environment

A.1 Energy Management

Goals	Input	Indicator/KPI	Data Source	Frequency	Expected Outcome
Reduce energy consumption	<Specify implemented initiatives>	**Energy Use Intensity – Amount of energy used per metre square for a year. Measured in kWh/m2/year**	Electricity meter, Electricity bill	**Quarterly**	Percentage reduction compared to base year.

- To measure and monitor energy savings, electricity bills can be used, where the difference in electricity consumption can be calculated as a percentage. A baseline should be established for the first reporting period, such as 2022. However, if the establishment has already been measuring and monitoring energy consumption, a baseline can be set against the last reporting period. The next steps include measuring and monitoring throughout the year and after the energy management initiatives have been implemented. Then in successive reports, the establishment can present progress towards sustainable development.

- Monitoring and counting the number of sensors, percentage of LED lights over other lighting solutions, number of solar PVs, and number of inspections and training (by hours) also provides guidance towards improvement on energy savings.

- Install energy sub-meters (e.g., submeters for HVAC activities) to identify areas of improvement in energy consumption. Review the trends to record and understand the progress.

- To improve energy consumption, engage with a third-party Energy Service Company (ESCO) to conduct an energy audit (ASHRAE level 1,2,3). Energy audits are not mandatory but should be encouraged by the management to be conducted annually.

- Calculate the anticipated energy savings through calculations or computer modelling through a third party (e.g., HVAC engineering calculations or building operational modelling through software such as IES or IFC edge). Engage a specialised third-party energy services company to help with energy modelling. This can support the decision on the optimal initiatives to implement.

- Entertainment Attractions should conduct energy efficiency staff trainings annually.

- For improvement in energy management, a CO_2 equivalent emissions reduction can also be calculated (through software such as OneClick LCA or Open LCA) by utilising the energy consumption data to understand the reduction in carbon footprint as a result of these initiatives.

A.2. Water Management System

Goals	Input	Indicator/KPI	Data Source	Frequency	Expected Outcome
Reduce water consumption	<Specify implemented initiatives>	**Annual Water Consumption – Number of litres of water consumed per year. Measured in litres/year.**	Water meter, Water bill	**Quarterly**	Percentage reduction compared to base year.

- In order to improve water conservation, the site should calculate the baseline water consumption through the evaluation of water bills and estimate a water consumption reduction target over a chosen time period by utilising the Estidama Indoor and Outdoor Water Consumption Calculator or computer modelling through a third party.

- Thereafter, select appropriate initiatives that will contribute towards the water conservation target, and record and track the number of efficient water fittings installed, number of hours of water conservation training and number of inspections.

- For improvement in the water management system, a CO_2 equivalent emissions reduction can also be calculated (through software such as OneClick LCA or Open LCA) to understand the reduction in carbon footprint as a result of these initiatives by utilising the water consumption data.

- Leisure and Entertainment Attractions should conduct staff training on water management annually.

A.3. Waste Management System

Goals	Input	Indicator/KPI	Data Source	Frequency	Expected Outcome
Increase waste diversion	<Specify implemented initiatives>	**Annual Waste Diversion – Weight of waste diverted from landfill by composition per year. Measured in tonnes/ year.**	Waste management plan	**Quarterly**	Percentage increase compared to base year.
Increase waste recycling	<Specify implemented initiatives>	**Annual Waste Recycling – Weight of waste recycled by composition per year. Measured in tonnes/year.**	Recycling plan	**Quarterly**	Percentage increase compared to base year.

- Observe and measure (i.e., weigh) the amount of waste generated at the Entertainment Attractions and calculate waste trends based on the established baseline. Calculate the volume of waste deviated from the landfill as a percentage of total generated waste after implementing the waste management initiatives.

- For improvement in the waste management system, a CO2 equivalent emissions reduction can also be calculated (through software such as OneClick LCA or Open LCA) to understand the reduction in the Entertainment Attractions' carbon footprint as a result of these initiatives by utilising the waste generation data.

- Entertainment Attractions should conduct staff training on waste management annually.

A.4. Green and Sustainable Transportation

Goals	Input	Indicator/KPI	Data Source	Frequency	Expected Outcome
Decrease in the number of employees using fossil fuel-based vehicle	<Specify implemented initiatives>	**The number of employees owning fossil fuel-based vehicles they use to come to work.**	Employee conveyance register	**Quarterly**	Percentage increase compared to base year
Decrease in the number of fossil fuel-based vehicles owned by the event.	<Specify implemented initiatives>	**Number of vehicles owned by the event.**	Operation and transport report/register	**Quarterly**	Percentage increase compared to base year

- Monitor the number of visitors and employees using public transport and carpooling, respectively, through a survey. Account for the number of employees using personal transport (which should be disaggregated by petrol, diesel, CNG or EV) through a survey to help calculate the carbon emissions across Scope 1, 2 and 3 as identified by the GHG Protocol .

- According to the GHG Protocol Corporate Standard, GHG emissions are classified into three scopes. Scope 1 emissions refer to the direct emissions that are a result of an entity's activities from owned or controlled sources. Scope 2 emissions refer to the emissions generated from indirect emissions that are a result of purchased energy that is consumed by the entity's activities. Scope 3 emissions refer to the indirect emissions that are generated throughout the value chain (excluding purchased energy), including both upstream and downstream emissions.

- If Leisure and Entertainment Attractions have vehicles as a part of their own fleet, record the number of green vehicles as a percentage of the total number of vehicles in the fleet.

A.5. Environmental Protection

Goals	Input	Indicator/KPI	Data Source	Frequency	Expected Outcome
Reduce environmental impact	<Specify implemented initiatives>	Number of native tree species planted	Activity report	Quarterly	Percentage increase number of native trees

- Monitor the number of trees planted, awareness leaflets/signage created, and local habitats protected. Sites can also monitor the number of initiatives undertaken to conserve natural resources, such as beach clean-up initiatives, coral reef conservation, mangrove conservation and tree planting.

- Leisure and Entertainment Attractions should conduct staff training on environmental protection annually
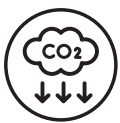
A.6 Carbon Management

Goals	Input	Indicator/KPI	Data Source	Frequency	Expected Outcome
Decrease in Scope 1,2 and 3 GHG emission	<Specify implemented initiatives>	GHG emissions measured in CO2 tonnes/year	GHG Protocol standards	Annually	Percentage decrease compared to base year

- Monitor carbon emissions by calculating carbon footprint on an annual basis. To calculate their emissions, Entertainment Attractions must identify their sources of emission under Scope 1, 2 and 3 and track these three categories of emissions that contribute to the industry's carbon footprint, as identified by the GHG Protocol.

B. Sustainable and Local Procurement

B.1 Sourcing of Local, Sustainable Goods

Goals	Input	Indicator/KPI	Data Source	Frequency	Expected Outcome
Increase sustainable and local procurement partnerships	<Specify implemented initiatives>	**Number of suppliers assessed/partnered with based on the requirement checklist of sustainable suppliers**	Checklist for identifying sustainable suppliers	**Annually**	Percentage increase in sustainable and local partnerships as compared to base year

- Monitoring sustainable procurement initiatives simply comes down to outlining the number of sustainable products purchased or local suppliers partnered with across the value chain, including contractors and sub-contractors. To improve the sustainable procurement strategy, keep updating the list of sustainable local producers.

C. Social and Culture

C.1 Promoting Local Heritage, Culture, and Art

Goals	Input	Indicator/KPI	Data Source	Frequency	Expected Outcome
Increase local engagements	<Specify implemented initiatives>	**Number of local or heritage tours organised for visitors**	Programme report	**Annually**	Percentage increase in local engagement events as compared to base year
Improve socio-economic status of local community	<Specify implemented initiatives>	**Number of organisations benefitting in local community**	Programme report	**Annually**	Percentage increase in the number of supported local people as compared to base year

- Monitor and record the number of visitors visiting local and cultural and heritage sites through a feedback survey, and count the number of local partnerships and number of restoration activities the Entertainment Attraction has contributed towards.

- Collecting qualitative data from the local community/local artisans and producers on how they are benefiting from the initiative can be helpful. Data can be collected on the economic benefits generated in the community and on the satisfaction level of visitors after associating with a sustainable initiative, tour, or product.

C.2 Promoting Sustainability with Visitors and Local Community

Goals	Input	Indicator/KPI	Data Source	Frequency	Expected Outcome
Increase the number of supported local artists, musicians and artisans, etc.	<Specify implemented initiatives>	**Number of supported local artists, musicians and artisans, etc.**	Programme report	**Annually**	Percentage increase of artists compared to base year
Increase the number of local groups benefitting from programmes	<Specify implemented initiatives>	**Number of local tours/guides, businesses benefitting from programmes**	Programme report	**Annually**	Percentage increase of people compared to base year

- Entertainment Attractions can monitor sustainability initiatives by collecting information on the number of local engagements and the number of sustainability initiatives carried out with any visitors. They can also collect qualitative data or testimonials from locals on how they benefitted from their engagement, which can be displayed throughout the establishment and published on the website.

C.3 Engaging in Educational Programmes

Goals	Input	Indicator/KPI	Data Source	Frequency	Expected Outcome
Increase the number of people benefitting from educational programmes	<Specify implemented initiatives>	**Number of classes/workshops organised** **Number of people benefitting from the programme**	Programme report	**Annually**	Percentage increase in the number of people benefitting from the workshops compared to base year

- There are two main types of applicable data to monitor and measure engagement with educational programmes. Quantitative data monitors the number of visitors/students/community members who positively responded to the session or engaged with the idea of the organised workshop. Qualitative data provides narrative and descriptive data to capture experience, learnings and feedback, which can be useful for documenting perspectives and giving context to the numbers.

C.4 Improving Accessibility

Goals	Input	Indicator/KPI	Data Source	Frequency	Expected Outcome
Improve accessibility within the establishment	<Specify implemented initiatives>	**Number of hours of training for staff on improving accessibility, providing support etc.**	Programme report	**Annually**	Percentage increase of hours compared to base year

- Leisure and Entertainment Attraction sites can monitor guest accessibility by reviewing feedback forms and online reviews. Google services also collects and reports accessibility-related information to potential visitors regarding how visitors of determination can access and manoeuvre throughout the site. Collecting qualitative data from visitors on their satisfaction level after they visit the site helps to understand if they would like to visit the property again or would recommend it to others.

- All Entertainment Attractions should conduct bi–annual staff training on improving accessibility of visitors.

D. People

D.1 Staff Empowerment

Goals	Input	Indicator/KPI	Data Source	Frequency	Expected Outcome
Improve employee retention	<Specify implemented initiatives>	**Total number of employees (in the year) and rate of employee turnover by age, gender and ethnicity**	Programme report	**Annually**	Percentage increase in turnover compared to base year
Improve professional development for staff	<Specify implemented initiatives>	**Numbers of hours of training provided (by category like human rights, personal and professional development, sustainability etc.) to employees by gender and employee category**	Programme report	**Bi-annually**	Percentage increase in hours compared to base year

- Monitor the number of trainings provided in hours, the number of discrimination/harassment cases that were raised and resolved, the number of hours of training provided for personal and professional growth and the number of employees benefitting from the same who intend to work further with the organisation.

- For a more robust employee management system, the number of employees currently working and the number of attritions should also be recorded. Employee turnover can be calculated by dividing the number of employees who leave in a year (or another time period) by the average number of employees at the organisation during the same period.

- All Entertainment Attractions should conduct annual personal and professional training for staff and bi-annual training on human rights and the workplace anti-harassment and discrimination policies.

D.2 Diversity and Inclusion

Goals	Input	Indicator/KPI	Data Source	Frequency	Expected Outcome
Improve diversity	<Specify implemented initiatives>	**Percentage of individuals within the organisation in diversity categories – gender, age, region, People of Determination or any vulnerable group.**	Human resource management report	**Annually**	Percentage increase in diversity compared to base year
Improve diversity within leadership	<Specify implemented initiatives>	**Percentage of individuals within the organisation's leadership bodies in diversity categories – gender, age, region, People of Determination, etc.**	Human resource management report	**Bi-annually**	Percentage increase in diversity within leadership compared to base year
Reduce gender pay gap	<Specify implemented initiatives>	**Ratio of the average basic salary and remuneration of women to men for each employee category**	Human resource management report	**Annually**	Percentage decrease in difference between average remuneration of male vs female employees compared to base year

- Overall, diversity and inclusion are essential for sustainable Leisure and Entertainment Attractions. To ensure a balanced workforce, the sector can measure and monitor employee diversity as a percentage of headcount held by gender, race, and disability across various organisational levels.

E. Resilience and Risk Management

E.1 Health and Safety

Goals	Input	Indicator/KPI	Data Source	Frequency	Expected Outcome
Improve health and safety of staff	<Specify implemented initiatives>	**Number of work-related injuries**	Human resource management report	**Annually**	Percentage decrease in work-related injuries compared to base year
Improve mental health help for staff	<Specify implemented initiatives>	**Number of employees availing mental health help**	Human resource management report	**Annually**	Percentage decrease in mental health calls compared to base year

- A baseline should be established for the first reporting period, such as 2022. However, if the establishment has already been measuring and monitoring health and safety, a baseline can be set against the last reporting period. The next steps include measuring and monitoring throughout the year and after the health and safety improvement initiatives have been implemented. Then in successive reports, the establishment can present progress towards sustainable development

- Entertainment Attractions can measure their health and safety measures by monitoring the total number of accidents and support provided at the workplace and report the statistics on an annual basis

E.2 Risk Mitigation and Resilience

Goals	Input	Indicator/KPI	Data Source	Frequency	Expected Outcome
Improve risk and resilience management	<Specify implemented initiatives>	**Number of risks identified**	Risk management report	**Annually**	Percentage increase in risks identified

- Risk officers and managers should develop a risk register with mitigation strategies for each risk, maintaining the register and tracking progress against their risk management strategy

ANNEX-C

List of Acronyms	
ADDC	Abu Dhabi Distribution Company
ADX	Abu Dhabi Stock Exchange
ASHRAE	American Society of Heating, Refrigerating and Air-Conditioning Engineers
BOH	Back of House
DCT	Department of Culture and Tourism
EAD	Environmental Agency Abu Dhabi
ESCO	Energy Saving Company
ESG	Environment, Social, and Governance
ESMA	Emirates Standardization and Metrology Authority
EWEC	Emirates Water and Electricity Company
F&B	Food and Beverage
GHG	Green House Gases
GSTC	Global Sustainable Tourism Council
HVAC	Heating, ventilation, and air conditioning
IES	Integrated Environmental Solutions
IFC	International Finance Corporation
KPI	Key Performance Indicator
LCA	Life Cycle Assessment
MPG	Miles Per Gallon
SDG	Sustainable Development Goals
UAE	The United Arab Emirates
UN	United Nations
UNESCO	United Nations Educational, Scientific and Cultural Organization
UNWTO	United Nations World Tourism Organization