



PEOPLE, PLANET, PURPOSE

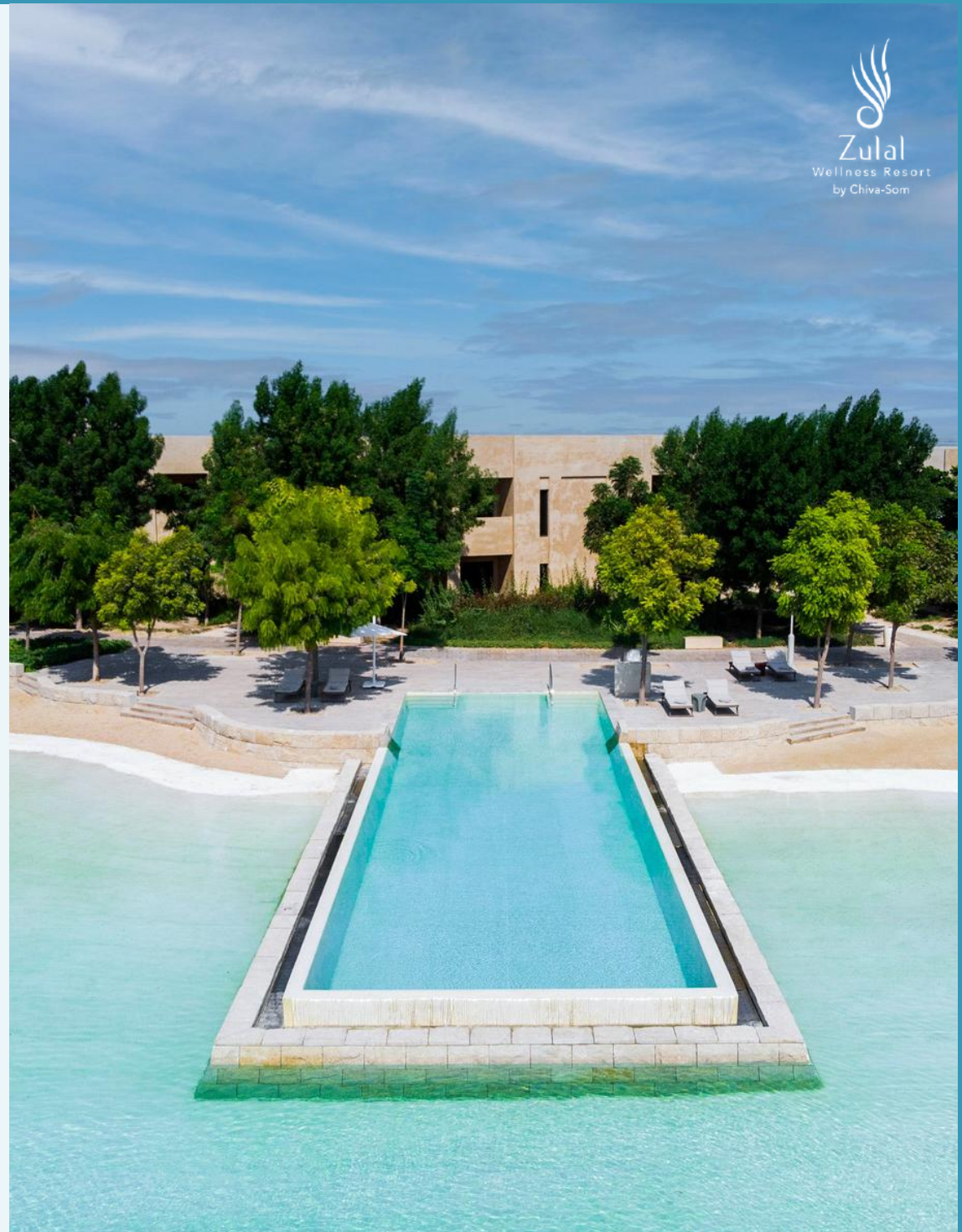
EMPOWERING SUSTAINABILITY, EMBRACING WELLNESS

ESG REPORT 2025



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INTRODUCTION

Welcome to the ESG Report of Zulal Wellness Resort by Chiva-Som. As a leader and luxury wellness resort, we are dedicated to creating a sanctuary where our guests, employees, and the environment thrive together. Our commitment extends beyond exceptional hospitality — we prioritise sustainability, environmental stewardship, and the well-being of our community in every aspect of our operations.

This report highlights our initiatives, achievements, and ongoing efforts to integrate environmental, social, and governance (ESG) principles into our resort's operations, ensuring a balance between luxury, wellness, and responsibility. By sharing our journey, we aim to inspire positive impact for our guests, our team, and the planet.



A MESSAGE FROM OUR LEADER

At Zulal Wellness Resort by Chiva-Som, we believe true wellness extends beyond personal health—it flourishes in harmony with nature. Sustainability is woven into every aspect of our retreat, ensuring that as we care for our guests, we also nurture the planet that sustains us.

Our efforts include energy consumption management, water conservation and stewardship, responsible resource management, corporate social responsibility, and our paperless and plastic-free pledge.

For us, sustainability and wellness are a shared journey. By protecting the Earth, we cultivate deeper wellness for mind, body, and spirit. Together, we are redefining luxury wellness through sustainability. Every choice we make honours our promise to future generations: a world where wellbeing begins with respect for nature..

Ammar Samad
General Manager



ABOUT ZULAL WELLNESS RESORT

Zulal Wellness Resort by Chiva-Som is the Middle East's first and largest immersive wellness destination.

Located on the coast of northern Qatar, Zulal is inspired by the Arabic word for 'pure natural water' and is the first wellness resort in the world to blend the holistic wisdom of Traditional Arabic Islamic Medicine (TAIM) with modern therapies and health practices. Aiming to inspire positive and sustainable lifestyle change, the property offers two distinct wellness experiences.

Zulal Serenity is an adults-only oasis designed for reflective and mindful wellbeing journeys while Zulal Discovery invites guests of all ages, particularly families, to reconnect and explore the joys of healthy living through a wellness lifestyle.





OUR APPROACH TO ESG

Our ESG approach reflects our commitment to responsible and sustainable operations. We integrate environmental stewardship, social responsibility, and strong governance into every aspect of our resort. From reducing our ecological footprint and supporting community well-being to maintaining transparency and ethical practices, ESG guides our decisions and actions. This approach ensures we create lasting positive impact for our guests, employees, and the wider community.

OUR COMMITMENT

At Zulal Wellness Resort sustainability is at the heart of everything we do. Our ESG approach guides us to protect the planet, support our communities, and ensure well-being for all.

We align our initiatives with key UN SDGs: promoting health and wellness (SDG 3), ensuring clean water (SDG 6), fostering fair and inclusive workplaces (SDG 8), supporting sustainable communities (SDG 11), reducing waste and consumption (SDG 12), taking climate action (SDG 13), and protecting marine (SDG 14) and terrestrial ecosystems (SDG 15).

Through responsible practices, awareness, and innovation, we aim to preserve the beauty of our surroundings while creating positive impact for guests, employees, and the wider community.

SDG	GOALS	ACTIONS
	Promote health, safety, and well-being for employees, guests, and the community.	<ul style="list-style-type: none"> • Implement employee wellness programmes and health screenings. • Promote mental health awareness and support initiatives. • Encourage healthy lifestyle practices among guests and staff. • Collaborate with healthcare partners for community well-being programmes.
	Ensure sustainable water management and access to clean water across our operations.	<ul style="list-style-type: none"> • Treated wastewater is used for garden irrigation in the resort. • Rooms and common areas are fitted with low-flowing water features (5L/min for taps and 10L/min for shower).
	Promote inclusive, safe, and rewarding work environments while supporting sustainable economic growth.	<ul style="list-style-type: none"> • Ensure fair wages and ethical employment practices. • Provide training and career development opportunities. • Foster a safe, inclusive, and supportive workplace. • Support local businesses and community economic initiatives.
	Contribute to sustainable, resilient, and inclusive communities through responsible operations.	<ul style="list-style-type: none"> • Minimise environmental impact in resort operations. • Support local culture, heritage, and community initiatives. • Promote sustainable tourism practices among guests and staff. • Collaborate with local authorities and partners for community development.
	Promote sustainable consumption and minimise waste across all operations.	<ul style="list-style-type: none"> • Implement waste reduction, recycling, and composting programmes. • Source materials and products responsibly. • Optimise energy and resource efficiency in operations. • Adopted systems to monitor our environmental performance like Unravel Carbon and Evergreen platform.
	Reduce our carbon footprint and build resilience to climate change.	<ul style="list-style-type: none"> • Implement energy efficiency and renewable energy initiatives. • Monitor and reduce greenhouse gas emissions. • Promote climate awareness among employees and guests. • Support sustainable practices in operations and supply chains.
	Protect marine ecosystems and promote sustainable use of ocean resources.	<ul style="list-style-type: none"> • Reduce marine pollution and single-use plastics. • Support coral reef and marine biodiversity conservation. • Promote sustainable seafood sourcing. • Educate employees and guests on marine protection practices.
	Protect, restore, and promote the sustainable use of terrestrial ecosystems.	<ul style="list-style-type: none"> • Preserve natural habitats and biodiversity on resort grounds by composting. • Implement tree planting and landscaping with native species. • Work hand in hand with Earthna through Mangrove Restoration Programmes.

ESG PRIORITISATION ANALYSIS

We recognise the importance of focusing on ESG topics that matter most to both our stakeholders and our business.

The materiality assessment is a strategic tool that helps us identify, prioritise, and address the environmental, social, and governance issues that have the greatest impact on our operations and the communities we serve.

This assessment guides our sustainability efforts, ensuring that our initiatives are aligned with stakeholder expectations, support responsible business practices, and contribute to long-term value creation.

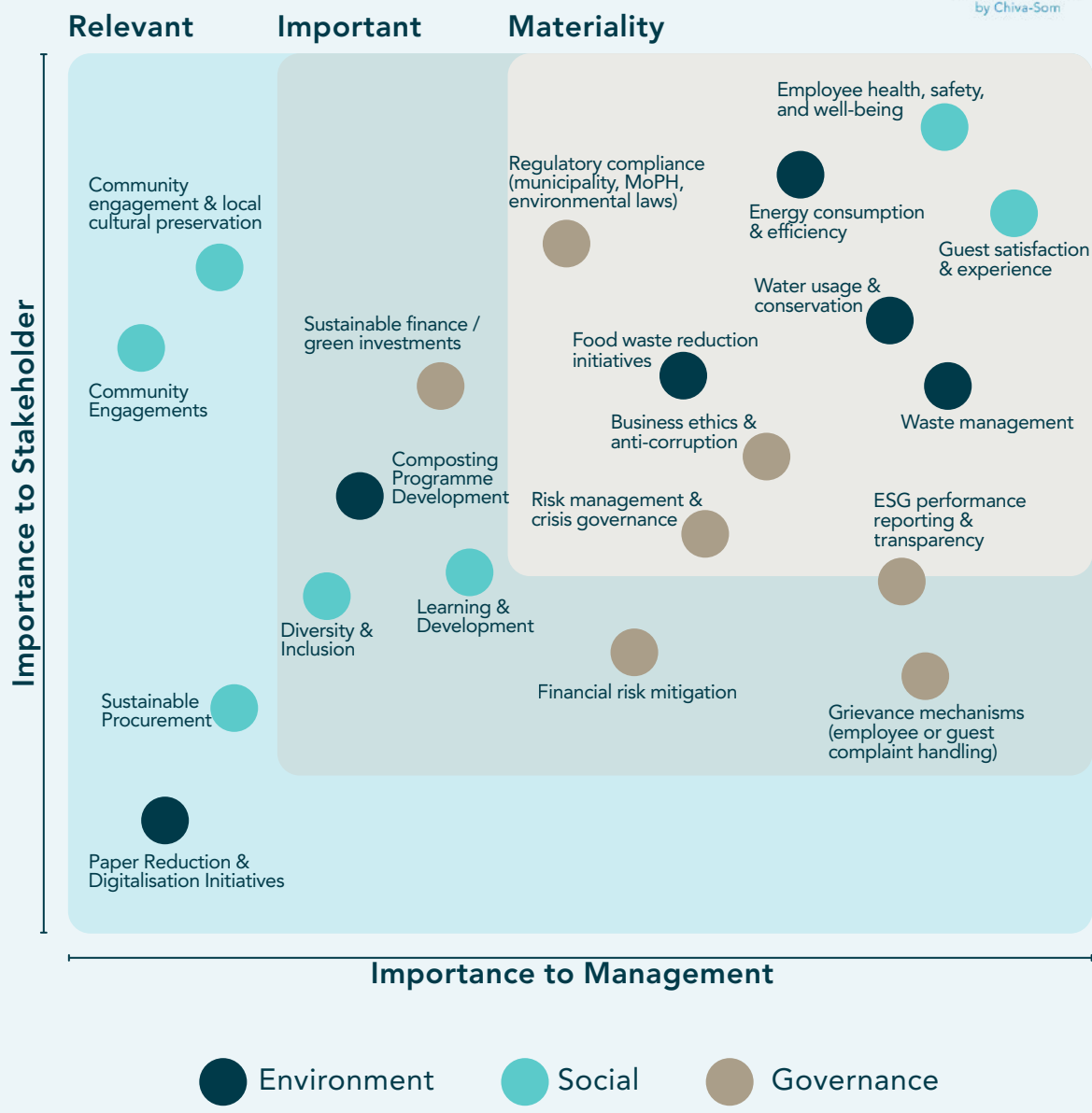
By continuously evaluating these priorities, we aim to enhance transparency, strengthen governance, and promote sustainable development across all areas of the resort.

Material Issues: Identified as critical by both our internal and external stakeholders. They are considered material to our sustainable success.

Important Issues: Identified as being important to our ESG Strategy.

Relevant Issues: Considered relevant to our business.

ESG MATRIX



2025 HIGHLIGHTS & ACHIEVEMENTS



ENVIRONMENT

CLIMATE CHANGE

7.3%

Total Reduction of
Carbon Emission

WASTE

8.4%

Reduction in Waste-Related
Carbon Emissions

BIODIVERSITY

350

Number of
Mangroves Planted



SOCIAL

HEALTH & WELL-BEING

107

Wellness Programmes
Conducted

Great Place
to Work
Certified

TRAINING & DEVELOPMENT

1,704

Hours of Employee Training

DIVERSITY, EQUITY & INCLUSION

34

Workforce Nationality Diversity



GOVERNANCE

AWARDS

28

Total Recognitions
Earned World Wide

ESG TRAININGS

1,578

Total Hours of ESG Training

SUSTAINABILITY RECOGNITION

2x

Travelife Certified



ENVIRONMENTAL STEWARDSHIP



OUR ESG APPROACH TO CLIMATE CHANGE



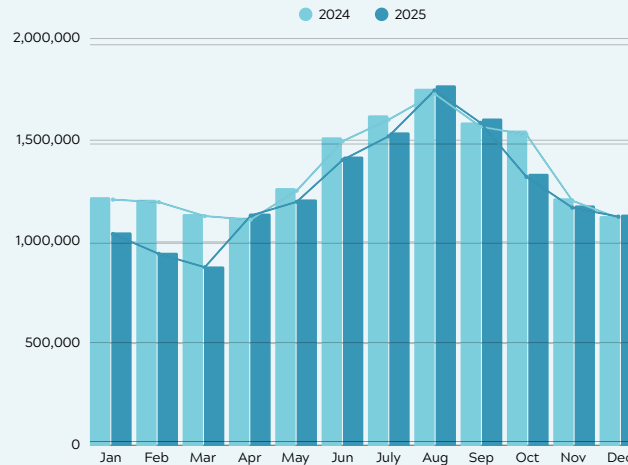
Addressing climate change is a core part of our ESG strategy. As a resort operating within a sensitive natural environment, we recognise the importance of reducing our carbon footprint and building resilience for the future. Our approach focuses on practical actions that **lower emissions**, conserve resources, and protect the ecosystems around us.

We actively **implement energy-efficient systems, reduce water consumption, and promote responsible waste management** to minimise our environmental impact. At the same time, we support nature-based solutions—such as **mangrove restoration and coastal protection—to strengthen climate resilience** and enhance carbon storage.

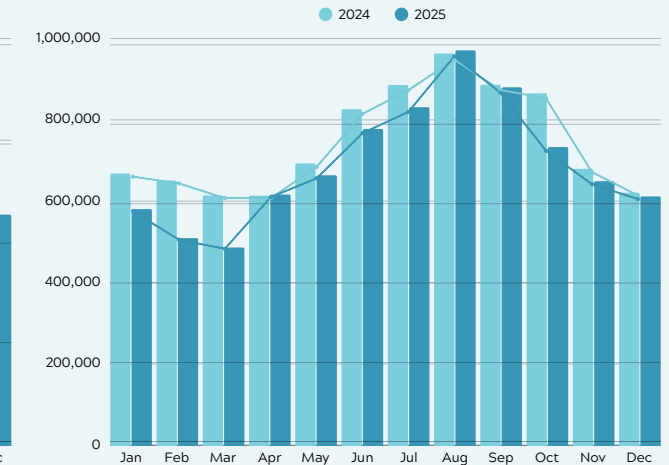
Through continuous improvement, employee engagement, and community partnerships, we aim to contribute to global climate goals while safeguarding the beauty and balance of our surroundings. Our commitment is simple: operate responsibly today to ensure a more sustainable tomorrow.

In 2025, total carbon emissions **decreased by 7.3% compared to 2024**, despite a 21% increase in guest nights. Emissions per guest night improved significantly by 23.3%, demonstrating **enhanced energy efficiency and effective carbon management**. The reduction was primarily driven by lower Scope 2 emissions from energy consumption, while Scope 3 emissions also declined. An increase in Scope 1 emissions reflects improved reporting accuracy rather than operational growth. Future efforts will focus on managing high-emission food procurement and waste-related impacts.”

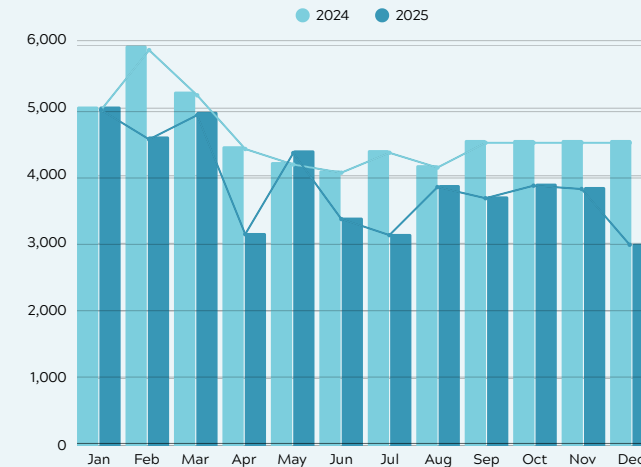
TOTAL ENERGY USE



TOTAL CARBON EMISSION



TOTAL WATER CONSUMPTION



7.3% Reduction of Carbon Emission

7.4% Energy Use Reduction

15.2% Water Use Reduction

Based on Travelife Environmental Report January to December 2025

BIODIVERSITY PROTECTION

Zulal Wellness Resort is fully committed to protecting the natural environment through responsible and proactive actions. From restoring mangrove ecosystems to reducing our energy and water consumption, we continuously work to minimise our environmental impact. By engaging our community and promoting environmental awareness, we aim to preserve the beauty and balance of our surroundings for future generations

BEACH RESTORATION

As part of our commitment to fostering a culture of responsibility and environmental awareness among our employees, we regularly organise beach clean-up activities.

This initiative brings our team together with a shared purpose—to protect our coastal environment while strengthening teamwork and engagement.

During our clean-up sessions, employees gather to remove litter, plastics, and other debris along the shoreline. Beyond improving the natural beauty of our beach, this activity helps reduce marine pollution, safeguard wildlife, and support our broader sustainability goals.

The beach clean-up does more than benefit the environment; it reinforces our internal culture. By working side by side in a meaningful and hands-on initiative, our employees build stronger relationships, feel more connected to our sustainability mission, and take pride in contributing to a cleaner, healthier coastline.



350 Mangrove Trees Planted



MANGROVE RESTORATION INITIATIVE

Our Mangrove Restoration Initiative is a key pillar of our environmental commitment and is proudly led by our General Manager, Mr. Ammar Samad. Through a meaningful partnership with Earthna, and under the scientific guidance of Dr. Aspa, this programme focuses on restoring and protecting our vital mangrove ecosystems.

With expert support from Earthna, our team actively participates in planting, monitoring, and rehabilitating mangrove areas to enhance coastal resilience, promote biodiversity, and support natural carbon sequestration. This collaborative effort reflects our dedication not only to environmental stewardship but also to strengthening community partnerships that drive long-term sustainability.



Mangrove Restoration Initiative in partnership with Earthna

REDUCING OUR WASTE

Waste-related carbon emissions **decreased by 8.4% in 2025** compared to 2024, driven mainly by a reduction in landfill emissions and significant improvements in composting and recycling efficiency. This improvement was achieved despite increased waste generation, highlighting better waste management practices and lower carbon intensity of waste treatment.

COMPOSTING

As part of our commitment to sustainable operations, we have implemented a composting programme that transforms organic kitchen waste into valuable compost. By diverting food scraps from landfill, we reduce our waste footprint while creating a natural resource for landscaping and soil enrichment.

We collaborate closely with local organisations, businesses, and the Ministry of Environment and Climate Change, drawing on their professional guidance to ensure our composting practices comply with environmental standards and regulations. This initiative reflects our dedication to responsible waste management and reinforces our role in promoting a greener, more sustainable community.

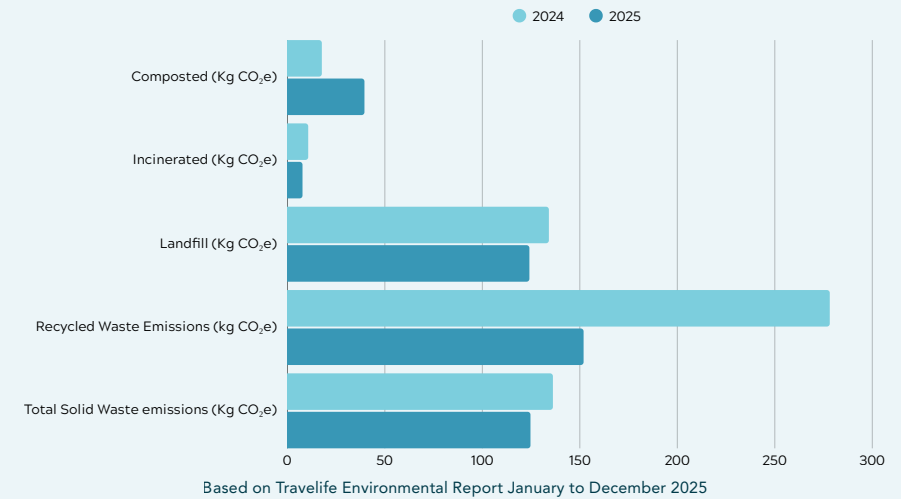


SINGLE USE PLASTIC FREE INITIATIVE

We are actively working to eliminate single-use plastics across our resort. By replacing plastics with environmentally friendly alternatives, we reduce waste, protect marine life, and preserve the natural beauty of our surroundings.

This initiative is carried out in collaboration with local organisations, businesses, and the Ministry of Environment and Climate Change, ensuring full compliance with environmental standards. Our plastic-free commitment reflects our dedication to responsible operations and supports our broader goal of promoting a cleaner, greener, and more sustainable future.

OUR PROGRESS



PAPERLESS & ZERO WASTE

Since June 2025, we launched the Paperless Programme to reduce paper use by switching to digital solutions. Our Zero Waste Programme raises awareness to minimise food waste, while composting turns organic waste into valuable compost, helping us reduce our environmental impact.

7.5% Landfill Emission Reduction

27.4% Incinerated Waste Reduction

45.4% Recycling Emission Reduction

77.6% Composted Waste Increased



SOCIAL RESPONSIBILITY



EMPLOYEE ENGAGEMENT

OUR COMMITMENT TO SOCIAL RESPONSIBILITY THROUGH PEOPLE

True sustainability extends beyond environmental practices—it begins with our people. Our social responsibility initiatives focus on the entire employee journey, from hiring to training and retention, ensuring we create a supportive, equitable, and empowering workplace.

We prioritise fair and inclusive hiring practices, welcoming talent from diverse backgrounds and providing equal opportunities for growth. Our comprehensive training programmes equip employees with the skills and knowledge needed to excel in their roles while fostering personal and professional development.

Retention is equally important to us. By creating a culture of recognition, support, and well-being, we ensure our employees feel valued and motivated to contribute to our resort's mission of excellence.

Through these efforts, we do not only enhance employee efficacy but also reinforce our broader commitment to social responsibility, demonstrating that investing in people is at the heart of sustainable business practices.



PEOPLE-CENTERED INITIATIVES

At the heart of a thriving workplace is meaningful employee engagement—one that goes beyond programmes and policies and is reflected in everyday moments of connection, motivation, and shared purpose. The HR team continues to play a pivotal role in shaping a positive workplace culture by designing initiatives that encourage collaboration, well-being, and a strong sense of belonging across the organisation.

Through consistent engagement activities, wellness programmes, learning opportunities, and inclusive practices, HR continues to foster a workplace where employees feel valued, motivated, and connected. These initiatives strengthen morale, enhance collaboration, and contribute to a positive employee experience—ultimately supporting organisational success and long-term sustainability.

RETENTION & ENGAGEMENT

We maintained a low employee turnover rate of less than 4%, reflecting a positive work environment, strong engagement, and effective retention initiatives. This stability supports consistent service excellence and long-term career growth within the organisation.

Employee development remained a priority, with 21 internal promotions completed during the year, demonstrating our commitment to recognising talent and building leadership from within. Additionally, 24 employees were locally hired, reinforcing our support for local employment and contribution to the national workforce.

Together, these outcomes highlight our commitment to a resilient, inclusive, and people-centered workplace aligned with our ESG objectives.



GREAT PLACE TO WORK

GPTW 2025

Zulal Wellnes Resort is proud to announce that in 2025, our organisation has been recognised as a **Great Place to Work (GPTW) Certified**. This milestone reflects our continued commitment to fostering a positive work environment where employees feel valued, engaged, and empowered to contribute their best.



Our success in the GPTW assessment highlights several key aspects of Zulal's workplace culture:

- **Employee Engagement:** Our team consistently demonstrates passion and dedication, supported by initiatives that encourage collaboration, recognition, and growth.
- **Inclusive Environment:** We promote diversity and inclusion, ensuring every team member feels heard and respected.
- **Continuous Development:** Training, mentorship, and development opportunities are embedded in our culture, helping employees achieve their personal and professional goals.
- **Work-Life Balance:** We prioritise the wellbeing of our employees through wellness programmes, flexible work arrangements, and supportive policies.



HEALTH AND WELL-BEING

The well-being of our staff is a cornerstone of a thriving workplace. We are committed to going beyond standard workplace care by ensuring that every employee has access to comprehensive healthcare benefits.

Through our dedicated wellness programmes, we provide 100% healthcare coverage to all staff, including preventive care, medical consultations, and a range of wellness initiatives designed to support both physical and mental health. These programmes empower our employees to lead healthier, more balanced lives.

Our wellness initiatives encompass regular health screenings, vaccination programmes, mental health support sessions, and lifestyle workshops focused on nutrition, fitness, and stress management. In addition, we extend health promotion activities to our guests, reinforcing our holistic approach to wellness.

By investing in the health of our employees, we cultivate a culture of care, resilience, and productivity. Staff well-being remains a top priority, and our wellness programmes reflect our ongoing commitment to creating a supportive, thriving, and health-conscious environment.



LEADERSHIP & MANAGEMENT



AWARDS & RECOGNITION

Zulal Wellness Resort is proud to have secured its **Travelife Certification** for the second consecutive time, valid from **2025 to 2027**.

This internationally recognised certification reflects our ongoing commitment to sustainable tourism, responsible practices, and environmental stewardship.

Through rigorous audits covering energy and water management, waste reduction, and community engagement, our resort continues to demonstrate excellence in eco-conscious operations. Maintaining this certification reinforces our pledge to create a positive impact on the environment, our community, and guest experiences, ensuring every stay aligns with our sustainability goals



- CONDÉ NAST TRAVELLER'S 2025 READERS' CHOICE AWARDS - Top 12 Best Destination Spas in the Rest of the World
- DESTINATION DELUXE AWARDS 2025 - Wellness Cuisine of the Year
- FACT DINING AWARDS 2025 - Dining Delights: Green & Clean, Al-Sidr Restaurant
- FACT DINING AWARDS 2025 - Global Cuisines: Middle Eastern, Acacia Restaurant
- HOTELIER MIDDLE EAST AWARDS 2025 - Spa & Wellness Person of the Year
- OHLALA SPA & WELLNESS AWARDS 2025 - Spa of the Year
- TATLER BEST AWARDS 2025 - Best-in-Class Awards, Best Wellness Retreat, Middle East
- THE LUXURY SPA EDIT AWARDS 2025 - Best Spa Retreat, Middle East
- WORLD SPA AWARDS 2025 - Qatar's Best Wellness Retreat
- WORLD CULINARY AWARDS 2025 - World's Best Wellness Hotel Restaurant, Al-Sidr Restaurant
- WORLD TRAVEL AWARDS 2025 - World's Leading Retreat
- QATAR TOURISM AWARDS 2025 - Community Leadership, Hotelier of the Year



LEADERSHIP IN EXCELLENCE: AMMAR SAMAD, HOTELIER OF THE YEAR

Zulal Wellness Resort proudly celebrates our General Manager, **Ammar Samad**, for being named **Hotelier of the Year by Qatar Tourism**.

This prestigious recognition honours his exceptional leadership, strategic vision, and unwavering commitment to hospitality excellence—setting elevated standards for service quality, corporate governance, and sustainability across the sector.

Under Ammar's guidance, the resort continues to flourish as a benchmark for ethical management, strong employee engagement, and responsible, future-focused operations. His leadership has fostered a culture of accountability, innovation, and sustainability, reinforcing Zulal Wellness Resort's position as a leading force and role model within Qatar's hospitality industry.



CORPORATE GOVERNANCE AT ZULAL WELLNESS RESORT



Strong corporate governance is central to achieving sustainable growth and operational excellence. The leadership team comprises executive and non-executive members, ensuring a balance of strategic vision and independent oversight.

Gender diversity is actively promoted across the Board and management, reflecting a commitment to inclusive leadership. Specialised committees, including Audit, Risk, and Sustainability, meet regularly to monitor performance, ensure compliance, and guide ESG initiatives.

Ethics, transparency, and accountability are embedded throughout the organisation. A comprehensive Code of Conduct, anti-corruption policies, conflict-of-interest guidelines, and whistleblower protections ensure integrity at every level.

Risk management is integrated into decision-making, addressing operational, financial, and environmental risks. Staff engagement and development are prioritised through training, wellness programmes, and internal promotion opportunities.

Leadership recognition, such as General Manager Ammar Samad receiving the Qatar Tourism Hotelier of the Year award, exemplifies the culture of excellence and ethical governance fostered across the resort.

Through these practices, the organisation not only delivers exceptional guest experiences but also upholds the highest standards of corporate governance, sustainability, and stakeholder trust.



OUR SUSTAINABILITY TEAM



ACTIVE PARTICIPATION IN ANNUAL EARTHNA SUSTAINABILITY WEEK 2025

Zulal Wellness Resort actively participated in Earthna Sustainability Week, held from 1–8 November 2025, reinforcing its commitment to long-term sustainability and responsible operations.

The initiative provided a platform to engage in sustainability programmes aligned with environmental stewardship, social responsibility, and strong governance practices in Qatar.



STRENGTHENING GOVERNANCE THROUGH REGULAR ESG MEETINGS IN 2025

In 2025, our commitment to Environmental, Social, and Governance (ESG) excellence was reinforced through the successful conduct of structured, monthly ESG meetings with the Sustainability Team from all departments.

These meetings served as a formal platform to review performance, track progress against sustainability targets, and ensure accountability across all ESG pillars.

Each session was documented and recorded, reflecting our transparent and disciplined governance approach. Key discussions focused on environmental impact reduction initiatives, employee wellbeing and engagement programmes, ethical operations, compliance updates, and stakeholder responsibilities.

By maintaining consistent ESG meetings throughout the year, we strengthened cross-department collaboration, leadership oversight, and data-driven decision-making. This structured governance practice ensures that sustainability remains embedded in daily operations, supports long-term resilience, and aligns our business strategy with responsible and ethical standards.



LOOKING FORWARD





WHAT'S NEXT

Sustainability remains a continuous journey across our operations. Building on our Travelife Gold Certification, we will further strengthen our environmental, social, and governance initiatives while working in alignment with Global Sustainable Tourism Council (GSTC) standards to ensure continued compliance with globally recognised sustainability benchmarks.

In 2026, we are focusing on several key projects to drive improvement: expanding our Paperless Programme, Plastic-Free Resort initiative, launching a better Green Procurement Programme, improving our Sustainability Awareness Campaigns for guests and staff, and performing an Environmental Audit aligned with MOECC standards.

We will also continue and improve to support biodiversity through our Mangrove Restoration Programme in collaboration with Earthna, further advancing our contribution to the UN Sustainable Development Goals.

We are dedicated to reducing our carbon footprint, achieving zero food waste, improving water and energy efficiency, and fostering employee wellbeing and community engagement.

Through innovation, transparency, and active collaboration with our stakeholders, Zulal Wellness Resort aims to set new standards in responsible hospitality, ensuring a greener, healthier, and more sustainable future for generations to come.



Zulal
Wellness Resort
by Chiva-Som

THANK YOU

