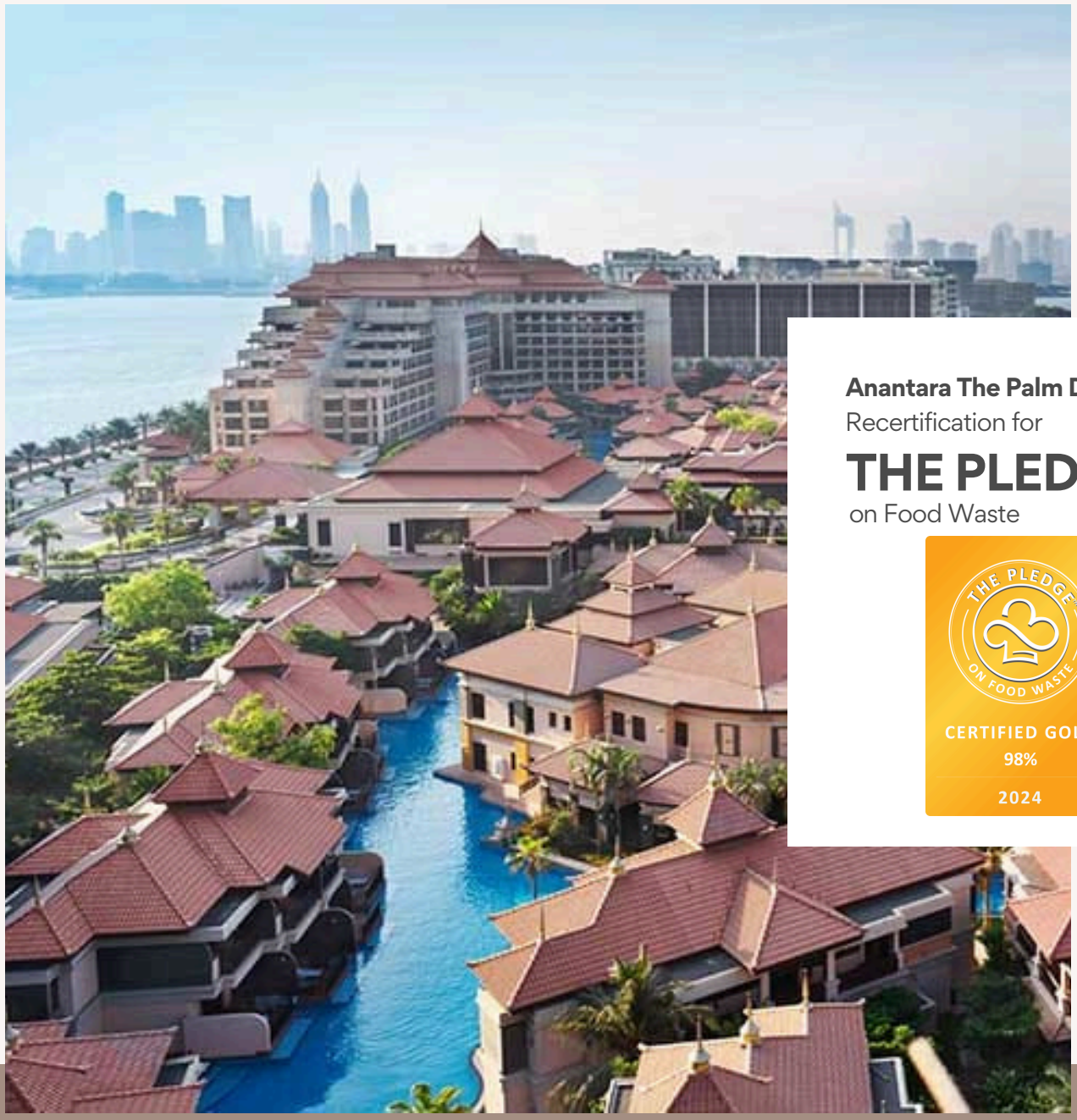
FOOD WASTE
ANNUAL REPORT 2024-25



Anantara The Palm Dubai Resort
Recertification for
THE PLEDGE
on Food Waste

THE PLEDGE ON FOOD WASTE
CERTIFIED GOLD
98%
2024

ANANTARA
THE PALM DUBAI RESORT

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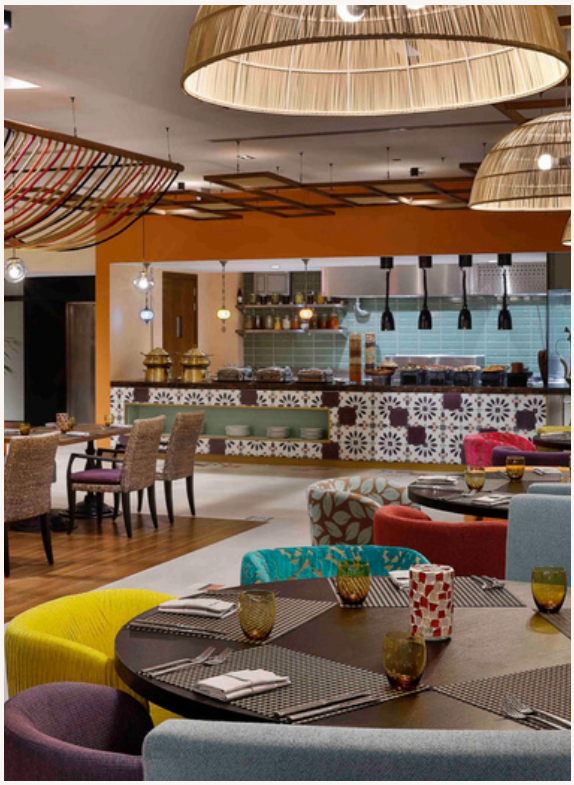
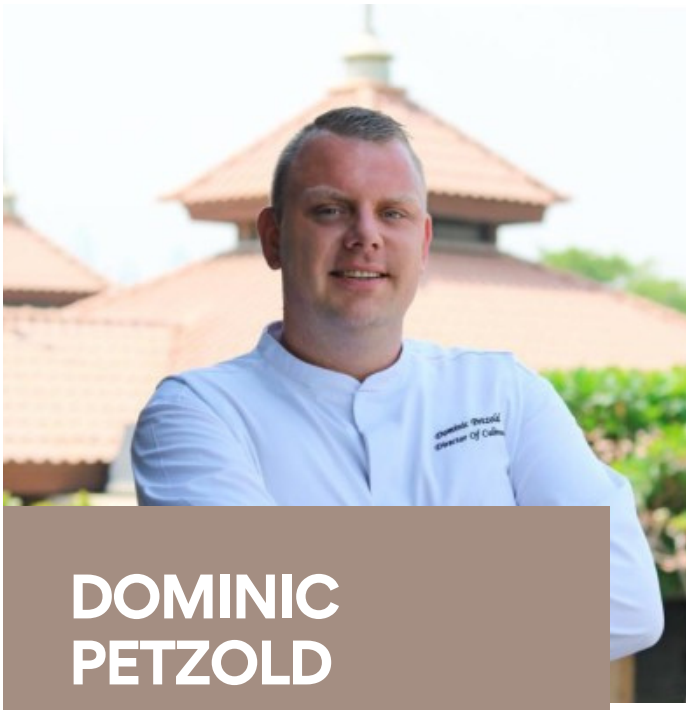


LETTER FROM THE CHEF



DOMINIC PETZOLD

Cluster Executive Chef

The PLEDGE certification journey undertaken in 2023-24 has been a highly valuable experience, solidifying our commitment to sustainable culinary practices and providing a clear framework for minimising food waste. This process inspired a deeper understanding of food waste prevention among our culinary team, resulting in enhanced skills in areas such as inventory management, storage optimisation, and creative menu innovation. Data-driven decision making, facilitated by the use of a food waste monitoring system, has become central to our operations, allowing us to identify and address key areas for improvement with targeted strategies.

Beyond operational enhancements, the certification process has fostered a stronger culture of collaboration and responsibility within our kitchen. **The Food Lovers' Committee** has played a pivotal role in driving innovative solutions and engaging our team in waste reduction efforts. We've also strengthened our commitment to responsible sourcing, rigorous food safety protocols, and engaging our guests in our sustainability journey. From **creative portion control to exploring partnerships for food redistribution**, The PLEDGE process has enabled us to achieve significant progress in minimising waste and upholding our commitment to culinary excellence.

Building on our GOLD certification from The PLEDGE in 2024, where we achieved a score of 98%, we maintained our commitment to excellence throughout the remainder of 2024 and into 2025. We are proud to continue this journey by seeking recertification with The PLEDGE, reaffirming our dedication to ongoing improvement in food waste reduction.

2025 Vs 2022 Baseline

18%

Drop in Food Waste

AED **42,002**

diverted from food costs

18,000 MEALS SAVED

3,600 kgs of food not wasted

9,000 Kgs Co2e saved

ABOUT US

Anantara The Palm Dubai Resort, located on Palm Jumeirah, offers a unique luxury experience with 400 metres of private shoreline, lagoon access rooms, and the UAE's first over-water villas. Guests enjoy world-class dining at ***six restaurants*** and a comprehensive spa, all within close proximity to Dubai's city centre. The property features 293 guest rooms, and shares facilities with its onsite residences which boast a further 449 apartments.

in 2024 the property achieved a significant milestone, becoming the ***first hotel*** in ***the Middle East*** to receive ***Gold certification from third-party audited The PLEDGE certification*** for its comprehensive food waste reduction efforts in Crescendo Restaurant. This recognition underscores the resort's commitment to environmental responsibility and sustainable practices within the hospitality industry.

Crescendo offers daily buffet service for breakfast, lunch and dinner. The high volume restaurant sees in excess of **900 covers daily**.

FROM OUR KITCHEN

KEY ELEMENTS OF OUR APROACH

As part of our ongoing commitment to reducing food waste, we have implemented a range of key initiatives across our operations, aligning with the 7 core principles of The PLEDGE.

PROCESS DOCUMENTATION

Policy and Action: We have reaffirmed our commitment to our *Food Waste Reduction Policy*, recognising it and our action plan as a guiding document that aligns all our efforts and reporting.

EMPLOYEE COMMITMENT

Empowered Collaboration: The *Food Lovers' Committee* has proven to be an invaluable forum for cross-departmental collaboration. Their active participation and contributions towards data analysis, and the implementation of new initiatives has been instrumental in our success.

Enhanced Skillsets: The training programmes undertaken by our culinary team along with daily, weekly and monthly briefings have demonstrably improved our understanding of food waste prevention techniques, including best practices in purchasing, storage, and efficient preparation methods.
Team members are recognised in both formal and informal settings.

FOOD WASTE MONITORING SYSTEMS

Data-Driven Decision Making: The implementation and consistent use of "CHILL" Food waste monitoring system in conjunction with KPI Target setting of 5% reduction in food waste to baseline, monitoring of the grams per cover wastage, as well as food costs and benchmarking, provided us with insight into our food waste patterns. This data-driven approach enabled us to make informed decisions to optimise our operations.

FOOD HANDLING BEFORE PREPARATION

Stringent Food Safety Protocols: We are **HACCP certified**, meaning that our food safety management system has been rigorously assessed to ensure we can, and do, proactively identify, assess and control potential hazards across all stages of our food chain. This ensures the safety and suitability of the food we prepare and serve, complying with international food safety standards.
Our adherence to The PLEDGE reinforced these efforts to ensure both food suitability and minimised waste.

Responsible Practices: We have strengthened our commitment to prioritising suppliers that offer long shelf-life items and sustainable sourcing practices.

- We source **10 kgs a day of leafy greens and micro herbs from our on-site container farm,** which minimises transport miles and transport related spoilage.
- We prioritise locally sourced, and fair trade items, and have a commitment to our sustainable seafood policy whereby items on the endangered red list are not served.

FOOD PREPARATION AND OFFERING

Innovative Menu Concepts & Guest Engagement: The PLEDGE process has inspired us to embrace zero waste menus and culinary techniques, transforming our approach to menu development and significantly enhancing guest engagement. This includes;

- The introduction of additional zero-waste options on our meetings & event menus.
- *T*he introduction of a special **zero waste cocktails** and canapés menu featured at our monthly GM Cocktail evenings, provides a platform to discuss The PLEDGE and showcase our commitment to sustainability to the guests.
- We've incorporated **more zero waste menu items onto our buffets**, inviting guests to explore these dishes and offering accompanying recipes to further engage them.
- Our culinary team celebrates global awareness days, such as zero waste week, celebrated in Bushman's with a dedicated zero waste menu for the occasion.
- At this year's The Hotel Show, a premier Gulf hotel and catering event, our talented chefs showcased zero waste offerings in their competition menus as part of the "Chefs Table" competition.
- We've even extended our zero waste approach to beverages, exploring **fermentation techniques** and partnering with specialists to create unique offerings.

These initiatives not only contribute to waste reduction but, more importantly, educate both our guests and team members about the value of creative resourcefulness in the culinary arts.

Optimised Portion Control: We have refined our approach to portion sizes, particularly in our buffet operations, to ensure that we offer appropriate quantities while minimising plate waste. The use of smaller plates on the buffets, individual portions pre portioned for tasting, as well as more live stations enable us to better control food waste.

ACTIVE CUSTOMER ENGAGEMENT

Our Guest Engagement Strategies: We actively engage guests in our food waste reduction efforts through various channels. This includes informative signage in our restaurants, prominent display of our PLEDGE certification plaque, and invitations to try our zero waste dishes. Tent cards offer guests the opportunity to sign up for the National Food Loss and Waste (Ne'ma) pledge, and our monthly GM cocktail party showcases a zero waste canapé menu. Even our **kids club passport documentation** now features information regarding food waste and recycling. Furthermore, our commitment to reducing food waste is highlighted on our website and in hotel informational materials.

POST CONSUMER

Circular Economy Principals & Community Partnerships: We prioritise preventing food waste through partnerships with local organisations like Ne'ma, the UAE Food Bank, and local animal shelters for surplus food redistribution. To minimise the environmental impact of unavoidable food waste, our on-site anaerobic digester converts food waste into water for irrigation, and in 2024 diverted 72 tons of organic material from landfills.

ACHIEVEMENT HIGHLIGHTS

18%
Drop in Food Waste Value

AED **42,002**
diverted from food costs

21.4%
Drop in grams per cover food waste

9,000 Kgs Co2e
Reduced carbon emissions

18,000 **MEALS**
36,000 KGS OF Food saved from being wasted which equals to 18,000 **meals** saved

75 **PEOPLE TRAINED**
56 new team members aware of PLEDGE
25 Chefs trained

RESETTING GOALS & NEXT STEPS

2025-26 TARGETS

As our food waste management journey has evolved, operational changes have prompted a **re-evaluation** of our initial baseline. We have updated the baseline to better reflect current practices as next steps.

Our 2025-26 baseline is now set as 110 grams of food waste per person across our operations, focusing on waste from buffet leftovers, preparation, client plates, and spoilage, excluding non-edible items such as peels, bones, and shells. Additionally, we target a 2% reduction in this figure moving forward.

Our data indicates that the majority of waste is derived from guest plates, therefore we will actively target guest engagement initiatives in the coming year.

Gold Certification achieved in 2024

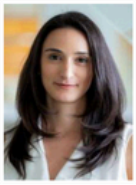
FOOD LOVERS' COMMITTEE

Consists of Heads of Department and those involved in sustainability within the property

General Manager


Maurice Fitzgerald
EAM – F&B


Dominic Petzold
Cluster Executive Chef


Konstantia Bagiourouki
Director of Marketing and Communications


Mark Anthony Blake
Chief Engineer


Eliane Nader
Cluster P&C Manager


Gopal Nagarajan
Chief Steward


Tiffany Kiosk
Sustainability Kiosk


Anastasioa Karagiannidis
Executive Sous Chef


Gerardo Villareal
Stewarding Supervisor


Nelyn Millar
Culinary Admin Assistant


Michael Lopesi
Sous Chef


Roselle Castillo
EHSMS Officer

Note: The General Manager is a member of the committee; however, at the time this was prepared, the hotel was without a GM, and the new appointment had not yet commenced.

CELEBRATING SUCCESS

We truly value our team and believe in showing our appreciation by providing them with meaningful experiences. That's why we host events that allow them to explore and enjoy the vibrant city of Dubai — whether through complimentary dinners or offsite excursions.

TEAM IS CELEBRATED

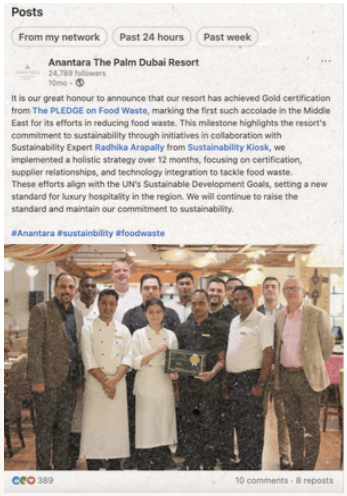
Target:
5%
Reduction in food waste

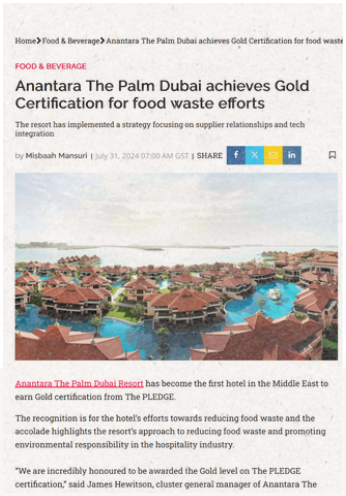
Achieved
18%
Reduction in food waste

SPREADING THE WORD

We love spreading the word about our food waste initiatives and our commitment to the food waste certification PLEDGE. From lively team talks and eye-catching posters to social media buzz and fun challenges, we make sure everyone's in the loop. It's all about turning awareness into action, showing our team, guests — and the world — that we're serious about making a difference, one plate at a time.

Social Media & Media





Tabel Tops and Buffet Signs

SPREADING THE WORD

NO BIN DAY IN STAFF CANTEEN

We use signs, activities, training and an app to keep momentum going. This year, we introduced the **No Bin** initiative in the canteen, a focused effort to reduce food waste through behavioural change. On its first day alone, the programme cut waste by 10kg. Sustained over the year, that equates to a potential reduction of 3,650kg, a clear demonstration of how small changes make a big impact.

Additionally, Chef Dominic spoke at the Responsible Hoteliers Summit, inspiring over 140 attendees about the power of The PLEDGE on Food Waste.

SEGRIGATION SINAGE IN MULTIPLE LANGUAGES

TRAINING

Teams are continuously trained in sustainability, waste segregation, food waste and circular economy principals. Meeting are held weekly with departments driving sustainability initiatives.

SPREADING THE WORD THROUGH PARTNERSHIPS

Partnering with Rumbella, to rescue food or beverages.
Community Partnerships: We are actively pursuing partnerships with local organisations, including Ne'ma, the UAE Food Bank, and local animal shelters, to redistribute surplus food and extend our commitment beyond our resort.

FOOD WASTE INFORMATION ON CANTEEN TV SCREENS

BEHIND THE SCENES

WE ARE HACCP CERTIFIED

We are HACCP certified, meaning our kitchen follows strict food safety protocols by identifying hazards, establishing control points, and ensuring safe food preparation and storage.

RECEIVING & STORAGE

Stringent checks and protocols are in place for receiving and storing goods to prevent contamination and spoilage. Goods are traced and regularly spot-checked for quality, while suppliers are held to high standards through a thorough vetting process.

BEFORE PREPARATION

Adhering to the Food Purchasing Policy, Sustainable Seafood Policy, and Shelf Life Policy—prioritising local and fair trade products—is essential. This includes ensuring items are vacuum-packed, properly dated, and that accurate logs are maintained. Much of our delicate produce comes from our onsite container Hydroponic Fram.

EQUIPMENT

Equipment is routinely inspected for temperature control, intact seals, and other safety and health concerns to ensure compliance and maintain safety standards.

FOOD WASTE MONITORING

A Food Waste Monitoring System has been implemented in Crescendo to track waste and target areas for improvement.

COMPUTERISED ORDERING

Computerised ordering allows for better stock control, and tracking.


TÜV NORD

CERTIFICATE

HACCP (Hazard Analysis Critical Control Points)
Management system as per Codex Alimentarius Commission

Anantara Hotel Palm Jumeirah
Makani No. 13839 80568, East Crescent Road
Palm Jumeirah, Dubai
United Arab Emirates

EA: E

Scope

Purchasing, Receiving, Storage, Preparation, Holding and Serving of International Cuisines

BEHIND THE SCENES

ANAEROBIC DIGESTER

Food waste into irrigation water

Our onsite **anaerobic digester** efficiently processes food waste, converting it into nutrient-rich water, which is then fed back into our irrigation system. In 2024 it digested 72 tons of food waste. This sustainable system supports our irrigation needs, creating a closed-loop cycle, recycling food waste into valuable resources, reducing waste, and lowering environmental impact.

CRYSP CONTAINERISED HYDROPONIC FARM,

Harvesting 10 kgs daily

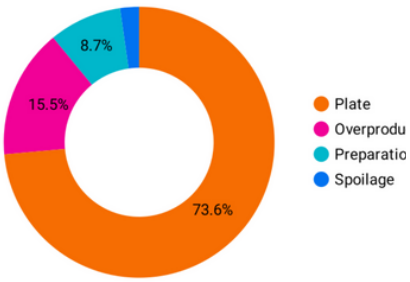
Our **Crysp** Hydroponic Farm allows us to harvest 10 kg of micro herbs and leafy greens daily, providing fresh produce directly to the resort. This sustainable approach minimises food miles and reduces waste associated with transportation, ensuring we deliver the freshest ingredients while supporting our commitment to environmentally responsible operations and reducing food waste..

KEEPING ON TOP OF WASTE

Food waste into Irrigation water

To maintain our commitment to minimizing food waste, we conduct regular **waste audits** to meticulously analyze what's being discarded and why. These audits provide invaluable insights into our waste streams, helping us identify areas for improvement in food preparation, storage, and handling, and understanding the root causes helping us tailor targeted training programs.

Crescendo waste is also input into a digital monitoring system allowing us to see where the waste is coming from such as plate, overproduction, preparation and spoilage.



TO CLOSE

Our journey through The **PLEDGE Certification** process has been transformative, solidifying our core principles and significantly enhancing our commitment to sustainability. Through policy alignment, empowered collaboration via the Food Lovers' Committee, enhanced team skillsets, and data-driven decision-making, we've achieved progress in minimising food waste. Our dedication extends to responsible sourcing, stringent food safety protocols, innovative zero waste menu concepts and guest engagement strategies, optimised portion control, and active community partnerships.

Decarbonising our food systems is a critical next step in our sustainability journey. Beyond reducing food waste, we are actively exploring and implementing strategies to minimise the carbon footprint associated with our food supply chain.
Cross-Property Collaboration: As part of **Minor Hotels'** broader sustainability strategy, we are committed to sharing learnings and toolkits across our sister properties to scale the impact of food system transformation.

The PLEDGE certification has not only improved our kitchen operations but has also fostered a culture of awareness, innovation, and collaboration, enabling us to make a tangible impact on waste reduction while upholding our commitment to culinary excellence and providing exceptional experiences for our guests.

Acknowledgement
This achievement was made possible with the support of **Sustainability Kiosk** and their accredited trainers, whose expert guidance empowered our teams with the knowledge, skills, and confidence needed to meet and maintain the high standards of The PLEDGE on Food Waste.

THANK YOU for accompanying us on this journey

The Team

ANANTARA
THE PALM DUBAI
RESORT