

الشبكة العربية للمسؤولية  
الإجتماعية للمؤسسات  
Arabia CSR Network®

# Arabia CSR Network

newsletter

February 2019  
Volume 8 | Issue 90



## The Arabia CSR Network launched the 12<sup>th</sup> cycle of the Arabia CSR Awards 2019

### 12<sup>th</sup> Arabia CSR Awards Timeframe

January - 29 - 2019	Press Launch of Arabia CSR Awards 2019 Registrations are open for the 12 <sup>th</sup> Cycle
April - 10 - 2019	Arabia CSR Awards 2019 Clinic
June - 30 - 2019, 17:00 UAE time	Deadline to submit the Awards application
July - 1 - 2019 – August 15 2019	Review of applications by ACSRA Jury Panel
End of 1 <sup>st</sup> week of September - 2019	Announcement of short-listed Organisations
October - 2 - 2019	Arabia CSR Awards Gala Ceremony

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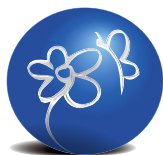
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and help us expand our outreach one click at a time!





## Note from the President & CEO Arabia CSR Network

The 9<sup>th</sup> edition of the Abu Dhabi Sustainability Week (ADSW) was held from the 12<sup>th</sup> till the 19<sup>th</sup> of January to welcome 2019. The event is amongst the largest single platforms in the world where challenges facing climate change and strategies to catalyze sustainable development are discussed as well as opportunities emerging from all that.

The month started on a very engaging and promising note with GRI Standards trainings held between the 22<sup>nd</sup> –24<sup>th</sup>. The press conference for the launch of the 12<sup>th</sup> Arabia CSR Awards rounded off the month. In keeping up with its tradition of always engaging and encouraging organisations in the region to embrace CSR and sustainability best practices in their business ethics, this year the Arabia CSR

Awards will introduce the practice of acknowledging as 'Arabia CSR Awards AMBASSADOR 2019' to those organisations from amongst last year's winners that are able to influence at least 5 new organisations from within their stakeholders and value chain to apply and register for the 12<sup>th</sup> edition of the Arabia CSR Awards 2019, affording them extreme visibility on this sustainability platform. The aim of this honour is two-fold; it keeps the winners from last year involved in the process of spreading CSR and Sustainability best practices within their circle of influence. At the same time, it forges new links with other organisations within the MENA region for Arabia CSR Awards to highlight and promote.

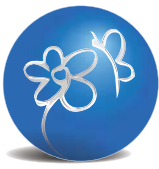
There were also panel discussions during the month of January in which Arabia CSR network was represented by me as President and CEO of Arabia CSR Network. The panel discussion on climate change, themed 'Arctic. Last Frontier', was held on January the 14<sup>th</sup> during the Abu Dhabi Sustainability Week at the New York University Dubai Campus. The panel explored new avenues for tackling global warming and emphasized a need to highlight the issue more urgently. Similarly the panel discussion with Dr. Jane Goodall was an illuminating experience on the sustainability issues worldwide and the need for more awareness and education to deal with it. The month of January ended with a panel discussion in the UAE Public Policy Forum in which I was invited as a panelist. (Please read more in the inside pages).

The coming month promises to be eventful as well with the further roll out of the Arabia CSR Awards application process. We also have many trainings and workshops coming up in the next couple of months. The most immediate one is the CSR Fundamentals Training from the 25<sup>th</sup>-27<sup>th</sup> of February. Do join us in trainings and apply for the Arabia CSR Award to learn, share, exchange and spread the word about the role of corporate responsibility in promoting sustainable development.

## Register Now for the Arabia CSR Network Upcoming Trainings

<p><b>25<sup>th</sup> - 27<sup>th</sup> February</b> (MON-WED) CSR Fundamentals Training</p> <p><b>18<sup>th</sup> March</b> (MON) Stakeholder Engagement Workshop</p> <p><b>23<sup>rd</sup> - 25<sup>th</sup> April</b> (TUE-THU) CSR Advanced (English)</p>	<p><b>18<sup>th</sup> - 20<sup>th</sup> June</b> (TUE-THU) Strategy and Leadership (ENGLISH)</p> <p><b>23<sup>rd</sup> - 25<sup>th</sup> July</b> (TUE-THU) CSR Fundamentals Training</p> <p><b>24<sup>th</sup> (THU) October</b> materiality mapping workshop</p>	<p><b>19<sup>th</sup> - 21<sup>st</sup> November</b> (TUE-THU) CSR Advanced (Arabic)</p> <p><b>23<sup>rd</sup> - 25<sup>th</sup> December</b> (MON-WED) CSR Strategy and Leadership (Arabic)</p>
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## ACSRN News and Events

### ***World Future Energy Summit: Forum on Climate Change-‘Arctic. Last Frontier’***

The President of Arabia CSR network, Mrs Habiba Al Mar’ashi attended one of the side events of the Forum on Climate Change themed ‘ARCTIC.LAST FRONTIER’ held by the Embassy of Italy to the UAE and the Embassy of Switzerland to the UAE and Bahrain in collaboration with NYU Abu Dhabi on the 14<sup>th</sup> of January, 2019.

The panel discussion on Climate Change brought together worldwide renowned representatives of international organisations and institutions at the helm of research on climate change and influential public figures such as Ólafur Ragnar Grímsson, the former president of Iceland who also sat on the jury of the Zayed Sustainability Prize for the renewable energy, healthcare and mobility projects. The topic of the panel discussion was themed around the confluence of climate change, sustainability, and the relationship between humans, animals, and their territory.



Later that same evening, Mrs Al Mar’ashi was invited alongside all the speakers and invited attendees to a reception at the residence of the Ambassador of Switzerland in the honour of the State Secretary for Energy of Switzerland who was also one of the speakers at the Forum.

### ***Open Panel discussion with Jane Goodall***

Mrs. Habiba Al Mar’ashi, President of ACSRN and Chairperson of the Emirates Environmental Group was invited to attend an open panel discussion alongside Dr. Jane Goodall on best practices regarding topics such as conservation priorities and challenges for the UAE and worldwide, the role of environmental education in safeguarding UAE’s natural environment and the successes/best practices from key stakeholders involved in environmental education- either in the UAE or globally.

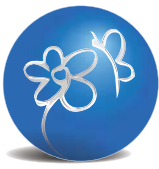
Dr. Goodall was the keynote speaker and also took part in the panel discussion. The event was arranged by the British Embassy and was held at the Park Hyatt Hotel, Abu Dhabi on the 21<sup>st</sup> of January, 2019.

Speaking on the importance of education Mrs Al Mar’ashi said that obtaining quality education was the foundation to creating sustainable development and it was also the 4<sup>th</sup> UN SDG Goal. Furthermore, she added that teaching environmental education to students would empower them to be better decision makers in the ongoing challenge of climate change. This would result in better policy makers, better engineers, better healthcare workers and create a better-informed generation of people that would think and act sustainably in every aspect of their lives.

Linking education with Emirates Environmental Group, Mrs Al Mar’ashi said that EEG is a key stake holder in this country and region when it came to environmental education. Environmental Drawing Competition, Inter School Environmental Public Speaking Competition, Inter College Environmental Public Speaking Competition and Students Workshop and various campus outreach programmes carried out by EEG are by far the biggest environmental educational platforms in the country and region as they engaged thousands of students, of all ages, abilities and nationalities. She said that EEG’s environmental educational programmes were designed to build the students capacity in a multitude of ways through the theme of sustainability such as research, science communication skills, creativity, innovativeness and more. In the end Mrs Al Mar’ashi was of the view that there was a need for greater engagement from the private sector to openly and actively engage in supporting research in the higher educational institutions to further the cause of sustainability. The discussion ended by highlighting the successes/best practices from key stakeholders involved in environmental education- either in the UAE as well as globally and the future aspirations and needs for improved environmental education and conservation.







## GRI Standards Training

The GRI Sustainability Reporting training is a very efficient mode of gaining comprehensive knowledge about sustainability and reporting. It helps to clear up misconceptions about what sustainability means and how sustainable practices benefit an organisation. Delegates can intensify their understanding about how best to use sustainability reporting for strategic purposes. Given that transparency and reporting are almost the minimum requirement for a sustainable business, GRI provides a well-structured process to mainstream it into business activities. Many reports have been launched by organisations that have taken part in these trainings and gained both knowledge and technical know-how related to sustainability reporting based on the GRI structure.

Arabia CSR Network is the 1st certified training partner of Global Reporting Initiative in the Arab region and the only organisation that gives this training in Arabic. From January 22<sup>nd</sup> till the 24<sup>th</sup>, ACSRN ran a three-day English training course on the GRI Standards. This was the 45<sup>th</sup> training that was carried out by ACSRN with more than 400 professionals having finished it successfully till date. The training also included a session on the support services, resources and tools offered by GRI to reporting organisations. The participants were able to put their newly acquired knowledge to the test at the end of the end through a highly effective exercise in which they were asked to review and evaluate two GRI Standards compliant reports issued from the region.



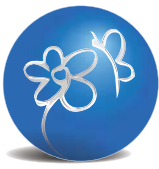
## 3<sup>rd</sup> annual UAE Public Policy Forum

The 3<sup>rd</sup> edition of the UAE Public Policy Forum by the Mohammed Bin Rashid School of Government was held during the 27<sup>th</sup> -28<sup>th</sup> of January, 2019. Federal Competitiveness and Statistics Authority was the strategic partner for the event. The theme of this year's conference was on Sustainable Development Goals Implementation. Arabia CSR Network President and CEO Mrs. Habiba Al Marashi participated in a panel discussion on the topic of Policy Coherence and Competitiveness – SDG 17: Accelerating Sustainable Development in National Priority Areas. The other panel members of the discussion were the CEO of Alliance of Global Sustainability, Abu Dhabi (UAE), CEO Securities and Commodities Authority, Executive Director, Competitiveness Sector (FCSA) and Senior Director of Policy and Strategy, Sustainable Development, The Executive Council, Dubai.

The panel discussion explored the intersection between sustainable development and national competitiveness and questioned whether achieving the SDGs went beyond national priority and created value for the country through increased competitiveness on regional and international levels. Speaking on the issue of how sustainable development could contribute to competitiveness, Mrs Habiba opined that research had shown that competitive advantages could be achieved by transforming problems into relevant demands. She elaborated her point by giving the examples of how organisations could gain competitive advantage through various means such as being an employer of choice for the most talented individuals, by accessing the best financing, having the highest quality supply chain partners amongst others. On the issue of identifying major challenges facing UAE in establishing complementary and coherent institutional frameworks to support the attainment of SDGs, she was of the view that the alignment would not pose a threat as sustainable development was already present in UAE's National Agenda Vision 2021. She warned however that contrary to popular opinion, the implementation of SDGs was not the sole responsibility of the government. In order to achieve all sustainable goals successfully, the participation of all relevant stakeholders was crucial. She said that serious effort towards raising awareness of the SDGs, providing stakeholders with opportunities to participate in national implementation plans and supporting communities and organisations to make their own contributions towards achieving the goals was the need of the hour. In his keynote speech which marked the end of the panel discussion, noted American economist, public policy analyst, and former director of the Earth Institute at Columbia University, Professor Jeffrey Sachs said that the UAE was working hard on many fronts to be a pioneer in implementing the SDGs, therefore it was viewed as the logical place for setting up the SDG Centre of Excellence for the Arab Region.







He further added that the Gulf had the dual advantage of being at the center of the oil and gas industry and also having an abundance of solar energy. This gave the region a great chance to become a renewable energy superpower. He said that the SDGs needed to be achieved not only in one country but in the broader Middle East region, which was problematic due to its extraordinarily diverse divisions in terms of having some of the poorest and richest places in the world. He was of the view that UAE needed to play a unique role in bringing other countries from around the region in to brainstorm and find solutions. The audience consisted of UAE and regional government leaders and policy makers, researchers and academics (national, regional, and international), NGO's, Master Students (including our own Master of Public Policy - Sustainable Development students), and media professionals among many others.

### ***Launch of 12<sup>th</sup> cycle of Arabia CSR Awards 2019***

The 12<sup>th</sup> edition of the Arabia CSR Network's flagship Awards were launched in a press conference held on the 29<sup>th</sup> of January, 2019 hosted graciously by the Grand Millennium Hotel, Dubai. The purpose of the launch was to officially commence a new cycle of the awards, announce the online launch of the Awards website and share the features of the new cycle with the media, potential participants and other stakeholders. In addition, the launch highlighted several of the winners of the 11<sup>th</sup> Cycle from various categories and provided them a space to share their experiences and insights on their Awards journey. This was meant to further recognise their success and also inspire other organisations to follow in their footsteps. Furthermore, it provided a platform for public and private organisations who were interested in applying to the Awards to become familiar with the platform.

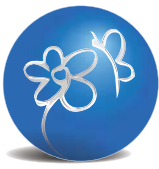


The launch commenced with a presentation from Mrs. Habiba Al Mar'ashi in which she provided a brief overview of the history of the Awards and its evolution since 2008. She took the audience through the various developments that had occurred over the years and emphasised that the Awards was a dynamic entity that adapted to the changing context and the requirements of its stakeholders. Following Mrs. Habiba's presentation, representatives of the winners of the Arabia CSR Awards 2018 shared their experiences and explained how their organisations managed to claim winning positions. They further elaborated the overall benefits that participating in the Awards had on their sustainability performance and strongly encouraged all those present to embark on the journey of the Awards and inspire others in their circles to do the same. The Awards Secretariat then took the audience through the newly launched awards website. The guidelines of the Arabia CSR Awards were explained especially regarding the registration and application process with tips to the participants about how to best complete their application successfully through the 8-step online application process on the Arabia CSR Awards website. The timeframe of the process was also shared with the audience. Lastly, the audience was provided the opportunity to ask questions in a short Q&A session. In conclusion Ms. Al Mar'ashi thanked all the panelists for sharing their views and urged the participants to register for the Awards at the earliest and spread the message about the same. She wished all participants the best of luck and conveyed her excitement at the start of yet another great Cycle.

### ***EEG hosts first Panel Discussion of 2019***

Arabia CSR Network joined its sister organisation the Emirates Environmental Group in its first panel discussion for the year 2019, on the 30<sup>th</sup> of January at the beautiful Rosewood Hotel in Abu Dhabi. The theme for the panel discussion was 'Ocean Health, Lets Heal'. The panel brought together a range of experts from the field that shed light onto issues pertaining to the ocean and the best practices needed to counter the effect of unsustainable activities by humans and reduce ocean pollution. President and CEO Arabia CSR Network, in the capacity as EEG chairperson moderated the discussion which involved Mr. Lyle Glowka from Convention of Migratory Species, Eng. Ansari of Adeeb Group, Dr. Rashed Karkain from Dubai Municipality and Mr. Mohammed Al Jawi from Emirates Global Aluminium. The panel raised a wide range of interesting questions with regards to understanding and creating awareness about ocean health with particular focus on pollution. There was unanimous consensus on the need for individual and institutional actions and the importance of the community to come together to create global impact.





## Member News

### **DEWA..Global achievements with a local vision**

The Dubai Electricity and Water Authority has been a crown jewel for the UAE as it continues to achieve success and recognition globally. In achieving the lowest customer minutes lost per year (CML) in the world, DEWA has outstripped even its European and American peers. For the second straight year, the UAE utilities organisation has been ranked number one according to the 'Getting Electricity' indicators set by the World Bank in the Doing Business Report 2019. The company has won more than 190 local and international awards based on its performance in the last four years. DEWA recently became the first non-European entity to win the top prize in the European Foundation for Quality Management (EFQM) Excellence Model. As a result of this, DEWA has been placed amongst the top companies promoting excellence in sustainability.



DEWA has an eye on the future and in following the government's Dubai Clean Energy Strategy 2050 and the Demand Side Management Strategy; it is committed to reducing water usage by 30% in the next decade. The aim of the Dubai Clean Energy Strategy 2050 is to get the city ready for a sustainable future which is more reliant on clean energy and green economy. The company is doing this through diversifying the energy sources and setting an achievable target of adding 7% energy from clean resources into the total need of the city. Other such initiatives include the Mohammed bin Rashid Al Maktoum Solar Park. Launched in 2012, the park is the largest single site park in the world and a testament to DEWA's commitment to a sustainable and greener future

To know more, please visit. [Source:https://www.dewa.gov.ae](https://www.dewa.gov.ae)

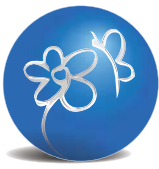
### **ENOC Group concludes 2018 with five new gas stations**

In pursuance of its target of increasing its presence in the region to 40% by 2020, ENOC has started off the New Year by constructing five new gas stations. All five of the stations have been constructed under compliance of the Green Build regulations laid down by Dubai Municipality. The stations are built with the aim of preventing and mitigating environmental pollution at all cost.



According to Saif Humaid Al Falasi, the company's CEO, the goals of ENOC are aligned with Dubai Plan 2021 which aims to make Dubai as a sustainable and smart city. Each gas station is capable of generating 120 kWh energy in a day through the photo-voltaic solar panels installed on its roof. The excess energy is sent to the Dubai Electricity and Water Authority grid for usage. The gas stations are also equipped with electric vehicle charging stations in order to promote clean and renewable energy usage. To know more, please visit. [Source:https://www.petroplaza.com](https://www.petroplaza.com)





## National & International News

### 9<sup>th</sup> Edition of Abu Dhabi Sustainability Week

The World Future Energy Summit was held under the auspices of the Abu Dhabi Sustainability Week from January 13<sup>th</sup> till the 16<sup>th</sup>, 2019. Under the leadership of the Ministry of Climate Change and Environment, the Climate Innovation Exchange (CLIX) was launched, it celebrated its second anniversary during the ongoing Sustainability week. CLIX is geared towards harnessing the energy of the youth and focusing it towards sustainability solutions through innovation. The importance of the event can be gauged from the fact that it was attended by top government officials, heads of state, experts and business leaders from 175 nations of the world. The event was held under the patronage of His Highness Sheikh Mohammad Bin Zayed Al Nahyan, Crown Prince of Abu Dhabi and Deputy Supreme Commander of the UAE Armed Forces. The theme of the 9<sup>th</sup> edition was: 'Industry Convergence: Accelerating Sustainable Development'. The event was the launch pad for the announcement of the new pillars of the Abu Dhabi Sustainability Week. The aim was to have a more holistic and all-encompassing view of the issues concerning sustainability. The new pillars are: Energy and Climate Change, Water, Future Mobility, Space, Biotechnology, Tech for Good and Youth and Digitalisation.



For the current year, CLIX shortlisted 48 applicants from more than 811 submissions which showed a growing interest in the initiative, a 222% increase in interest from the youth to be precise. Among the list of the successful applicants were nine Emiratis as well who showcased their innovations. Interest in the event had been steadily growing with 15 investors having already confirmed their participation. Also present at the event was the Director-General of the International Renewable Energy Agency (Irena) which is an intergovernmental institution helping countries all over the world to move towards a sustainable energy future. The Director General was hopeful that through the platform of the ADSW, participating country representatives would be able to chalk out a future roadmap for a low-carbon, greener and sustainable future for everyone. All in all, the future of sustainability in the region looks bright, with last year's edition bringing in more than 38,000 participants from 175 countries. In addition to that 300 expert speakers also participated and projects worth \$15 billion were announced.

To know more, please visit. [Source: https://gulfnews.com](https://gulfnews.com)

### Six Dubai entities cut paper usage by half

The Dubai Paperless Strategy which was launched late last year, is aimed at building an integrated paperless government framework. The initiative is geared towards harnessing the government administration that is more focused towards sustainable plans and strategies to secure people's happiness and developing communities to meet the requirements of the cities of the future. The strategy has a target of eliminating over one billion papers annually that are used in transactions. According to the data collected by Smart Dubai, currently six Dubai organisations have already gone to 57% paperless in six months since the initiative was launched by the organisation. The six entities are Roads and Transport Authority (RTA), Dubai Police, Dubai Land Department, Dubai Electricity and Water Authority (DEWA), Department of Tourism and Commerce Marketing (DTCM) and Dubai Economic Development (DED). The paperless initiative aims to change the city into becoming completely digital by December 12<sup>th</sup>, 2021.



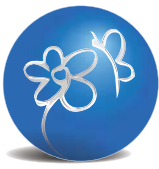
The six month progress report was given by the Director General of Smart Dubai who said that in coming down to 57%, the above mentioned six entities had reduced their paper usage from 64 million sheets to 37 million. Speaking on the occasion, she was confident that they were on track of achieving their target. She further added that once government entities had fully adopted the initiative, it was only a matter of time before the private sector would also have to re-align itself to integrate with the government. In terms of challenges she cited lack of awareness amongst the people as the biggest hurdle. She said that the move to a completely digital society would save 125 million man hours and Dh 900 million in addition to improving customer satisfaction and efficiency according to estimates. To know more, please visit. [Source: https://gulfnews.com](https://gulfnews.com)

### GRI at COP24: Corporate Reporting for Action on Climate

More commonly known as COP24, the 24<sup>th</sup> edition of the Conference of the Parties of the United Nations Framework Convention on Climate Change (UNFCCC) was held in Dec, 2018 in Katowice, Poland. In continuation of its role of organising activities around highlighting the importance of corporate sustainability reporting especially sustainable finance, with regards to aligning the SDGs to the Paris Agreement, GRI attended the Conference. Furthermore, in collaboration with Acclimatise and the European Investment Bank, GRI organised a panel on "Adaptation Finance and TCFD Recommendations: Practices and perspectives from international finance institutions and policy makers". The topic of the discussion revolved around the question of how financial stability (via TCFD) and climate stability (via UNFCCC) could be aligned in such a way so as to mutually reinforce each other and possibly provide delivery mechanisms. more, please visit. [Source: https://www.globalreporting.org](https://www.globalreporting.org)







## Feature, Blogs, White papers, Articles...

## Abu Dhabi Fund for Development Finances renewable energy projects worth \$1.18bn

Over the course of four decades since its establishment, the Abu Dhabi Fund for Development (ADFD) has helped finance developmental projects dealing with renewable energy worth more than AED 4.4 billion (US\$1.187 billion). The fund, through alignment of its core principles with the United Nations' Sustainable Development Goals (SDGs), has helped in the generation of 2,584 MW of renewable energy in different countries.

Abu Dhabi Fund for Development has so far contributed almost AED 2.7 billion with various countries in renewable energy projects. These have been mostly joint financing agreements and the partners have been from developing countries. The remaining amount has been contributed through partnerships such as the IRENA/ADFD Project Facility which was worth AED 1.28 billion (US\$ 350 million) and went through seven cycles. Other examples include the UAE-Caribbean Renewable Energy Fund (UAE-CREFF) at AED 183.4 million (US\$ 50 million) and the UAE-Pacific Partnership Fund (UAE-PPF), also worth AED 183.4 million. These projects aim to highlight ADFD's commitment towards promoting renewable energy in developing countries all over the world and its resolve to find advancement in the use of natural resources.

Some other examples of the projects of which Abu Dhabi Fund for Development was a part of include:

### Sheikh Zayed Solar Power Complex in Jordan

In line with the Jordanian government's objective of generating 20 per cent of energy from renewables by early-2020, ADFD contributed AED550 million (US\$150 million) to funding the Sheikh Zayed Solar Power Complex. The project involved the installation of 328,320 photovoltaic panels that will produce 227 GWh of solar power annually over a period of 20 years, enough to illuminate about 50,000 homes.

Project works included the provision of electrical switches, a medium voltage and signal cable system, transformers and all required equipment to connect the plant to the national power grid. The support also covered civil construction works, roads and safety systems as well as overall project operation and management.

### Upper Atbara and Setit Dam Complex in Sudan

ADFD has allocated US\$ 90 million as a concessionary loan for the construction of the Upper Atbara and Setit Dam Complex. The total storage capacity of the two dams is 2.7 billion cubic metres. The total electricity generated by the two dams is 320 megawatts.

### Merowe Dam in Sudan

The Merowe Dam is located 350 km away from the capital city of Khartoum. The total amount allocated for the construction of the Merowe Dam is AED 735 million. It is the second major hydropower project in Sudan and amongst the biggest in the whole continent of Africa. Through the project, Sudan has been able to reduce its power deficit by 1,250 megawatts. The dam has been able to provide electricity to 30 million people in Sudan.

### Waste-to-energy facility in the emirate of Sharjah

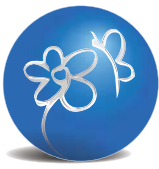
In order to develop the waste-to-energy facility in Sharjah, an amount worth AED 121 million was allocated by ADFD as a concessionary loan. Upon completion, the facility is expected to treat more than 300,000 tonnes of municipal solid waste annually. This translates to 37.5 tonnes of waste being treated per hour. In return, through this the facility will generate 30 megawatts of energy. The facility is slated for completion by 2021.

To know more, please visit [Source:https://www.arabianindustry.com](https://www.arabianindustry.com)



**Baset Asaba**  
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## Best Practices from the archives - Shangri-La Barr Al Jissah Resort & Spa



### Abstract

Shangri-La Barr Al Jissah Resort is a premium luxury brand in the Sultanate of Oman that considers sustainable working environment for its employees and community giving as key metrics of success. The Hotel's CSR strategy propels the organisation towards creating sustained value for itself and its stakeholders; environmental preservation and social engagement are actively pursued and have helped the organisation enhance its reputation in the Region.

The Hotel's key CSR pillars include their People, Business, Environment and Communities. This strategy recognises the growing expectations of its stakeholders in matters related to sustainability and has therefore driven the Hotel to make significant investments to become a socially responsible entity. At the global level, the Shangri-La Group is a signatory of the United Nations Global Compact; it is enlisted on the Dow Jones and Hang Seng Sustainability Index, and reports voluntarily to the Carbon Disclosure Project (CDP). Regionally, Shangri-La Hotel is also committed with the Dar Al ATTA'A association as their strategic partner for more than 10 years.

In the efforts towards continuous improvements, Shangri-La Group seeks to understand stakeholder's expectations and priorities for sustainable development in order to act accordingly. Therefore, several channels have been established to foster continuous engagement of communities and collaboration with non-governmental bodies. The principles of stakeholder engagement are relayed to all the businesses around the globe, including Shangri-La Bar al Jissah.

### Conclusion

Shangri-La Barr Al Jissah Resorts and Spas represent a true success story of how with the right core values, no business is shy of contributing to the environment, society and economy they operate within. This is well reflected in the number of accolades the hotel has earned. The group's commitments to CSR are well reflected in the hotel's CSR activities. Hong Kong-based Shangri-La Hotels and Resorts, is one of the world's premier hotel companies and currently owns and/or manages more than 95 hotels under the brands Shangri-La, Kerry, Hotel Jen and Traders. The hotel features a room inventory of more than 40,000 rooms. "Hospitality from the Heart" is the slogan under which the group has carried its development during the past four decades. And the story will continue, as it currently has a substantial amount of development in the pipeline in areas like mainland China, Cambodia, Indonesia, Malaysia, Saudi Arabia and Sri Lanka. At the global level, the Shangri-La Group is a signatory of the United Nations Global Compact; it is enlisted on the Dow Jones and Hang Seng Sustainability Index, and reports voluntarily to the Carbon Disclosure Project (CDP). Regionally, Shangri-La Hotel is also committed with the Dar Al ATTA'A association as their strategic partner for more than 10 years.

In the efforts towards continuous improvements, Shangri-La Group seeks to understand stakeholder's expectations and priorities for sustainable development in order to be able to act accordingly. Therefore, several channels have been established to foster continuous engagement of communities and collaboration with non-governmental bodies. The principles of stakeholder engagement are relayed to all the businesses around the globe, including Shangri-La Bar al Jissah. At the moment the resort is intensifying its efforts to exceed the already-set energy demand and carbon reduction targets. One of the proposals currently in the pipeline is the switch to solar energy by end of year 2018. The resort is working with local authorities and experts to study the feasibility of the transition, and to ensure undisturbed operations.