

Annexture

Travel Agents & Tour Operators

SUSTAINABILITY GUIDELINES

Practical Guide to Implementing Sustainable Practices

دائرة الثقافة والسياحة
DEPARTMENT OF CULTURE
AND TOURISM

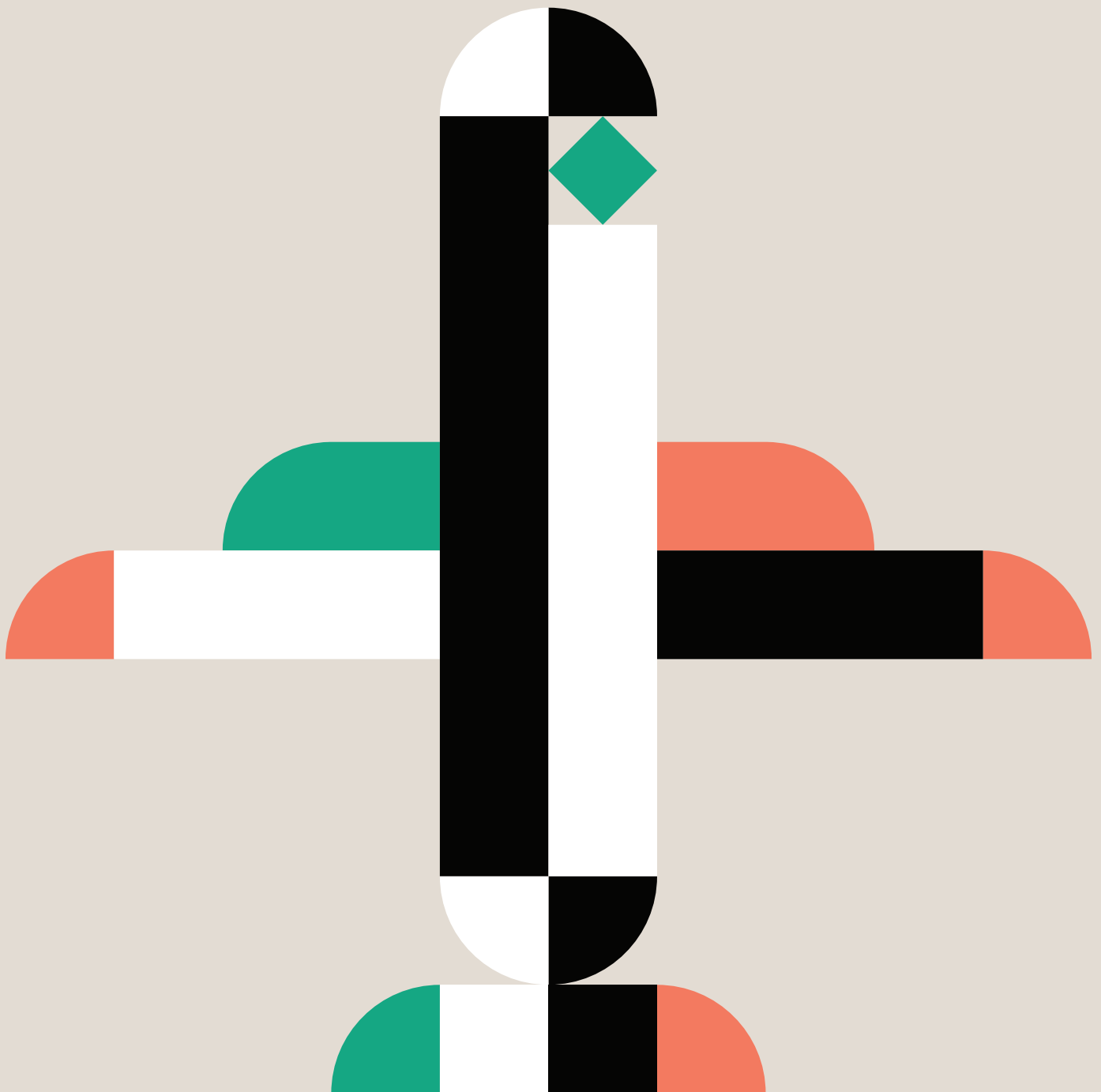






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ANNEX-A

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 TAs & TOs identified in orange should aim to target and implement the identified initiatives
- ✓ **Priority 2** Where the TA & TO has been identified in green, it is encouraged that the operator investigates the feasibility of implementing the initiative to surpass expectations

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

TA & TO Categories

Time	Cost	Leisure events	Business events	Venues
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	Effort bucket	Man-days required per year
Low	<1,000	Low	<8
Medium	>1,000 and <10,000	Medium	>8 and <24
High	>10,000	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 Install LED lights depending on the desired brightness level wherever applicable (a 9W LED is equivalent to a 45 W incandescent bulb output).	6	Procurement and installation.	Low	4,000	Not applicable	LED market size and average area size.	Medium
1.2 Install motion sensor and timers for lighting. For instance, in regularly occupied spaces, like office areas, install 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).	4	Procurement and installation.	Low	2,300	Not applicable	Market size and average area size.	Medium
2. Conduct energy efficiency awareness campaign.							
2.1 Train staff annually on energy efficiency and how to become more efficient, including office equipment management.	20	Time is based on length of the course.	Medium	50,000	Not applicable	Training price with consultant/trainer.	High
2.2 Create digital and reusable training materials, such as guidebooks and leaflets, depending on the type of event (e.g., how much energy can be saved by using energy efficient lighting, a list of energy efficient appliances, etc.).	1	Based on design time, communication necessities with 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 multi-use or permanent energy usage signage throughout the establishment (e.g., turn off lights by the light switch, switch off computer after usage).	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 for permanent establishments.							
3.1 Install efficient chillers.	60	Procurement, design, access and installation.	High	146,000	Not applicable	Based on average market prices and industry average figures.	High
3.2 Install temperature controls for central cooling and ventilation.	0	Part of system.	Low	Not applicable	0	Part of system	High
3.3 Check thermostat temperature regularly and maintain it at 18-23 degrees in regularly occupied spaces.	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.	15	Procurement and installation time.	Medium	80,000	Not applicable	Industry average of cost per sqm, as well as average area in UAE.	High
4. Purchase efficient appliances and equipment, such as ESMA 5- and 4-star appliances.							
4.1 AC split units	12	Procurement, installation.	Medium	10,000	Not applicable	Market research made on concerned appliances.	High
4.2 Television	8	Procurement, installation.	Medium	8,000	Not applicable	Market research made on concerned appliances.	Medium
4.3 Water Cooler	3	Procurement.	Low	7,500	Not applicable	Market research made on concerned appliances.	Medium
5. Purchase more efficient appliances in the market, based on their catalogue rating and establishment design specifications.							
5.1 Vacuum cleaners	4	Procurement process.	Low	65,000	Not applicable	Market research made on concerned appliances.	High
5.2 Computers	12	Procurement process and shipping.	Medium	10,000	Not applicable	Market research made on concerned appliances.	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	10,000	Not applicable	Assuming restaurant only wants to cover 100% of water supply.	High
6.2 Install solar PV wherever possible, like rooftops and garden area.	15	Procurement is long (for pertinent cost comparison) and installation is long (because of the size requires and electrical installations as well as civil).	Medium	300,000	Not applicable	Assuming 100% of energy consumption wants to be covered, and assuming the TA&TO is going for an upfront cost (however UAE suppliers provide many BOT options).	High
6.3 Purchase renewable energy certificates from Emirates Energy and Water Company (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 regular water systems maintenance and leak prevention inspections, where applicable.							
1.1 Inspect pipes, faucets, drainage and other water fittings to ensure there's no water leakage, if applicable.	0	Within inspection contract.	Low	0	Not applicable	Part of maintenance package.	Low
2. Conduct waste management awareness campaign.							
2.1 Train staff on water efficiency and management annually.	20	Time is based on length of the course.	Medium	11,000	Not applicable	Training price with consultant/trainer.	High
2.2 Create guidebooks, leaflets or booklets on efficient water management either in digital format or by printing on eco-friendly paper.	1	Based on design time, communication necessities with designer and printing time	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 Post signage on water conservation with instructions on how to consume less water in bathroom facilities, kitchen area, pantry, 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 Use digital tools to calculate the water consumption (e.g., Estidama Water Consumption Calculator).	0	Immediate	Low	0	Not applicable	Free	Low
3. Install efficient and smart water fittings.							
3.1 Install hand basin faucets with flow rate at 1.5-2 l/min or less.	12	Procurement process and installation time needed (plumbing included)	Medium	10,000	Not applicable	Cost of system, number of systems per 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.	8	Procurement process and installation time needed (plumbing included)	Medium	5,500	Not applicable	Cost of system, number of systems per agency	Medium
4. Install water refill stations or portable water dispensers.							
4.1 Provide multi-use drinking glasses/bottles, e.g., in the office. Do not offer single-use options.	4	Procurement and installation	Low	1,500	Not applicable	Cost of system, number of systems per tour operator	Medium
4.2 Have water filters installed.	4	Procurement and installation	Low	8,500	Not applicable	Cost of system	Medium
4.3 Provide sustainable water solutions.	4	Procurement and installation	Low	2,500	Not applicable	Appliance price and tour operator size	Medium
4.4 Encourage partnering with restaurants and hotels to offer filtered water to refill bottles.	5	Procurement and installation	Low	2,501	Not applicable	Appliance price and tour operator size	Medium



A.3. Waste Management System

Sustainability Initiatives	EFFORT			COST			
	Time (Weeks)	Assumptions	Description	CapEx (AED)	OpEx (AED/yr.)	Assumptions	Description
1. Start by designing a waste management strategy, and establish a waste disposal hierarchy - reduce, reuse, and recycle (targeting paper, plastic, water).							
1.1 Encourage reduce, reuse, and recycle practices (targeting paper, plastic, water).	12	Consultancy period for deliverable.	Medium	50,000	Not applicable	Waste management consultant fee	High
2. Conduct waste management awareness campaign.							
2.1 Train staff annually on waste generation reduction and waste disposal focusing on reduction, reusing, recycling and proper disposal through segregation of waste for disposal.	20	Time is based on length of the course.	Medium	10,000	Not applicable	Training price with consultant/ trainer specialised in food waste.	High
2.2 Create guidebooks, leaflets or booklets on efficient water management either in digital format or by printing on eco-friendly paper.	1	Based on design time, communication necessities with 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 Post waste segregation signage on bins for recyclable materials, glass, paper/ cardboards, cans, plastic, organic etc., placed strategically at areas with high visitor influx.	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. Manage waste produced during trips.							
3.1 For trips and tours, carry reusable, deflectable segregation bins or biodegradable bins rather than plastic garbage bags for dry (bottles, paper, plastic) and wet waste (organic waste, leftover food etc). Other waste can be segregated after the trip as per the recyclability of the waste.	4	Time of designing, procuring signage, printing it and installing it.	Low	7,000	Not applicable	Based on standard prices of these kinds of services and products.	Medium
3.2 Provide guests with instructions on how to use the wet and dry bins for waste disposal.	0	Immediate.	Low	0	Not applicable	Free.	Low
3.3 Reward guests with prizes for not littering and using the bins correctly.	0	Immediate.	Low	0	Not applicable	Free.	Low
4. Reduce and gradually eliminate the use of single-use plastic.							
4.1 Eliminate use of single-use cups at water dispensers and plastic cutlery and food containers where applicable. Replace these with firstly multi-use, and if not applicable, recyclable or biodegradable alternatives.	0	Immediate.	Low	0	Not applicable	Free.	Low

Sustainability Initiatives	EFFORT			COST			
	Time (Weeks)	Assumptions	Description	CapEx (AED)	OpEx (AED/yr.)	Assumptions	Description
5. Promote the use of refillable amenities.							
5.1 Place water refill stations in the area, with multi-use/ recyclable cups. This would reduce consumption of packaged drinking water.	4	Procurement and installation	Low	2,500	Not applicable	Cost of system, number of systems per tour operator	Medium
5.2 Place refillable soap dispensers in the kitchen/ pantry and toilets, sanitiser dispensers throughout the office and regularly occupied spaces, and washing up liquid dispensers in the kitchen/ pantry, so the containers do not need to be replaced after use.	6	Procurement and installation.	Low	7,500	Not applicable	Price of fountains given the average venue size	Medium
6. Engage in creative recycling initiatives.							
6.1 When designing guest areas, consider using upcycled waste to design interior common areas (e.g., transforming waste into a decor item or furniture).	12	Procurement and installation.	Medium	10,000	Not applicable	Given the price of refill station and venue size as well as considering refills and kitchen	High
6.2 Develop a Green Cleaning Manual which identifies eco-friendly cleaning chemicals for hazardous waste management.	0	immediate	Low	0	Not applicable	free	Low
6.3 Coordinate with Tadweer on waste recycling and composting initiatives.	11	Communications and finalising deal.	Medium	0	Not applicable	Tadweer buys the waste from client and includes cost of transport in the difference of purchase price.	Low



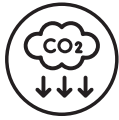
A.4. Green and Sustainable Transportation

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 visitors with a map of public transport and directions on how to use it to get to the TA&TO location.	0	Immediate.	Low	0	Not applicable	Free.	Low
2. Promote employee carpooling and use of public transport.							
2.1 Encourage employees and staff to use public transportation.	0	Immediate.	Low	0	Not applicable	Free.	Low
3. Ensure regular maintenance of vehicles for efficiency							
3.1 Perform regular maintenance on vehicles to ensure they are operating efficiently and effectively.	0	Regular quick reminders.	Low	0	Not applicable	Free.	Low
3.2 Inspect for air leakage in the vehicles to ensure no cooling/heating energy is lost.	0	Regular quick reminders.	Low	0	Not applicable	Free.	Low
3.3 For owned or leased fleet like boats, helicopters, cars and other vehicles, operate in a way that it is fuel efficient.	0	Regular quick reminders.	Low	0	Not applicable	Free.	Low
4. Install EV chargers in parking areas							
4.1 Install EV chargers in the parking area of the permanent office/building (if applicable).	10	Procurement for all stations together but installation is gradual	Medium	75,000	Not applicable	Assuming 5% of guests will be driving EVs.	High
5. Purchase or lease electric/hybrid vehicles as part of your fleet operations where appropriate.							
5.1 Provide visitors an option of electric carts, bicycles, buggies etc., for shorter distances.	4	Procurement of both EV and station, as well as station installation.	Low	50,000	Not applicable	EV and station price (one station for five fleet vehicles).	High
5.2 Purchase or lease electric/hybrid vehicles as part of the fleet operations where appropriate.	5	Procurement of both EV and station, as well as station installation.	Low	180,000	Not applicable	EV and station price (one station for five fleet vehicles).	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 during trips and tours.							
1.1 Ensure that no pollution or spillage in the local environment is caused during the trip.	10	Deliverable duration.	Medium	80,000	Not applicable	Environmental consultant.	High
1.2 Ensure that the tourist spot is clean, and no plastic or other waste is left behind.	0	Regular cleaning.	Low	0	Not applicable	Free.	Low
1.3 For beach protection, get in touch with EAD for support in protecting Abu Dhabi's endangered coral reefs.	4	Communications.	Low	0	Not applicable	Free.	Low
1.4 If the service company has animals as a part of the team, ensure they have access to the five freedoms outlined in the Global Welfare Guidance for Animals in Tourism, which are: access to food and water; a suitable living environment; good health; an opportunity to exhibit natural behaviours; and protection from fear and distress.	0	Free	Low	0	Not applicable	Free.	Low
2. Environmental protection awareness campaign.							
2.1 Train staff on environmental protection (e.g., how to reduce environment pollution, mobilising people for beach clean-up, etc.).	20	Time is based on frequency of course as well as batch size for rotations.	Medium	3,900	Not applicable	Cost of course for all staff to be trained.	Medium
2.2 Provide information and training materials - e.g., guidebook and leaflets on flora and fauna protection, planting native trees of UAE, etc.	1	Based on design time, communication necessities with designer and printing time	Low	1,600	Not applicable	Based on industry average design prices for leaflets and UAE based printing prices.	Medium
2.3 Place leaflets and signage on littering and tampering, endangered species and plants protection, 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. 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 Saxual in the surrounding area, to promote biodiversity.	Medium	11,000	Not applicable	Planting one tree for each 10 sqm of 100 sqm landscape area.	High	Cost of course for all staff to be trained.	Medium
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, tour operation, 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		Not applicable	Carbon/Energy consultant.	Low
3.3 Offset residual emissions.	8	Deliverable timeline.	Medium		Not applicable	Carbon/Energy consultant.	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.	Low	80,000	Not applicable	Strategy consultant.	Medium
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 For example, avoid buying products with heavy outer plastic packaging.	2	Procurement and delivery.	Low	Not applicable	85,000	Assuming each guest gets a bag.	Medium
3. Purchase eco-friendly products that do not contain a high amount of hazardous chemicals.							
3.1 General cleaning products, bathroom soap, and where applicable, washing up liquid and detergent. Bamboo cleaning equipment (e.g., scrubs, cloths, mops).	3	Procurement and delivery.	Low	0	1,500,000	One bar of soap per night for every room.	High
4. Partner with local suppliers.							
4.1 Purchase souvenirs, food items and other products for trips.	1	Procurement.	Low	0	0	Free, just changing suppliers.	Low
5. Source environmentally preferable options.							
5.1 Including products/packaging that contain recycled content (pre- and post-consumer), products/packaging that contain reusable/multi-use materials or are compostable/biodegradable.	1	Procurement .	Low	Not applicable	0	Free, just changing suppliers.	High



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 for UAE National Day, Ramadan, Eid.	8	Planning and coordinating event.	Low	50,000	Not applicable	Event planning.	Medium
1.2 Offer promotions and discounts on experiences and tours during the holidays.	0	Immediate	Low	0	0	Already part of offerings.	Low
1.3 Host events to celebrate the days or put an offer/deal on for the occasions.	0	Immediate	Low	0	0	Already part of offerings.	Low
2. Play local music, serve local food and drinks, and put up traditional decorations and arts, to promote local artists and artisans.							
2.1 Put up local decorations and crafts in visitor areas, play local music in waiting areas or outdoor premises, serve complimentary local snacks to visitors.	0	Immediate.	Low	0	Not applicable	Free, only communications necessary.	Low
3. Promote cultural and heritage sites as tourist destinations.							
3.1 Provide leaflets and maps with information about the cultural and heritage sites.	0	Immediate.	Low	0	Not applicable	Free, only communications necessary (with tourist agency).	Low
4. Support local tours and guides through partnerships.							
4.1 Organise tours for visitors to cultural sites in Abu Dhabi (e.g., Qasr Al Hosn, Louvre Abu Dhabi, Emirates Heritage Village, etc.).	0	Immediate.	Low	0	Not applicable	Free, only communications necessary (with tourist agency).	Low



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 events that raise money for local causes and charities.							
1.1 Obtain the required license from a competent authority such as Ministry of Community and Development to organise a fundraising event.	8	Service period for license.	Low	0	Not applicable	Licensing is free.	Low
2. Raise awareness of sustainable solutions in the tourism industry.							
2.1 Provide a space in the main entrance areas 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 Guides and tours can organise a sustainability “scavenger hunt” where visitors try and find sustainability initiatives throughout the site and win a prize if all are found/ collected.	8	Planning and coordinating event.	Low	50,000	Not applicable	Event planning.	Medium
3. Raise visitor awareness and help them understand their environmental and social impact.							
3.1 Raise awareness through campaigns, leaflets, signage for waste disposal, 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.	Low
4. Collaborate with local performing artists and artisans.							
4.1 Collaborate with local 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 visitors and locals on sustainability.							
5.1 Incorporate guidelines and advice from the UAE Ministry of Climate Change and Environment.	8	Deliverable timeline.	Low	80,000	Not applicable	Sustainability consultant.	Medium
5.2 Incorporate guidelines and advice from Emirates Environmental Group.	0	Immediate.	Low	0	Not applicable	Free.	Low
6. Conduct visitor surveys.							
6.1 Conduct surveys with visitors to understand their satisfaction and expectations on sustainability initiatives and learn if they would revisit and recommend the agent or operator to others.	0	Immediate.	Low	0	Not applicable	Free.	Low

Sustainability Initiatives	EFFORT			COST			
	Time (Weeks)	Assumptions	Description	CapEx (AED)	OpEx (AED/yr.)	Assumptions	Description
7. Ensure integration of international programmes and certifications to attract tourists that prefer sustainable options.							
7.1 Ensure integration of international programmes like ISO 140001 Environmental Management System, Green Key, Green Globe, Earth Check, ISO 50001 Energy Management System.	8	Deliverable timeline.	Low	80,000	Not applicable	Environmental consultant.	Medium
8. Co-develop and co-design products inspired by local crafts in collaboration with local artisans and artists.							
8.1 Promote and sell local souvenirs by partnering with local artists and artisans.	0	Immediate.	Low	0	Not applicable	Free.	Low



C.3 Engaging in Educational Programmes

Sustainability Initiatives	EFFORT			COST			
	Time (Weeks)	Assumptions	Description	CapEx (AED)	OpEx (AED/yr.)	Assumptions	Description
1. Partner with educational institutions to promote community, culture and heritage.							
1.1 Partner with educational institutions to organise field trips to cultural and heritage sites in Abu Dhabi.	6	Procurement process of custom books as well as one day/month equivalent of classes overall as an initiative for one year.	Low	45,000	Not applicable	Designing fee for books, ordering customised books, wholesale discount estimation, and frequency of classes as well as teacher fee	Medium
2. Collaborate with schools to plan trips for students to participate in various activities related to sustainability.							
2.1 Organise activities for students such as tree planting, beach clean-up, desert clean-up, etc.	4	Planning and coordinating event.	Low	50,000	Not applicable	Event planning.	Medium
3. Partner with Emirates Heritage Club or the General Women's Union to organise workshops for students.							
3.1 Organise traditional activities for students (e.g., traditional handicrafts, cooking, coffee making, etc.).	4	Planning and coordinating event.	Low	10,000	Not applicable	Artist for hire.	Medium



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 gender-neutral baby changing stations.							
Provide nursing mothers with a private lactation room and baby-changing stations should be gender-neutral.	0	Immediate.	Low	20,000	Not applicable	Reserving a room for this purpose, as well as refurbishing.	Medium
2. Organise staff training on accessibility provisions for guests bi-annually.							
2.1 Train staff on how to support/provide assistance to a Person of Determination	4	Duration of training.	Low	30,000	Not applicable	Social consultant.	Medium
2.2 Provide behavioural and etiquette training, (e.g., how to speak without using labels to a Person of Determination.).	4	Duration of training.	Low	15,000	Not applicable	Social consultant.	Medium
3. Guides and tours partner with Emirates Heritage Club or the General Women's Union to organise workshops for students.							
3.1 Provide ramps for easier access to entrances (or wherever required at any elevated spot).	1	Procurement and instalment.	Low	2,500	Not applicable	5 ramps.	Low
3.2 Ensure information in raised text/numbers and braille on elevators, toilets, vehicles, etc.	3	Time of designing, procuring signage, printing it and installing it.	Low	3,000	Not applicable	Signage limited to elevators.	Low
3.3 Ensure special accessible parking spaces are marked with determination priority signage. These must be closest to the main entrance.	1	Paint job.	Low	2,000	Not applicable	Repainting parking spots.	Low
3.4 Ensure visible and accessible signage and directions.	2	Changing signage.	Low	0	Not applicable	Replacing signage in accessible areas.	Low
3.5 In accessible bathrooms, provide a fixed horizontal and vertical grab rail beside the toilet to assist in standing/ sitting and install a pull-cord alarm.	0	Standard.	Low	0	Not applicable	Standard.	Low
3.6 Ensure there are sufficient vehicles with wide entrance and low-rise accessible seats.	1	Procurement.	Low	3,500	Not applicable	5 accessible seats.	Low
3.7 Provide the option of requests for accommodation or an accommodation statement to allow visitors to address the specific needs of People of Determination while on a tour (e.g., providing a list or checkbox to indicate their specific needs).	1	Procurement.	Low	0	Not applicable	Provide a digital or printed request for accommodation checklist.	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 in-person, 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).	Medium
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.	Low	10,000	Not applicable	Management consulting fee (small firm).	Medium
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.	Low	10,000	Not applicable	Management consulting fee (small firm).	Medium
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.	Low	10,000	Not applicable	Management consulting fee (small firm).	Medium
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 a platform in the establishment's intranet.	10	Total time needed for this kind of deliverable.	Low	10,000	Not applicable	Management consulting fee (small firm).	Medium
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 using public transport to commute, waste segregation, reduction in water consumption, being energy efficient (like running a full dishwasher and washing machine), etc.	10	Total time needed for this kind of deliverable.	Low	10,000	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 nationalities, and People of Determination via hiring and retaining policies that encourage diversity.							
1.1 Work towards a diverse 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.	Low	25,000	Not applicable	Management consulting and restructuring.	Medium
2. Implement an Emiratisation strategy. Encourage and train the local population, especially women, to join the tourism industry.							
2.1 When marketing jobs, encourage women and all ethnicities to apply, but particularly target Emiratis (especially Emirati women) through the job description.	8	Implementing the changes.	Low	25,000	Not applicable	Management consulting and restructuring.	Medium
3. Put policies in place to ensure equal pay for equal work.							
3.1 Through an equality policy, stipulate that regardless of gender, nationality or ability, all employees will be paid equally for equal work and roles.	8	Implementing the changes.	Low	25,000	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 and promoting employees, ensure inclusion of women and People of Determination in senior leadership and management.	8	Implementing the changes.	Low	25,000	Not applicable	Management consulting and restructuring.	Medium



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 wellbeing events/retreats.	5	Retreat period and organising time.	Low	80,000	Not applicable	Travel and event planning.	Medium
1.2 Promote annual health check-ups for all employees.	12	Coordination and check-up times.	Medium	9,000	Not applicable	Health consulting fee.	Low
2. Provide medical assistance.							
2.1 Align with OSHAD COP4. Provide medical rooms, first aid kits and assistance like CPR (at least one staff member should be trained in CPR).	3	Procurement.	Low	5,000	Not applicable	Equipment cost.	Low
3. Develop a future pandemic/epidemic action plan.							
3.1 Develop a future pandemic/epidemic action plan. The site/group can develop a flexible plan that can easily be tailored to instructions from Abu Dhabi Public Health Centre.	15	Total time needed for this kind of deliverable.	Medium	30,000	Not applicable	Health consulting fee.	Medium
4. Install sensors and periodically check noise, water, and air quality for visitor and employee safety.							
4.1 Ensure a quarterly quality check of the aforementioned for safety.	4	Procurement and installation.	Low	2,500	Not applicable	Equipment cost.	Low
5. Enforce Volatile Organic Compounds (VOC) and formaldehyde content limits.							
5.1 Consider paint/coatings, adhesives/sealants, and carpets (where applicable). Ban asbestos and ozone depletion products and limit content for refrigerants. These can be stored in containment areas then disposed of correctly.	3	Procurement.	Low	0	Not applicable	Change contractors.	Low
6. Provide mental health counselling for employees.							
6.1 Have provisions for employees to reach out for mental health help and take assistance from mental health counsellors. Ensure a safe and healthy workspace.	12	One week per month for one year.	Medium	50,000	Not applicable	Health consulting fee.	Medium



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).	Medium
2. Identify risk and have management and escalation procedures, covering at least people, assets, community, and environment.							
2.1 Conduct an annual review of risk management policies, involving stakeholders and where applicable utilising a third party to conduct an assessment.	10	Total time needed for this kind of deliverable.	Low	20,000	Not applicable	Management consulting fee (small firm).	Medium
3. Develop a risk register for the four categories (people, assets, community, and environment) and a system to monitor performance on 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.	Low	20,000	Not applicable	Management consulting fee (small firm).	Medium
4. Site environmental protection and risk management							
4.1 Ensure the site is assessed and inspected before a group attends the site. Ensure that the site is left in the way it was found, including removal of litter and inspecting the condition of plants and trees.	10	Total time needed for this kind of deliverable.	Low	9,000	Not applicable	Cybersecurity consulting fee.	Low
5. People protection and risk management at the site							
5.1 Before arriving on site or location, brief visitors on the potential risks (e.g., in a wadi there may be walkability risks) and advise them on safety precaution measures.	0	Immediate.	Low	0	0	Awareness.	Low
6. Site asset protection and risk management							
6.1 Ensure the asset operator has clearly communicated the potential risks to the sector before visiting and organising guides and tours. These potential risks should be communicated to visitors before arrival.	0	Immediate.	Low	0	0	Awareness.	Low
7. Invest in artificial intelligence, financial and climate-related models to better predict the future.							
7.1 Hire a third-party assessment consultant to perform software analysis to highlight any potential future impacts. Regularly review.	10	Total time needed for this kind of deliverable.	Low	9,000	Not applicable	Cybersecurity consulting fee.	Low

ANNEX-B

How to measure, monitor and report initiatives?

The monitoring and reporting tool aims to support TA & TO 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 TA & TO 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 TA & TO 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/m ² /year	Electricity meter, Electricity bill	Quarterly	Percentage reduction compared to base year

- Monitoring and counting the number of sensors, percentage of LED lights over other lighting solutions, number of solar PVs, number of inspections and training (by hours) also provides guidance towards improvement on energy savings
- Install energy sub-meters (e.g., sub meters 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.
- TA & TO should conduct energy efficiency staff training annually
- For improvement in energy management, a CO₂ 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, recording and tracking the number of efficient water fittings installed, number of hours for water conservation training and number of inspections
- For improvement in water 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 carbon footprint as a result of these initiatives by utilising the water consumption data
- TA & TO 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 by the TA & TO and calculate waste trends based on the established baseline. Calculate the volume of waste deviated from the landfill as 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 TA & TO's carbon footprint as a result of these initiatives by utilising the waste generation data
- TA & TO 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 number of employees using fossil fuel-based vehicle	<Specify implemented initiatives>	Number of employee-owned fossil fuel-based vehicles that they use to come to work	Employee conveyance register	Quarterly	Percentage increase compared to base year
Decrease in number of fossil fuel-based vehicles owned by the TA & TO	<Specify implemented initiatives>	Number of vehicles owned	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 emission across Scope 1, 2 and 3 as identified by the GHG Protocol

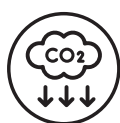
- According to the GHG Protocol Corporate Standard, GHG emissions are classified into three scopes. Scope 1 emissions refers to the direct emissions that are a result of an entity's activities from owned or controlled sources. Scope 2 emissions refer to the emissions generated from indirect emissions 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 from purchased energy), including both upstream and downstream emissions.
- If TA & TO have vehicles as a part of their own fleet, record the number of green vehicles as percentage of 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 habitat 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
- TA & TO should conduct staff training on environmental protection annually



A.6 Carbon Management

Goals	Input	Indicator/KPI	Data Source	Frequency	Expected Outcome
Gross direct (Scope 1,2 and 3) GHG emissions	Source of emission	GHG Protocol standards	Annually	Metric tons of CO2 equivalent	Percentage decrease compared to base year
GHG emissions reduced as a direct result of reduction initiatives	Source of emission	GHG Protocol standards	Annually	Metric tons of CO2 equivalent	Percentage decrease compared to base year

- Monitor carbon emissions through calculating carbon footprint on an annual basis. To calculate their emissions, TA & TO must identify their sources of emissions under Scope 1, 2 and 3 and track these three categories of emissions that contribute to 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 as compared to base year
Improve socio-economic status of local community	<Specify implemented initiatives>	Number of groups benefitting in local community	Programme report	Annually	Percentage increase in number of supported local people as compared to base year

- Monitor the number of visits to cultural and heritage sites through a feedback survey, and count the number of local partnerships and number of restoration activities the TA or TO has contributed towards
- Collecting qualitative data from the local community and 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 local artists, musicians, artisans etc supported	<Specify implemented initiatives>	Number of local artists, musicians, artisans etc supported	Programme report	Annually	Percentage increase of artists compared to base year
Increase the number of local tours/guides benefitting from programmes	<Specify implemented initiatives>	Number of local tours/guides benefitting from programmes	Programme report	Annually	Percentage increase of people compared to base year

- TA & TO can monitor the sustainability initiatives through collecting information on number of local engagements and 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 number of people benefitting from educational programmes	<Specify implemented initiatives>	Number of activities organised Number of people benefitting from the programme	Programme report	Annually	Percentage increase in local tours as compared to base year

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



C.4 Improving Accessibility

Goals	Input	Indicator/KPI	Data Source	Frequency	Expected Outcome
Improve accessibility within TA & TO	<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

- TA & TO can monitor guest accessibility by reviewing the feedback forms. Google services also collects and reports accessibility related information to potential visitors, regarding how visitors of determination can access and manoeuvre throughout the site. Collect qualitative data from visitors on their satisfaction level after they visit the site, to understand if they would like to visit the property and again or would recommend it to others.
- All TA & TO should conduct staff training on improving accessibility of visitors bi-annually,



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 nationality	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 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.
- TA & TO should conduct annual personal and professional training for staff and bi-annual training on human rights and the workplace anti-harassment and discrimination policy.



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 organization'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

- Gender equality, overall diversity and inclusion are essential for a sustainable TA & TO. To ensure a balanced workforce, the sector can measure and monitor the employee diversity as a percentage of head count 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 for 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

- TA & TO 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