



RAMADA[®]

HOTEL & SUITES

Ajman



SUSTAINABLE MANAGEMENT

PLAN 2016

Ramada Hotel & Suites Ajman

Ramada Hotels and suites is a four star property located in Ajman ,UAE, Ramada Hotel and Suites is the largest property in northern emirates in terms of no of rooms with the room inventory of 387 serving with the 290 staff.

Our goal for year 2016 is to reduce the electricity consumption by 1%, reduce water consumption by 1% and target the reduce the waste to the landfill by 2%

Our Sustainability Management Plan has 4 key areas:

I. Environmental – to be actively involved in conserving resources, reducing pollution, conserving biodiversity, ecosystems and landscapes.

Conserving Resources

1. We measure and monitor our energy usage (Electricity, water and gas) and aim to reduce where possible.
2. We encourage all staff to save electricity e.g. to shut off office lights, Ac's and personal computers during break or leaving in office.
3. Keycard control system installed in every room to control lighting and air conditioning when room is not use.
4. We implement preventive maintenance policy with regular checks on all equipments.
5. We measure and monitor water usage and aim to reduce where possible.
6. Seek to conserve natural resources through the responsible use of energy, water and materials but also maintaining the quality of service expected by our guests.
7. Encouraging use of email to distribute memos and other information for internal distribution in order to reduce paper usage.

Reducing Pollution

1. Implement the Waste Management Plan: Reduce, Reuse and Recycle.
2. Separation of garbage into the following categories: food waste, paper, plastic, tin foil, etc.
3. Recycling of rejection water from RO plant using for garden, urban farm and pathway cleaning.

4. Hotel has the composter which converts organic waste to the manure which is used as fertilizers in Hotel urban farm.
5. We donate unused amenities to local orphanages and foundation.
6. Disposal of all corrosive materials (soap, batteries and oil) through authorized collection agencies.
7. Using bio-degradable products and cleaning supplies in laundry, stewarding and housekeeping.

Conserving Biodiversity, Ecosystems and Landscapes

1. Information about and interpretation of the natural surroundings, local culture, and culture heritage is provided to guest, as well as explaining appropriate behavior while visiting natural areas, living cultures and cultural heritage sites.
2. Endanger species, product thereof, or items stemming from unsustainable practices are not consumed, sold, traded or displayed in the Hotel.
3. Hotel uses native species for landscaping and green areas and takes measures to avoid the introduction invasive non-local species.
4. Hotel uses plants and trees tolerant of the local climate, soil and natural water availability.
5. NO captive wildlife is held in the Hotel.
6. Any disturbance or damage harmful to wildlife animals or plants by tourism activities is avoided.
8. Environmental education is to provided to staff and customers

Zero landfill Project

Ramada Hotel & Suites Ajman launched the flagship Zero Landfill Project, as part of the property's commitment to encourage proper waste management and help conserve the natural environment in the northern emirates. The project, which was the first amongst the hotel in the Middle East, is in line with the Reduce, Reuse and Recycle vision of HH Sheikh Rashid bin Humaid Al Nuaimi, Chairman of Ajman Municipality and Planning Department.



Urban Farm

Ramada Hotels and Suites have the composter which convert all organic waste into the Fertilizer and fertilizer are used in the Hotel own urban farm.





Ajman Beach Cleaning

As part of its Go Green Campaign, Ramada Hotel & Suites Ajman organized Beach Cleanup at the Ajman Public Beach. The hotel's staff and department heads picked litters along the beach to educate and impart a message to the public regarding everyone's responsibility in protecting the beach surroundings, which has a direct impact on the marine environment.





Cigarette Litter & Beach Clean Up Day

Ramada Hotel & Suites Ajman and Ramada Beach Hotel Ajman joined the Cigarettes Litter & Beach Clean-up Day organized by Pakistan Association Dubai and Pakistan Youth Forum on April 15, 2016/Friday.

About 200 school children from various Pakistan Community Schools and Universities, Pakistan Association Dubai, Ramada team collected cigarettes butts during beach clean-up day.



World Environment Day

On the occasion of the World Environment Day, Ramada Hotel & Suites Ajman has marked the celebration through several green initiatives. The property promotes a *Paper-free Day*, a day to avoid usage of papers as much as waste segregation in the hotel premises and their staff accommodation.

Ramada Hotel & Suites hosted the Environmental Speech Competition by the Green Globe members, an environmental & humanitarian youth organization.



Another green activity held was the update of the overall collection on aluminum cans by the hotel. A total six kg of aluminum waste cans were collected a period of the three days. Throwing the aluminum cans everywhere will create another burden to the landfill which harm to our environment. As part of the activity, the collected aluminum each cans was crashed by the management and staff through competition. Group of six with four members each were altogether gave their effort to crush it by stepping on it within 30 seconds. A good sort of team work has also been promoted in this activity.



The crushed cans were gathered once again to give in hand to the recyclers.

World Environment Day

In celebration of the World Environment Day on June 05th, 2015, Ramada Hotel and Suites and Ramada Beach Hotel Ajman took part by watching all together a half-an-hour video documentary titled "***Trashed***" on June 03rd, 2015 at the Majestic Ballroom. The initiative is to create further understanding and awareness on the waste management system.

Apart from this, a slide presentation of Ramada Hotel and Suites Ajman Green Activities was shown during the celebration headed by Mr. Iftikhar Hamdani, Cluster General Manager of both properties.

Ramada Hotel & Suites Ajman and Ramada Beach Hotel Ajman consistently celebrate World Environment Day as part of their support to the community.

World Environment Day is celebrated to raise global awareness by taking positive environmental action to protect our nature and planet.



World Planting Day

In continuous demonstration of Ramada Hotel & Suites Ajman commitment to the environment, the property marked the World Planting Day on March 21, 2016 by planting three "*Moringa*" trees and six "*Cycas*" plants on its Urban Farm Area.

World Planting Day is a special event that raises awareness of the importance of the planting tree for the benefit of our future generations. It's a day that reminds us of nature and the importance of plants around us.



World Water Day

Ramada Hotel & Suites Ajman unveiled new Reverse Osmosis (RO) plant, which aims to recycle hotel's waste water by 60 percent and target an annual savings about AED 290,000, in observation of the World Water Day March 22, 2016/Tuesday.

The new RO Plant will re-filter and treat the rejected water to bring down the TDS level of the water suitable for the hotel's garden and urban farm.



Earth Day

Ramada Hotel & Suites Ajman observed Earth Day, the largest and most widely celebrated environmental event. The Hotel's management and staff held various activities during the day including the group's morning briefing held in the garden, using staircase instead of lifts, and sharing of transportation. The property's Green Committee spearheads all activities pertaining to environmental awareness and creates ways to minimize costs and save energy.



Twenty Green Globe members, an environmental & humanitarian youth organization from different schools planted eleven plants on April 21, 2016



Another group of eleven students from Delhi Private School Sharjah planted trees at the Urban Farm on April 22, 2016. A total of twenty new planted at the Urban Farm during the Earth day celebration (custard apple, guava, lemon, chico, papaya & pomegranate).



The suppliers were asked to switch- off their vehicle's engine while making deliveries at the hotel in order to lessen the carbon footprint. The staff was encouraged to use the stairs instead of elevator when it can practically be done. Aside in saving energy, we promote healthy lifestyle for the team.



Earth Hour

In continues demonstration of Ramada Hotel & Suites and Ramada Beach Hotel Ajman commitments to the environment, both properties led by Mr. Iftikhar Hamdani, Cluster General Manager took part in the Earth Hour celebration.

Ramada Hotel & Suites Ajman and Ramada Beach Hotel Ajman, organized a live candlelight acoustic song performance by its talented staff at the hotel lobby area. Apart from these, guests dining during the Earth Hour enjoyed an "Earth Happy Hour" candlelight dinner discount of 50% at the Orchid Restaurant.





Green Hope UAE visits Urban Farm & Zero Landfill

Green Hope UAE visits Ramada Hotel & Suites Ajman's Urban Farm & Zero Landfill on June 14th, 2014 headed by Ms. Kehkashan Basu, Founder President of Green Hope UAE. Green Hope UAE is a youth organization working for sustainable development.



Alleem Excellence Awards

Iftikhar Hamdani, Cluster General Manager of Ramada Hotel & Suites Ajman and Ramada Beach Hotel Ajman was recently honored in the Alleem Sustainable Development Excellence Awards, in recognition of the hotels environmental initiatives. Iftikhar Hamdani is among the 11 award luminaries and the only recipient in the hospitality sector in the year 2014. The award was

presented by Rashid Alleem of Alleem Business Congress and Tanzanian Tourism Minister Lazaro Nyalandu.

Alleem Sustainable Development Awards are instituted to acknowledge effective leaders amongst top executive government officials, senior corporate professionals, environmentalist and academicians who have achieved sustained growth setting benchmarks for overall excellence. The parameters will refer to their achievement in the backdrop of economic, social and environmental challenges.

The Sustainable Development Excellence Awards celebrate leaders who have steered their organizations towards success while adopting sustainable development methods.

The awards also recognize our strategic partners, our mission supporter. Alleem Business Congress speaker, volunteers, knowledge partners and financial supporter.

Soap for Hope & You Can for Tree Initiatives

Ramada Hotel & Suites Ajman in collaboration with sealed air, once again collected the discarded Soap in the participation to the Sealed Air's "Soap for Hope Campaign". The property collected 30kgs of discarded soaps.

Sealed Air piloted a soap recycling project using discarded soap from the hotels and made into new bars of soaps (sanitized with Diversery's tablet bleach and added scented oil & insect repellent), which then distributed to the household/children in several communities in Cambodia. The soaps are made by the slum-dwellers themselves as their livelihood program.



Another green initiative participated is the “Your Can for the Tree Initiative” with Emirates Environment Group. The campaign is to collect used aluminum cans for the well-being of the environment, aiding through the recycling of these aluminum cans and tree planting. The property collected 34kgs of used aluminum cans.



Spirit of Green Day

Ramada Hotel & Suites Ajman celebrates Worldwide Green Day. In celebration, the property organizes different eco-activities and highlighted efforts on energy and water conservation.

Environmental awareness in everyday life is just as important to the Ramada Hotel & Suites Ajman as the energy conservation. And this reason the property acquired Hotel Optimizer. Hotel Optimizer is a cost effective tool to set proper targets and have a clear idea of our resource management performance in terms energy water and waste.



Another way of giving back to nature is by planting. Ramada Hotel & Suites Ajman planted 25 new seasonal plants at the hotel's Agriculture Boxes kept at the hotel's garden area. Planting can aid carbon footprint reduction.



The property has been recognized on its various ground breaking green initiatives like the Zero Landfill Project and Urban Farm. On this day, the property reinstated their commitment to reduce waste by 2% diversion from the landfill to reach 92% in total waste/



Climate Change Roundtable Conference

Ramada Hotel & Suites Ajman and Ramada Beach Hotel Ajman organized International Roundtable Conference by the Future Leaders with topic "Climate Change" on December 22, 2016 from 9:00am until 04:00pm at the Ramada Beach Hotel Ajman's Penthouse.

The roundtable conference is represented by 22 nation's ages 12 to 16 years. The aim is to have interactive discussions from our future generations and create an unparalleled, candid platform to facilitate fruitful exchange of the innovative ideas, challenges and insights that are being carried out by their respective country to help understand the best way forward for the environment



The participating students of the conference are from UAE, Australia, China, Egypt, Fiji, India, Iraq Jordan, Kazakhstan, Korea, Lebanon, Pakistan, Palestine, Russia, Spain, Sri Lanka, Sudan, Syria Tunisia, Ukraine and USA.



Hospitality Excellence Awards

Ramada Hotel & Suites Ajman and Ramada Beach Hotel Ajman bagged nine awards during the Hozpitality Group's 2nd Middle East Hospitality Excellence Award 2016 held on December 22, 2016 at Dusit Thani Dubai. Over 400 candidates entered the race to be nominated as one of the best in their category. The Middle East Hospitality Excellence Awards 2016 was presented to recognize top industry organizations which have known skill, creativity, ingenuity and success in the Middle East & North Africa's growing hospitality industry.





Iftikhar Hamdani
Cluster General Manager
Ramada Hotel & Suites Ajman
Ramada Beach Hotel Ajman

Green Award

Ramada Hotel & Suites Ajman recognized again for the third time on its valuable effort on keeping sustainable environment. Mr. Iftikhar Hamdani, Cluster General Manager of Ramada Hotel & Suites Ajman and Ramada Beach Hotel Ajman received the **2014 Wyndham Green Award** during the Wyndham Hotel Group EMEA Summit held at Wyndham Grand Berlin Potsdamer Platz in Berlin on June 05, 2014.

The property got the 1st Recognition on WHG Green Award during the Wyndham 2012 Awards Celebration on December 12, 2012 in London and bags the same award during the WHG's Global Conference in Las Vegas on September 09th, 2013.

Ramada Hotel & Suites Ajman property has been recognized in most various groundbreaking initiatives such as **"Zero Landfill"** in 2012 and **"Urban Farm"** in 2013. There were also programmes which were participated by the property that contributed holistic and lifelong practices for our environment, community and to the place where we work with. Few to name on the hotels Green activities that have been actively & regularly being participated by the hotel management and staff are the Earth Hour, Earth Day, World Environment Day and Beach Clean-up drive.



Mr. Iftikhar Hamdani, General Manager of Ramada Hotel & Suites Ajman and Mr. Rui Barros, Senior Vice President and Managing Director, Europe, Middle East and Africa



The Wyndham Hotel Group Team (Middle East & Africa) & Ramada Hotel & Suites Ajman Team

Best Environmental Hotel Award

Ramada Hotel & Suites Ajman and Ramada Beach Hotel Ajman bags the silver award of the prestigious Middle East & North Africa(MENA) Travel Awards for Best Environmental Hotel and Best 4-Star Leisure Hotel, respectively on May 07th, 2014 at Conrad Hotel Dubai.

Ramada Hotel & Suites Ajman's team on stage receiving the MENA Travel Awards 2014 for **Best Environmental Hotel**, silver award. Along with is Dr. Sam Saker, President of CHA-International.

Ramada Hotel & Suites Ajman worked on to implement Corporate Social Responsibility in cooperation with the management & employees of the hotel. Most of the programmes contributed holistic and lifelong practices for our environment, community and to the place where we work with. Few to name on the hotel's Green activities that have been actively & regularly being participated by the hotel management and staff are the Earth Hour, Earth Day, World Environment Day and Beach Clean-up drive. The property has been recognized in most various groundbreaking initiatives such as "**Zero Landfill**" and "**Urban Farm**".



Green Hotelier Award 2015

Ramada Hotel & Suites Ajman impressed the Green Hotelier with the various ground breaking green initiatives like the launched of "Zero Landfill System" and the formation of "Urban Farm". The sustainable and responsible efforts of the property are remarkable and notable commended.

Ramada Hotel & Suites Ajman was named "**Highly Commended**" in the Green Hotelier Awards 2015 for Africa & Middle East Region on April 23rd, 2015, in time for Earth Day and Responsible Business Week of the organization.

Green Hotelier is a programme of the International Tourism Partnership, encouraging and sharing best practice in sustainability throughout the global hotel industry.



II. Socio-cultural – to be involved in corporate social responsibility actions, community development, local employment, fair trade, support local entrepreneurs, respect local communities, implement a policy against exploitation, equitable hiring, employee protection and last but not the least, that our business do not jeopardize the provision of basic services, such as water, energy or sanitation to neighboring communities.

Socio-Cultural Initiatives

1. We promote and assist local artist by allowing them to exhibit and sell their artworks in lobby.
2. On a regularly basis we support a number of orphanages and foundations by donating used towels, bed linen and old clothes.
3. We conducted on a daily basis that enables us to promote local products and encourage guest to try local dishes as part of our promotion of local culture and cuisine.
4. We ensure the implementation of environmental, social and cultural sustainability programmes by monitoring processes and progress, as well as inviting and encouraging our guests, suppliers and the local community to participate in our efforts.
5. We regularly support neighboring communities cultural, sports and recreational activities, e.g. playing crickets match by the other Hotel, Basketball, Football and other sports activities etc.

Go Green Painting Exhibition

In line with Ramada Hotel & Suites Ajman's ongoing green initiatives, the hotel organized "**Go Green Painting Exhibition**", showcasing the artworks from the students who participated in the Go Green Painting Competition last November 2013. The Exhibition was inaugurated by Ms. Fatima Al Hammadi, Chief Operations Officer of UAE Green Festival and officials from the festival and R Hotels on March 13th, 2014 at the hotel's R Café.

The Painting Exhibition is another participation of the hotel in the UAE Green Festival that will run during the entire festival from March 16th till April 16th, 2014.

Ramada Hotel & Suites Ajman will also offer planting activities to guests, arrange visits at the Zero Landfill Room and present tips & advice on how to help in the conservation of the environment.

As part of the festival, Ramada Hotel & Suites Ajman will be hosting the GCC Ecotourism Conference on March 30th & 31st at the hotel's Majestic Ballroom.



Donation for Children of Niger

Ramada Hotel & Suites Ajman handed over the cheque amounting to Aed 100,000 to Human Appeal International represented Mr. Ahmed Yousuf Alawadhi, Assistant Secretary General and Mr. Talha Muhammad, Head of Projects Section of Human Appeal International UAE in the presence of Mr. Rui Barros, Managing Director of Wyndham Hotel Group. The cheque was handed over on 07th May 2013 at the Wyndham Hotel Group Stand during the Arabian Travel Market 2013, Dubai. The fund raised will be donated to the underweight children of Niger who require special type of nourishment for living. This humanitarian act was initiated by Mr. Iftikhar Hamdani, General Manager of Ramada Hotel & Suites Ajman and Brand Ambassador of Wyndham Hotel Group on the management's continues support to less fortunate people and living the Ramada Promise.



Al Ihsan Association Charity

Ramada Hotel & Suites Ajman in partnership with Al Ihsan Charity Association, started to hand out Iftar meal boxes to the drivers as part of its **"A Safe Ramadan"** campaign during the Holy Month. 100,000 Iftar meal boxes will be distributed during Ramadan in the roads of UAE.

This aims to reduce the road accidents and excessive driving speed in the UAE during the observance of the Holy Month. Closer to the fast time most of the Muslim drivers want to reach home quickly tendency to drive very fast, as per Muslim believed breaking fast should not delay much after the "Maghreb Azzan".

The meals which includes croissant, dates and water were distributed during Iftar time, which signals the end of day's fast.



Visit Elderly Nursing Home – Ajman

Ramada Hotel & Suites Ajman visited the Elderly Nursing Home as part of the Ramada Promise of reaching out to the members of the Ajman community. The elderly staying at the nursing home were all delighted to welcome and interact with the hotel's management and staff headed by Mr. Iftikhar Hamdani and Ms. Mayda Solatre who presented them with red roses and gifts.





Blood Donation

Ramada Hotel & Suites Ajman gave back to the community through blood donation campaign. In cooperation with Sharjah Blood Transfusion Centre, Ministry of Health. The property organized a blood donation campaign in an effort to educate the community about the importance of donating blood to help save lives. More than 75 participants from the Hotel management and staff donated blood, making the campaign productive and successful.





Clothes Donation

Ramada Hotel & Suites Ajman organized a clothes donation drive to help less fortunate people across the world through Human Appeal International UAE. The staff and executives donated clothes and linen from the hotel, which were handed out to Human Appeal International team and will be responsible in the distribution of the items to underprivileged people in others parts of the globe.





Ramada Hotel and Suites Ajman donates clothes to charity

Nepal's Earthquake Donation

R Hotels aid donations reach Aed 77,000 for Nepal's Earthquake Victims Hawthorn Suites by Wyndham Dubai, Ramada Downtown Dubai, Ramada Beach Hotel Ajman and Ramada Hotel & Suites Ajman unites to collect donation for humanitarian assistance to Nepal's victims.

R Hotels, the hospitality management division of the Ajman-based R Holding comprises with its four properties in UAE namely, Hawthorn Suites by Wyndham Dubai, Ramada Downtown Dubai, Ramada Beach Hotel Ajman and Ramada Hotel & Suites Ajman acted swiftly to contribute to the victims of earthquake in Nepal. A fundraising campaign has been organized by R Hotels to support and reach-out humanitarian assistance of the earthquake victims in Nepal. The campaign is to mainly collect monetary donations from the Management and staff of each properties.

The initiative and commitment was lead by Mr. Iftikhar Hamdani, Cluster General Manager of Ramada Hotel & Suites Ajman and Ramada Beach Hotel Ajman. The amount collected will be distributed among the Nepalese staff in R Hotels properties on the basis of their loss estimation in Nepal.



In the photo: Ramada Hotel & Suites Ajman, recognized as the "Best Hotel with Charity Initiatives 2012" by the Wyndham Hotel Group and Ramada Beach Hotel Ajman were able to collect a total amount of Aed 50,000 from their Management and team.

Somalia Famine

The management and staff of Ramada Hotel & Suites Ajman donated Dhs50, 000 to the Human Appeal International UAE in Ajman to help the famine-stricken people of Somalia. The campaign was initiated by the management who appealed to the 205 staff of the hotel to contribute a minimum of one day salary to support the cause. The move is to support the relief effort that is being carried out by several organizations in the UAE to help tens of thousands of people who are suffering from what is said to be the East Africa's worst drought for 60 years.



Fashion Show for Handicapped

Ramada Hotel & Suites, Ajman organized a successful event **"Fashion with Passion"**. The first Fashion Show supporting and encouraging the physically challenged people along with renowned Designer Ms. Hoorin Mumtaz, Rachel Beauty Care & models.

Mr. Iftikhar Hamdani – General Manager Ramada Ajman presented a cheque of AED 50,000/- for the Ajman Disabled Club during the event. This Charity fashion show was not just for fund raising but it bring the physically challenged people into performance, which was applauded by the audience.



Soap for Hope Campaign

Sealed Air piloted soap recycling using discarded soap from hotels and made into new bars of soaps (sanitized with Diversey's tablet bleach and added scented oil & insect repellent), which then distributed to households/children in several communities in Cambodia. The soaps are made by the slum-dwellers themselves as their livelihood program. Ramada Hotel & Suites Ajman started the campaign by collecting discarded/used soap from the hotel's guest rooms and we hand-over collected discarded soap to Mr. Mahmoud Khalifa Sales Executive of Sealed Air along with hotel's Laundry Manager –Mr. Farooque Khan with their team.



Children Painting Competition

Ramada Hotel & Suites Ajman organized Children's Painting Competition with theme "Go Green: Reduce, Reuse and Recycle". The event was organized in association with the Ministry of Education, under the patronage of His Highness Sheikh Rashid Bin Humaid Al Nuaimi to create awareness about pressing environmental issues, in order to step up efforts to combat global warming. The event was another green initiative of the hotel that calls for student of Grades 2 & 3 and Grades 4 & 5. This competition was completely a non-profitable art competition aimed to create awareness among 100,000 school children in the Northern Emirates.





Reach Out to Labour Camps

Ramada Hotel and Suites Ajman and Ramada Beach Hotel Ajman arranged a special Iftar for about 200 labourers in Labour Camp, Ajman on June 30th, 2015. The initiative was led by Mr. Iftikhar Hamdami, Cluster General Manager of both properties in observance of Ramadan.

Both properties are actively involved in CSR initiatives throughout the year and for the Holy Month of Ramadan. This year, Ramada Hotel and Suites and Ramada Beach Hotel, Ajman chose to reach out to our brothers in the labour camps to express gratitude for their hard work and to share the properties blessings with them and to make the feel that they are a significant part of our society.





Hotel Sport Activity

RPL Tournament developed the unity and team work between all Ramada employees including Non-cricket nation. Participants of RPL was from R Holding, Ramada Downtown Dubai, Ramada Beach Hotel Associates & Ramada Hotel & Suites Ajman. The Ramada Premier League 2013 was successfully coordinated by the Ramada Ajman Sports Committee.



Hotel Activities

Ramada Hotel & Suites Ajman organize a series of physical fitness and on-sites sports activities for its associates. The programmed is the Hotels resolution to encourage a healthy and active lifestyle, and help beat Vitamin D deficiency. The management and staff to participate in the activities, which include physical fitness exercise and different sports like table tennis, cricket volleyball and etc.





III. Quality – any activity that can sustain itself economically through creating competitive advantages within the industry with inspired service that not only meets, but exceeds guest expectations; it continues to contribute to the economic well-being of the surrounding community through local ownership, employment, buying local products, etc. A sustainable business should benefit its colleagues, customers, business partners, owner, and other stakeholders.

Quality Initiatives

1. We ensure the hotel's sustainability performance and commitment is continually improving by measuring our guests' satisfaction based on corporate standards, setting a high priority on the development and training of our associates, nurturing excellence amongst us, and creating regular property maintenance plans.
2. Ensure we create the ultimate atmosphere for relaxation, refreshment and renewal for guests.
3. Maintain healthy business ethics among staff, management and business contacts.
4. Innovative management initiatives.

Customer Satisfactory

Ramada Hotel & Suites Ajman was honored on its second time the Tez Worldberry Award 2014 during the exclusive awarding ceremony hosted by Tez Tour in Moscow, Russia on March 18th 2015. The hotel won the **"Overall Customer Satisfactory"** category and **"The Best Hotel – Partner of Tez Tour"**, according to the results of cooperation 2014.

The award was presented by the Tez Tour team- Alexander Sinigibsky, General Representative; Alexander Burtin, Commercial Director and Vladimir Kaganer, General Director of the company.



Customer Satisfactory

Ramada Hotel & Suites Ajman received several recognitions for its customer service excellence and to mention . "TripAdvisor's Certificate of Excellence Award for year 2013 till 2015"; "Travelers' Choice Award 2014 & 2015". Also, the property was being recommended in the "Holiday Check 2014". The accolade honours hospitality excellence and achieved outstanding traveler's reviews.



We are recommended on
HolidayCheck
★★★★★
2014

Ramada Hotel & Suites Ajman

4.6 / 6



May 2014


Gilles Despas
CEO
HolidayCheck AG


Georg Ziegler
Head of E2E
HolidayCheck AG

www.HolidayCheck.com

Guest Satisfaction Letter



Thanks letter

From: Star Maker Football Co.

To: Ramada Suites and Hotel

Dear friends:

I am writing to express my appreciation for the quality of service you offered me and all my groups during our days of stay at your prestigious Hotel.

As a matter of fact, I consider Ramada Suites & Hotel is my sweet home at UAE, and I will do all my best to bring all our future business to it, as I enjoyed the peace and quiet I needed, offered in all the facilities of your hotel, in addition to the excellent service & co-operation of the staff, which helped & allowed me to run and organize my groups in best way.

I would like to dedicate my appreciation to:

- Mr. Iftikhar (GM & the god father of the hotel), who was like a elder brother for me, helping, standing beside, giving instructions to all department to make my & my groups' stay most comfortable and unforgettable one
- Mr. Imran Sheikh (Assist. Dir. of Sales), who was indeed brother and friend to me.. He helped me a lot, and was receiving my silly calls and requests anytime with a very big open mind and co-operation, organizing between the departments, supporting me from the first until last moment of my business.
- Mr. Hussein (FOM), who was the responsible of making our clients' stay very comfortable, although I have always been nervous with him, but he was very professional helpful with me.
- Front office staff (Regina, Amina, Gezile, Catherine, Kashif, Rizwan, Mahmoud and Yasser)
- All my friends of bellboys and drivers (Saeed, Ansar, Abdul Aziz, John, Bairuz, Shaji, Hamza) who were very helpful for me.
- FB department, headed by the most professional manager (Mr. Mohamed), in addition to the most active assistant (Chandan) and all his team, especially my dear friend (Rayan) and all his colleagues, without forgetting the best Chief (Mazen).
- HK and Laundry department especially Mr. Farouk and my dear friend Islam who was more than helpful, as he was staying hours after his duty to clean our clients' sport wears, really, special thanks for him.
- Health club team by names.

From all our company colleagues, we would like to thank you very much for your assistance and co-operation, looking forward to dealing with you in the nearest future.

Thanks again, see you soon.

Hassan Ahmed Hassan
Executive Director



24th August 2015

TO:
All Ramada Hotel & Suites Ajman Associates

Subject: Excellent Result during the Wyndham Audit on August 11th-12th, 2015

Dear All,

Let me start by saying "Congratulations to all Ramada Hotel & Suites Ajman associates for a job well done" on achieving a very good result reflected as **Grade A with 91.95%** overall score in the recent held **Wyndham's Quality Assurance Evaluation on August 11th till 12th, 2015.**

Category/Sub Category	Rating	Score	Weight	Weighted Score	Total Weighted Score
Service		90.00%	25		22.50%
Service		90.00%	100	90.00%	
Administrative Policies		83.33%	10		8.33%
Compliance		83.33%	100	83.33%	
Public Areas		89.46%	15		13.42%
Condition		86.03%	43	36.99%	
Compliance		90.00%	43	38.70%	
Cleanliness		98.33%	14	13.77%	
Guestrooms		98.54%	35		34.49%
Condition		96.25%	39	37.54%	
Compliance		100.00%	22	22.00%	
Cleanliness	A	100.00%	39	39.00%	
Food & Beverage		88.08%	15		13.21%
Condition		92.65%	43	39.84%	
Compliance		79.63%	43	34.24%	
Cleanliness		100.00%	14	14.00%	
Total	N/A	92.38%	100		91.95%

Achieving this score would not have been possible without the stirring support & cooperation by each associate.


The management will look forward to your continued excellent performance in order to keep the momentum on the Wynnning level.

Sincerely,


Iffikhar Hamdani
Cluster General Manager



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RAMADA
HOTEL & SUITES
AJMAN

Ramada Hotel & Suites Ajman is operated by R Hotels (a member of R Holding) under a franchise agreement form Wyndham Hotel International.

Quality Assurance Programme

A Message from Rui Barros

Senior Vice President and Managing Director, EMEA

WYNDHAM
HOTEL GROUP

Quality Assurance Programme 2014

Wyndham Hotel Group continually looks to help hotel owners and franchisees meet the quality demands of the market and answer the collective expectations of the consumer. We are pleased to unveil enhancements to our quality assurance (QA) programme for 2014.

The Quality Assurance programme will move to a single sign-on application through MyPortal using Wyndham Hotel Group software, Steton. The new scoring process will provide a holistic view of quality and service and apply attention to high guest impact deficiencies.

The three Cs of quality assurance will remain the same:

- Cleanliness
- Condition
- Compliance

WynReview™ will be used to access the service element of the Quality Audit. The weighting and scoring has been reviewed and in order to align the scoring with guests' expectations, scoring will be distributed against the following five areas with each area carrying a percentage of the overall score:

- Guest Room: 35%
- Service 25%: (using the score from WynReview)
- Public Areas: 15%
- F&B: 15%
- Administrative Policies: 10%

The guest room category will be sub-divided into three sub-categories with the following percentages:

- Compliance: 22%
- Condition: 39%
- Cleanliness: 39%

To place a greater emphasis on the need for consistency and overall product quality in non-guestroom areas, the three sub-categories that make up the Public Areas and Food & Beverage categories will be weighted as follows:

- Compliance: 43%
- Condition: 43%
- Cleanliness: 14%

Compliance and cleanliness grading will be either a Pass or a Fail. Condition grading will be split into three grades - Acceptable, Minor or Major. The overall QA score will be graded as follows:

- A (outstanding) 90 – 100%
- B (good) 80 – 89.99%
- D (warning) 70 – 79.99%
- F (Fail) 69.99 – 0%

Important Note: Your hotel will receive an automatic fail if the Guest Room Cleanliness score is below 70%.

I am confident that making these additional changes to the Quality Assurance programme will continue to help your hotels deliver a quality product to guests. Thank you in advance for your cooperation in adhering to high standards at your property in order to achieve consistent guest satisfaction. If you have questions, please send an e-mail to operations.EMEA@wyn.com.

WYNDHAM GREEN

June 2, 2015

Iftikhar Hamdani
General Manager
Ramada Hotel and Suites Ajman

Dear Iftikhar,

On behalf of Wyndham Green and our Corporate Social Responsibility Program called "Traveling Together for a Better World" I wanted to take the time to recognize you for being a shining example of Sustainability and Corporate Social Responsibility in the workplace. Through 2014 into 2015, your inspired projects at the Ramada Hotel and Suites Ajman have shown that with passion and commitment it is possible to make a difference in both the local and global community. We greatly appreciate your focus on zero waste and the impressive 90% reduction you were able to achieve with this project. Additionally, your conversion of parking lot area to an urban farm is an innovative way to create more green space on your property and ensure the inclusion of more local food in your hotel's kitchen.

Please accept this token of appreciation for you and your employees' continued dedication and hard work. This plaque represents all property efforts around the world including you and your team and all your good works. Also, please accept these bamboo journals and 10 bags to give to key members of your team.

Sincerely,



Faith Taylor
SVP, Corporate Social Responsibility
Wyndham Worldwide
22 Sylvan Way
Parsippany, NJ 07054
CC: Mary Falvey
Daniel Ruff
Michael Zager

IV. Health & Safety Issues – Ramada Hotel and Suites complies with all established health and safety regulation, and ensures that both guest and colleagues are safe and secure in the environment they work and visit.

Health & Safety Issues Initiatives

1. To be able to provide our guests with emergency information in our guest directory:
 - In the event of Fire
 - General safety & security issues e.g. safety box, double locks, keys, medical emergencies, telephone calls and guest with disabilities.
 - Guest room Emergency instruction complete with Hotel layout.
2. Provide an employee handbook to all employees during their initial observation period.
3. Health & Safety at work training is practiced at the Hotel.
4. HACCP (Hazard Analysis Critical Control Point) principles are practices by F&B Department.

Fire Fighting Training

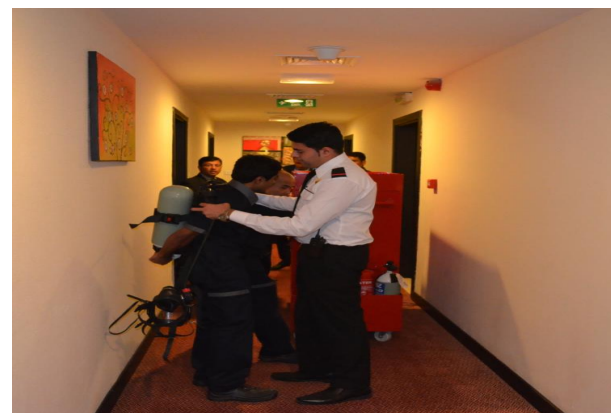
Ramada Hotel & Suites Ajman is conducting Fire Fighting training every year. The purpose of this Standard Operating Procedure is to provide basic fire fighting training to the employees so as to enable them to handle initial fire situation at their work places without risking their lives.





Fire Drill

Ramada Hotel & Suites Ajman is conducting Fire Drill training every year. The purpose of fire drills in building is so that everyone in the building is aware of how to get out of the building in the quickest and safest way possible if a fire were to occur and practicing the evacuation of a building for a fire or other emergency. Usually, the emergency system (the fire alarm/smoke detector) sounds and the building is evacuated as though a real fire had occurred. Generally, the time it takes to evacuate is measured to ensure that it occurs within a reasonable length of time, and problems with the emergency system or evacuation procedures are identified to be remedied.



HACCP Training

Ramada Hotel & Suites Ajman organized Hazard analysis and critical control points or HACCP training to prevent reduce, or eliminate hazard in foods and make product safely and its systematic preventive approach to food safety from biological, chemical, and physical hazards in production processes that can cause the finished product to be unsafe, and designs measurements to reduce these risks to a safe level.



The Ramada Hotel and Suites –Ajman Green Team

To coordinate the program efficiently, the management of The Ramada Hotel & Suites Ajman appointed individuals to be directly responsible for the running of this program. The team was titled the green team.

Green Team Chairman:



Iftikhar Hamdani
Cluster General Manager
Ramada Hotel & Suites Ajman
Ramada Beach Hotel Ajman

Green Team Members:



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Prepared & Verified by:
Asrar Masoodi
Cluster Chief Engineer

Issued Date: March 01st, 2015



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Approved by:
Iftikhar Hamdani
General Manager

Review Date: Dec 23rd, 2016