

## Travel Life Annual Progress Report

### **Introduction:**

As a part of our commitment to a sustainable development, Coral Sea Holiday resort and Aqua Park is proud to release our public sustainability report. The purpose of this report is to inform the hotel's guests, team members, and contractors, stakeholders about the short term as well as long term strategy, goals, initiatives and performance regarding the sustainability activities across the hotel. Generally we manage to strengthen more and more the economic, social and environmental nature of the enterprise through faithful implementation of a series of policies.

As this report advocate, it is our duty to preserve and communicate regional heritage to all the interested parties. Applying comprehensive sustainable system is vital to control and monitor the hotel's negative impact on the environment and local society.

The hotel adopted the Travelife standards in 2018 Essential improvement has been made, nevertheless, it is in our primary goals to further protect the environment and support the local community and consequently to achieve the gold Travelife standards for 2020-2022.

In the following pages you can read about our work in relation to the environment. We believe that in the future, it will be even more important to offer Sustainable tourism accommodation. Environmental considerations are part of a successful future at home and on holiday and make an important contribution to preservation of the natural environment. It is our obligation to the future generations to develop and promote responsible management for a greater and sustainable future.

## **Coral Sea Holiday Resort "Culture & Local Community efforts"**

**Supporting the local community:** Our policy on corporate social responsibility is a key factor for the sustainable development of the business. The good corporate citizenship involves a series of initiatives and actions. Particular emphasis is given to strengthening our supply chain through the selection of local, national products, working with our suppliers to reduce waste and recruiting local manpower.

### **Purchase Policy:**

**Purchase Policy** : Promotion Of local products through conducting a series of events such as:-

Development of an internal purchasing policy where priority is given to local services and/or products providers whenever this is possible.

The hotel uses local suppliers of fish, meat, vegetables and fruits-----  
- etc.

The hotel promotes other local products and services to the guests by recommending guides, markets and crafts, ensuring that authentic experiences are available to guests during their stay. We purchase from multiple suppliers to avoid excessive reliance on a single vendor and to prevent vendors from depending excessively on us.

We create opportunities for newcomers by periodically reviewing our regular vendors.

**Sharing local Bedouin with palm fronds:** We are using local Bedouin supplier to cut the palm fronds at cost, then we share those palm fronds with other Bedouins without charge as they used those palm fronds for producing handmade products, fencing their animals areas and ceiling of local warehouse, We believe that we should merge with our neighbors and to enhance good relations with them by all possible means.



**Donation:** Appreciating our role towards our community we participate with a donation either financially to Blind Center, 57357 children cancer hospital and Ahl Misr Hospital or by efforts and blood we managed to organize blood donation campaign inside the hotel where team members donated blood which was a quiet successful campaign as our citizenship role should be activated



**Environmental Agenda:** We support and enhance environmental agenda by organizing environmental events to enhance the environmental awareness of residents and staff:

**World environmental day :**

Hotel encourages guests and children to be aware and keep the environment and soil clean.





**Earth Hour:** Our connection to Earth and nature is undeniable: our planet's gain is everyone's gain. Healthy nature makes our life better by providing us good food, clean air and fresh water. Thus we participate on that campaign of Earth Hour on 24th of March, 2018. We sent awareness letter to all guests in-house a few days before with environmental impact of consumption in general and invited them to join our participation into #Connect2Earth campaign, where for full one hour we have switched the lights off in all the hotel except where the guest safety is concerned and we all gathered on a large area of the beach with candles spread around and guest participation exceeded the expectation



**Clean-up Days:**

Coral Sea Holiday resort has been participating in clean-up Days. We have also been keen to involve staff members in the clean-up activities .We have wanted to highlight the importance of keeping the environment clean and to maintaining the natural habitat. We believe this sets a good example to surrounding businesses and sets a precedent for the future.



### Labor, Human rights and staff awareness:

Coral Sea Holiday resort and Aqua park is committed to success, through efficient leadership, team-work and through communication and mutual trust between management and staff. The management is providing an atmosphere of respecting, consideration and honesty, So that the staff is able to get professional satisfaction. In our turn we are encouraging our staff for high and creative performance through training and development.

Our staff's high performance would be recognized and they would be rewarded. In return however, each team member should be productive in his/her duties, and cooperative with every fellow colleague and every customer. In addition, she/he should ensure and contribute to the growth of the Hotel's reputation.

We are keen on training our staff on the main keys of international labor law and enhance the awareness of their rights by giving them team member handbook upon hiring that includes the risks, duties, dos & don'ts in addition to arrangements of staff activities.

Moreover all new hired should go through a full day new hired orientation program whereby they are introduced to the company, culture, industrial safety, quality assurance & meeting with the General Manager.

In Coral Sea Holiday resort we try to raise awareness of environmental issues both internally and externally through a variety of educational and training initiatives.

Our staff participates in environmental training programs which include methods of controlling the amount of detergents and disinfectants used, reducing electricity and water consumption separating waste into the appropriate receptacles where can you have in a hotel hazardous waste, and general environmental issues.

A key element In Coral Sea Holiday resort on quality and environment issues is our recognition of the importance of staff involvement.

Proper training and information for staff have encouraged their involvement in environmental initiatives.

## HEALTH AND SAFETY POLICIES

Coral Sea Holiday resort is committed to providing and maintaining a safe and healthy workplace for all staff, and to providing the information, training and supervision needed to achieve this goal.

Coral Sea Holiday resort will take responsibility for health and safety procedures, however, team members need to be aware of their responsibilities and comply with the business' health and safety policy.

Each team member is encouraged to play a vital and responsible role in maintaining a safe and healthy workplace through:

Being involved in the workplace health and safety system.

Insisting on correct procedures and equipment.

Wearing protective clothing and equipment as and when required.

Reporting any pain or discomfort feels as soon as possible.

Ensuring all accidents and incidents are reported.

Helping new team members, trainees and visitors to the workplace understand the right safety procedures and why they exist.

Telling the manager immediately of any health and safety concerns.

Keeping the workplace tidy to minimize the risk of any accident or fall.

## CHILDREN PROTECTION POLICY



All staff employed by Coral Sea Holiday resort is responsible for the care, safety and protection of children. This responsibility extends to the identification and timely response to concerns regarding the possible sexual, physical, psychological and emotional abuse or neglect of a child.

We believe in the fundamental right of children to grow up safely and enjoy a childhood that is free from exploitation and abuse.

Therefore our team members are trained whenever they see or suspect a child a child is in danger or accept any form of abuse, to inform the management and it will follow the necessary procedures for the resolution of the issue.

Our responsibility is to make sure that we are doing everything we can to safeguard the rights and welfare of children wherever we are.

### The Training programs:-

We believe that our main source is Human and that's why we are investing in their training such as:

Basic Food Hygiene

Fire Fighting

Spill Awareness.

Travel life Awareness.

ISO 140001& 9001-2015 Risk Assessment workshop.

Legionella

Coral Sea Management System

Sexual Harassment

HACCP

Languages Courses.

Integrated Management System (IMS)

F&B Skills Development



## Team member development

### Cross departmental/transfer

We provide equal opportunity for our team members for those who see in themselves the capability of better performing and better career opportunity in other departments/sections different than their current and this is by giving opportunity of cross training for 3 months to allow management to judge and evaluate the team members and according to results decision is made.

### Staff Activities

Through the staff activities communication took place among staff which reflects positively on the atmosphere of the work environment such as:

#### Aqua park Day



#### Cinema trip



#### Staff Sea trip



- Team members satisfaction survey & Comments Results: It's an activity is conducted twice annually: results were 97.90% on May 2018 & 97.80% on December 2018



## Sustainability Program

The hotel's sustainability program is based on the Travelife requirements. our principal aim is to achieve the gold certification for the forthcoming years 2020 –2022.

In the highly competitive environment of the hospitality industry, one of the hotel's primary aims is to continuously enhance the quality of guests' stay. Similarly, we ensure that our actions are undertaken with outmost respect to and minimal impact on the environment and local community. Our commitment is to minimize our negative impact to the environment by:

- Establish clear and comprehensive policies in regards with the natural environment and local society
- Implement environmental practices in the day-to-day operations.
- Conserve energy and water, and Segregation of waste wherever possible.
- Update the hotel in IT technology, in order to minimize hard paper waste
- Engage our guests, team members and contractors in our efforts for a sustainable operation of the hotel
- Provide constant training to our staff, for environmental, social and health and safety issues.
- Changing all the umbrellas' hat on the beach with environment friendly materials.
- Planting more palm trees on the beach.
- Enhance and renew the jetty pillars.



### Resetting the chillers and boilers temperatures control according to the ambient temperature

Resetting the chillers and boilers temperatures control according to the ambient temperature plus proper monitoring for the spaces conditions

### Installing new filtration pumps timers

Was a successful technique to install new timers for all EMAK filtration systems to control the electricity consumption of pumps to conduct an automatic swapping between 2 pumps to save the efficiency of the pumps and saving power instead of using the 2 pumps in the same time.

### Public Shower equipped by push button release valves

Outdoor showers have a system to stop the flow of water automatically after the guest release his hand, this technology is an interpretation of how precious each drop of water.

### Replacing the old type fluorescent light fixtures by LED type

Replacing the old type light fixtures in the BOH corridors by LED type therefore 75% electricity saving comparing to the old type one consumption.

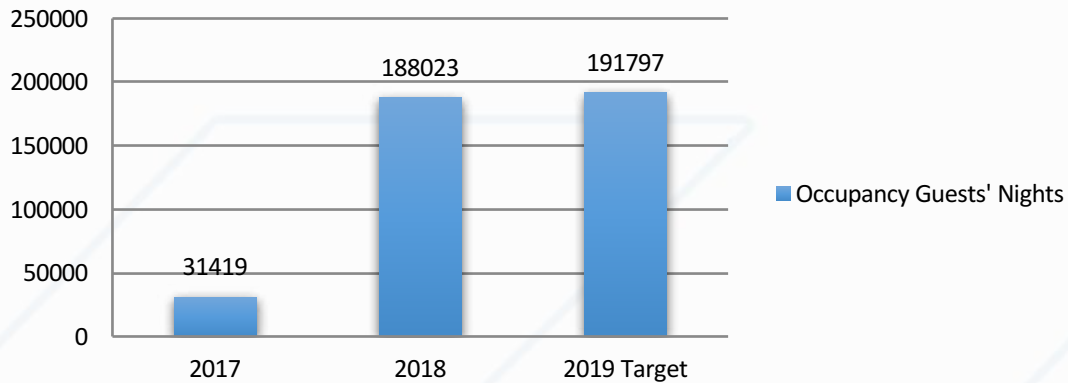
Using pre mentioned techniques illustrate more stress on our policy of saving all sources of energy.

### **Energy conservation:**

The occupancy of the hotel has increased during the last year. Specifically, as the occupancy increased from 31419 Guests' nights in 2017 to be 188023 Guests' nights in 2018 and we are expecting to be 191797 Guests' nights in 2019.



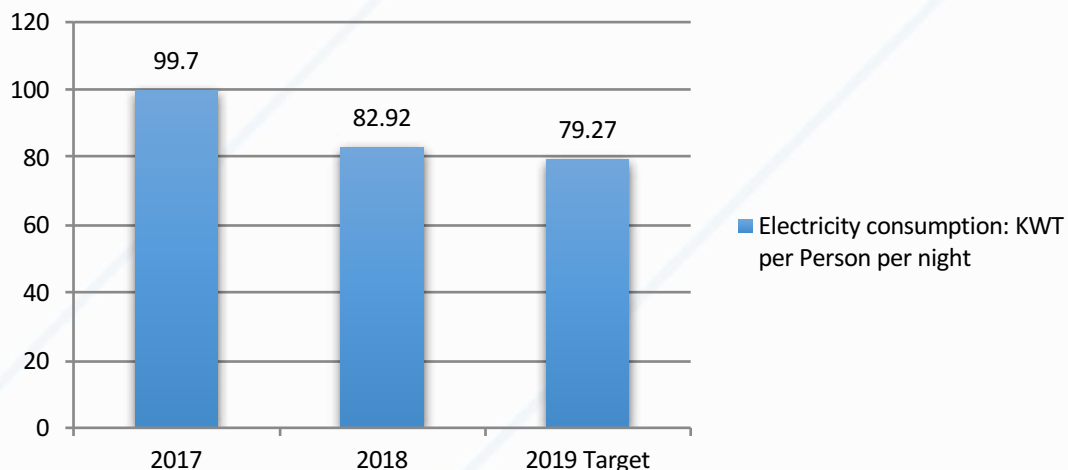
### Occupancy Guests' Nights



### Electricity

According to our saving programs such as installing photocells, timers are activated for all EMAK filtration pumps in addition to activating on/off schedule conducted based on many factors of operation and existing of meter. Thus, we obviously has decreased our consumption from 99.7KWH per person per night in 2017 to 82.92 KWH per person per night in 2018 and we are targeting for more decreasing in consumption to 79.27 KWH per person per night in 2019.

### Electricity consumption: KWT per Person per night



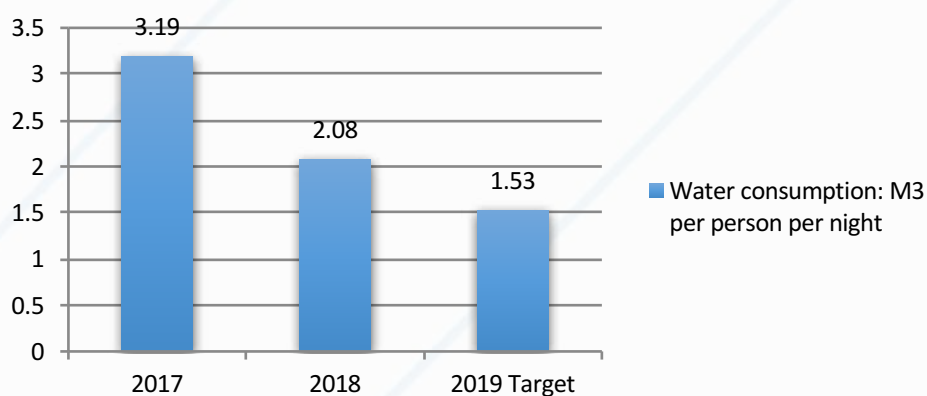
- We investigate and evaluate alternatives for saving energy and using of low energy technology (LED bulbs).
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- Staff training on the proper use of electricity .
- Checks for electrical appliances in empty rooms.

## WATER

We succeeded to finish 40% of installing push button release valves at 2017 and now we engaged to complete the remaining of public showers have been equipped with push button release which reduces water flow to be 10 liter/ minute, moreover periodic inspections checking for water leakages are implemented and forwarded to maintenance staff for corrective actions.

Water consumption has been decreased from 3.19 M3 per guest per night in 2017 to 2.08 M3 per guest per night in 2018. Our target for 2019 is to reduce the water consumption to be 1.53 M3 per guest per night .This target will be achieved through by encouraging the guests to save water and through additional training of the hotel's staff.

### Water consumption: M3 per person per night

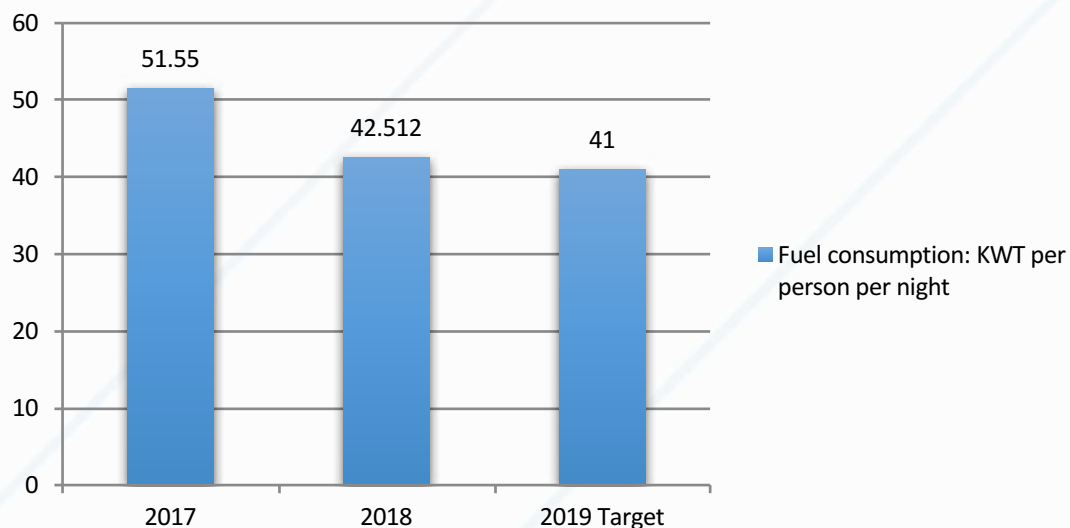


- Installation flow control devices for the rational use of water
- Staff training and awareness regarding the water conservation
- planting specific plants species depend on the local weather changes
- Proper inspection and maintenance of the pools
- regular checks for leaks and repaired if required

### Fuel

The hotel uses Fuel for heating purposes (swimming pools and rooms) according to occupancy level that serving the current guests especially. Fuel consumption according to the hereunder graph has been decreased by 9.04 KWH per person per night in 2018 comparing to 2017. In 2018 Consumption has been decreased to 42.512 KWH per person per night comparing to 2017 consumption was 51.55 KWH per person per night. The target for 2019 has been set to 41.00 KWH per person per night.

**Fuel consumption: KWT per person per night**



## Total Energy

### Total Energy (Electricity + fuel) KWT per person per night



## International Compatibility

We tried to be compatible with international standards by:-

**Environment Boards:** We have a similar concept of passing information to guests, though our Environment Board design. Whereas they chose to add samples of waste and information about their degradation periods; our focus is on endangered species and a variety of other information relevant to the local environment.

**Guest Awareness:** whereas we have environment booklets, flyers and questionnaires. Even if guests share with hotel team some activities as clean up days and environmental day.

**Garbage Segregation:** We have the same standard for garbage separation.



## Coral Sea Holiday resort Future Plans:

Our future plans for improving and enhancing our performance include:

Increase our social participation by organizing blood donation event inviting the guests to participate not only the team member, donation to 57357 Children cancer Hospital and Ahl Misr Hospital...Etc.

Arranging clean up days to increase team member and guests awareness of the environment.

We well managed the hotel gardens to be visible for guests as well whereby to increase awareness.

For environmental purposes and reducing paper waste, we have removed paper items (Leather paper folder, fax paper, envelope, letter paper and post card), However those items are available upon request on guest service center.

Arranging the international earth day (Activity sharing in house guests caring for plant earth).

Reducing water, electricity, fuel consumption by 3% as it is stated in the environmental policy.

Raise team member and guest awareness on social and environmental issues.

Continue to implement and reinforce the hotel's mission which is to offer high quality leisure services in a friendly and relaxing environment.



**Sustainability**