



CORAL SEA

HOTELS . RESORTS . NILECRUISES

Coral Sea
Hotels & Resorts
SUSTAINABILITY
REPORT  **2019**



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Introduction

As a part of our commitment to sustainable development, Coral Sea Hotels and Resorts is proud to release our public sustainability report, the purpose of this report is to inform interested public and stakeholders about the short term as well as long term strategy, goals, initiatives and performance regarding the sustainability activities across the hotels.

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 and has been awarded with the gold award for the period 2018 -2020. 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.



About this report

This is our second year of reporting progress against our Performance to Corporate Responsibility and Sustainability. The purpose of our Sustainability reporting is to inform our stakeholders and the interested public about the Group's goals, activities and performance in the areas of business, social responsibility and environment. The information presented here includes all the operations of our hotels.



A MESSAGE FROM OUR Chairman & CEO

As our business grows and develops, sustainability is vital in the way we manage our properties and key stakeholder relationships. We continue to pursue high standards of ethical behavior and establish excellence in environmental responsibility. Global events and trends may influence our priorities, but at Coral Sea Hotels & Resorts Group, we are committed to do business the right way and will remain focused on achieving longerterm success in sustainability issues. Although we have made significant strides over the years, we will persevere to improve, and through our CONNECT programme, we are working to streamline processes and set targets for a cleaner, greener and more sustainable future. It is important that we action now with greater urgency. As a company, corporate sustainability is a necessary business decision and we will continue to strive for success with the expansion of our sustainability programme that will take us on the right path to creating a more sustainable and responsible future.

At Coral Sea Hotels & Resorts, we are proud that our hotels care for the environment especially the underwater coral life. We believe in the protection, preservation and enhancement of our whole environment through sustainable management.

Our Commitments to Sustainability

Coral Sea Hotels & Resorts is committed to continually improve its service, comply with all current legal requirements, , achieve maximum quality level required by our customers and exceed their expectations, add value to our brands with respect the local community contribution , the environment we live and work by striving to sustainable development values, we make a conscious effort to produce the smallest environmental impact possible so that we may preserve our quality of life for present and future generations.



Our compliance with legal requirements



Local community contributions



Exceed customer expectations



Service Continual improvement

Stakeholders Commitment

Coral Sea commitment to its stakeholders is to strive to be a successful and sustainable business. This requires a dedicated appreciation of the environment in which we operate.

STAKEHOLDER	RESPONSIBLE BUSINESS POLICY
Employees	We educate and facilitate our employees to make a conscious decision in favor of environmental, ethical, and social issues in their work and private lives.
Customers	We inform and make it easy for our guests to participate in Responsible Business activities at our hotels.
Shareholders	We provide shareholders and investors with timely, accurate, and transparent information on Responsible Business performance, related risks, and opportunities.
Suppliers	We strive to purchase products that have a reduced environmental impact during their lifecycle, from suppliers who demonstrate environmental and social responsibility.
Authorities	We require our managers to abide by local and international legislation, especially regarding labor laws, health and safety, human rights, and the environment.
Environment	We do our utmost to continuously improve our performance in the areas of energy and water use, chemical and resource consumption, and waste generation.
Community	We take an active role in the business community and contribute to the local communities where we operate.



Materiality Assessment

Coral Sea Hotels & Resorts must manage the impact of social, ethical, and environmental issues. The group has undertaken a materiality assessment to identify key issues, focus areas, priorities, and opportunities.



Materiality Aspects Of CORAL SEA HOTELS & RESORTS



Safety and Security
Human Rights
Employment and Employability
People Development
Talent Management
Employability Business Ethics
Diversity & Equal Opportunities



Community Development
Community Engagement



Energy Efficiency
Water Conservation
Waste Management



Caring for our people

Labor, Human rights and staff awareness

Coral Sea is committed to success, through efficient leadership, team-work as well as 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. On our part we are encouraging our staff for high and creative performance through training and development.

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 hand-book upon hiring that includes the risks, duties, dos & don'ts in addition to arrangements of staff activities.

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

In Coral Sea 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.

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

Health & Safety

Coral Sea is committed to provide and maintain a safe and healthy workplace for guests and staff as well as provide the information, training and supervision needed to achieve this goal.

Coral Sea 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**
- **Assisting new team members, trainees and visitors to the workplace understand the right safety procedures and why they exist**
- **Informing the manager immediately of any health and safety concerns and keeping the workplace tidy to minimize the risk of any accidents.**

As the Security now is a top priority for travellers when choosing a holiday destination or a hotel, Coral Sea has achieved the security-check module which is certified by Cristal International Standards Company.

Children Protection

Coral Sea Hotels & Resorts is committed to provide a free discrimination work environment. In keeping with this commitment, Coral Sea maintains a strict policy prohibiting sexual harassment in any form; in addition to Child protection procedure policy,

All staff employed by Coral Sea 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 is in danger or is being exposed to any form of abuse, to inform the management and it shall 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 minimum hiring age for any employee is 18 years in order to protect our children.



Food Safety

Maintaining excellent food safety standards is a crucial aspect in the hospitality industry and if left unchecked, it can pose significant financial risks, damage a business's reputation, create negative impacts on customer satisfaction and risk brand loyalty that could take years to rectify, if at all. The Group recognizes that such consequences are detrimental to its Sustainability, since customer satisfaction is critical. Therefore, the Group successfully implements a certified food safety management system according to international standard ISO 22000:2018. The main objectives of this commitment are to ensure presenting a safe food, meet the customer needs and ensure customer satisfaction at all times.

The Group addresses all relevant statutory and regulatory requirements that apply to its products and services and takes all relevant actions to address customer requirements. Moreover, by implementing the food safety management system, the Group identifies, assesses and controls food safety hazards that are associated with its whole food supply chain and takes measures to ensure that there are no non-conformities regarding food safety. The Group ensures that all employees involved are well trained on the policies, procedures and instructions implemented and have access to the necessary information.



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: They have a newspaper about their activities, whereas we have environment booklets, flyers and stationaries.



Training Programs

Our Slogan is

“Year 2020 = Year of Training = Year of Success”

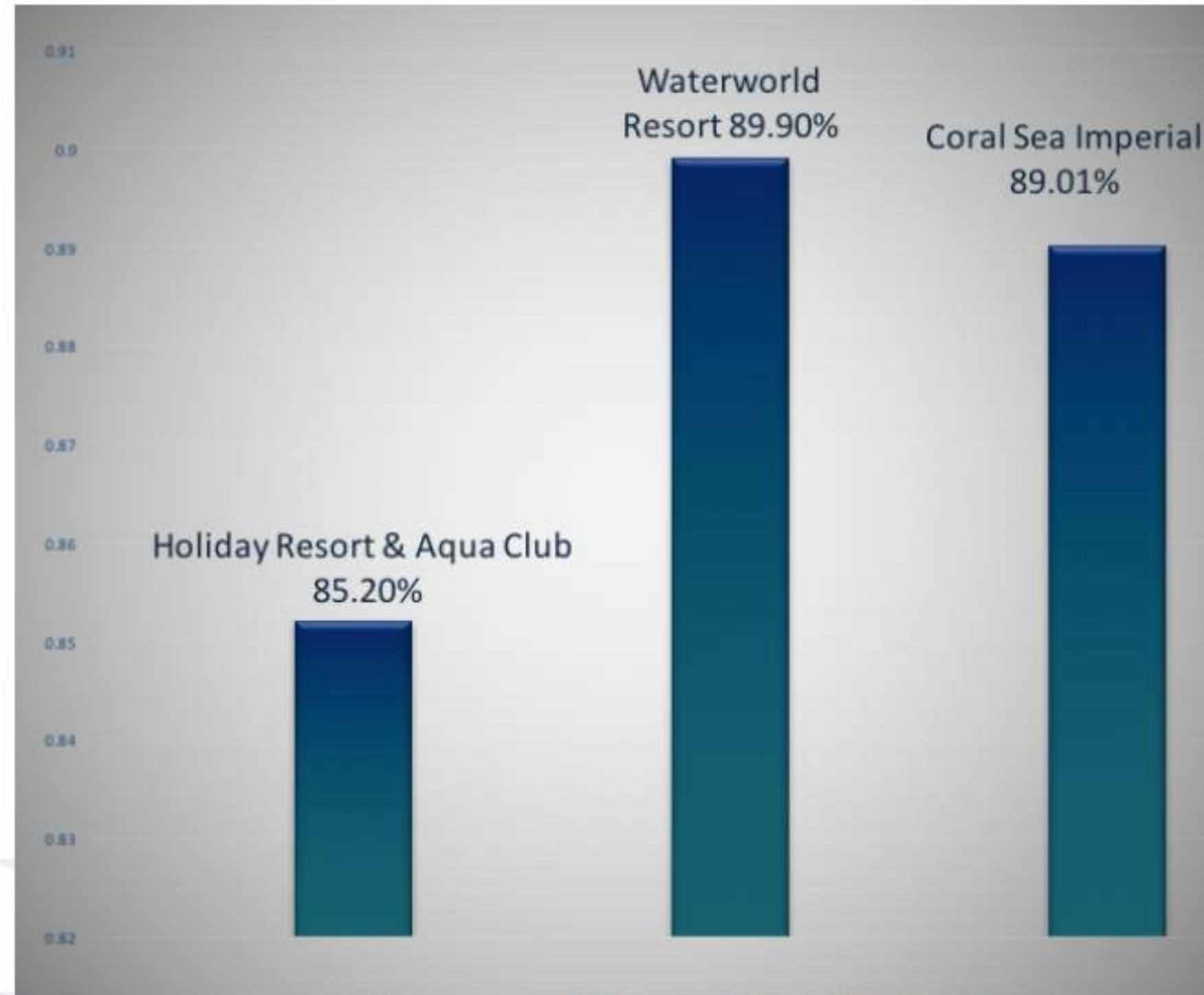
We believe in the importance of our people’s potential and the need to provide the right skills to enable them deliver their work effectively and efficiently, we recognize that our main source is the Human and that’s why we are investing in their training, we have a systematic training annual plan controlled and monitored on a monthly basis, some of the plan includes:

Internal	External
<ul style="list-style-type: none">▪ Basic Food Hygiene▪ Fire Fighting▪ Spill Awareness▪ Legionella▪ Sexual Harassment▪ HACCP▪ Telephone Manner▪ Integrated Management System (IMS)▪ Guest Cultures	<ul style="list-style-type: none">▪ Languages Courses▪ HK skills▪ Stewarding Skills▪ F&B Service Skills▪ Supervisory Skill▪ T.O.T▪ HACCP▪ ISO 22000-2018 Food safety Workshop by TUV Nord

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 one. We encourage such potential by giving opportunity of cross training for 3 months to allow management to judge and evaluate the team members and according to the results a decision is made to the best interest of the employee.

Employee Comments Survey 2019



Staff Activities

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



100 Million Health Initiative Campaign



100 Million Health initiative Campaign



Cinema Party



Aquapark Day

Caring for our Community

We support the local community. We choose local products and suppliers, we offer help to social vulnerable groups, strengthening the social capital and cultural vitality of the regions and localities and in promoting social cohesion.

Purchasing

Development of an internal purchasing policy where priority is given to local services and/or products providers whenever possible. The hotels use local suppliers of fish, meat and produce as well as promote other local products and services to the guests by recommending guides, markets and crafts ensuring that the authentic experiences are available to guests during their stay. The hotels provide customers with guidance on appropriate behavior in relation to local cultures and encourage customers to explore the destination. Coral Sea Hotels participate actively in socio-cultural projects aiming at the collection of donations in efforts to support our local community. We purchase from multiple suppliers to avoid excessive reliance on a single vendor and to prevent vendors from depending excessively on us. We also create opportunities for newcomers by periodically reviewing our regular vendors. We preserve the confidentiality of vendor information obtained in transactions and our purchasing personnel do not permit personal interest to influence relationships with existing or prospective vendors.



Social and Custom

Through our Community policy, the group ensures that each hotel unit has positive social and economic impacts and wherever feasible, minimizes or eliminates any adverse effects. The initial goals that are related to this policy are the certification, promotion of responsible tourism in the area, purchasing, employment, donations and charity.

Clean-up Days

Coral Sea has been participating in clean-up Days. We have also been keen to involve staff members in the clean-up activities .We insist on highlighting 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.



Women's Day



Orphan's Day Participation



Blood Donation

Appreciating our role towards our community, we participate with a financial donation either to Blind Center, 57357 children cancer hospital and Ahl Misr Hospital. We have also managed to organize a blood donation campaigns inside the hotels where team members donated blood which was quite a successful campaign as our citizenship role should be activated.



Guest Commitment

The Group successfully implements quality management system and is certified with the international standard ISO 9001:2015 to all of its hotels. The quality management system is an important tool to improve our operational effectiveness; we are committed to continuously improve the services provided in order to exceed our customers' expectations. We encourage our customers to provide us with their feedback and recommendations in order to continuously improve our products level of quality. The guest satisfaction are assessed through so many ways in our hotels such as customer satisfaction questionnaires and social media surveys then all feedback and information obtained are analyzed and all valued points are considered in our plans and set as a part of the next year targets.





Caring for our Environment

The hotel's sustainability program is based on the Travelife requirements. The hotels are certified with the gold standards of Travelife for 2018 -2020 and our principal aim is to achieve the gold 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.

Coral Sea ensures that all employees and suppliers are aware of their responsibilities regarding managing their environmental impacts and that guest is aware of the Group's efforts to improve its overall environmental performance, an environmental policy has been developed and communicated to all employees, guests, suppliers and third parties of the Group who are expected to adhere to.



Energy Consumption

In order to provide high quality services to guests, hotels require large quantities of energy resources. However, hotels can effectively reduce their energy use without compromising the high quality of services and simultaneously minimize their expenses. The Group has developed a set of administrative, technical and financial actions to save energy and improve its energy efficiency. Energy targets and objectives have been set and an action plan is in place.

- Use of low energy technology.
- Replacement plan for old equipment.
- Staff training on proper use of electricity.
- Change bedlinen when required.
- Using an energy management system to control of heating, air conditioning and lighting systems in guest rooms.
- Daily monitoring for electricity consumption.
- Yearly comparison between electricity consumption.

Hotels	CSI		CWW		CAC		CHR	
Years	2019	2020	2019	2020	2019	2020	2019	2020
Electricity Consumption (kwh) per guest per night	63.2	55.6	39.76	39.36	95.74	46.95	49.29	38.05
Fuel Consumption per liter/guest	4.7	3.83	3.06	3.32	3.82	1.39	1.91	1.58
Fuel Consumption per KWH/room	47	38.3	30.6	33.2	7.75	2.82	3.80	3.14
Water Consumption per M3 per guest	1.25	1.05	1.23	1.21	1.61	1.02	1.01	0.77

Water Consumption

Water is one of the most important substances on earth. All plants and animals must have water to survive. If there was no water there would be no life on earth. Water, however, is essential to the Group for the majority of operational activities. Therefore, the Group has a strong commercial and moral imperative to address proper water use.

- Installation of flow control devices for the rational use of water.
- Training staff on proper water management.
- Placement and presence of sanitary items with allowed amounts of water consumption (toilets, showers, low water flow taps) .
- Changing towels policy.
- Proper control and maintenance of the swimming pools.
- Continuous control for leakage.

Waste Management

Proper waste management in an environmentally friendly manner is vital to the business. In this direction, we should all contribute, staff and clients, as their rational management is an integral part of sustainable development and, on the other hand, minimizes the adverse impact on society and the environment.

- Recycling is a process that is applied to the hotels in all its departments and forms part of its philosophy.
- Restriction of packaging materials by buying more packaged products
- Purchase of presses for compressing recyclables Waste management.
- Proper management of quantity of food in proportion to the number of customers.
- Training staff for proper waste management and recycling.
- Application in a restaurant and kitchen of the F.I.F.O. to minimize disposable products.
- Use of soap dispensers in the public toilets.
- Limiting the use of disposable plastic bags.
- Inform in house-guests about environmental issues and the recycling program applied to the hotel through a series.





Gold Certified for
Accommodation Sustainability

We have achieved our TraveLife certification through the respect for our natural environment, our contribution to the local community, the proper treatment and evaluation of our workforce and our attitude for the responsibility towards fellow human beings and environment.



Coral Sea has achieved the ISO 22000:2005 Food Safety Systems. Its aim is to ensure food safety through all food chain stages and this is to ensure that food products are not detrimental to consumers' health.



Coral Sea has achieved the ISO 14001:2015 Environmental management systems. It aims to enable an organization to develop and implement a policy and objectives of environmental aspects that the organization identifies as those which it can control and influence.



Coral Sea has achieved the ISO 9001:2015 Quality management systems. Its aim is to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

Certifications & Awards

Coral Sea Hotel & Resorts 2020 Enhancement Progress

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 cleanup day to increase team member awareness of the environment.**
- **Providing rooms with child protection flyer (material accessed from travel life) permanent in all rooms as a part of guest collaterals.**
- **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 in guest service Centre.**
- **Arranging the international earth day (Activity sharing in house guests caring for plant earth).**
- **Reducing water, electricity and fuel consumptions.**
- **Raise team member and guest awareness on social and environmental issues.**
- **We are in the process to sign a protocol with Egyptian food bank and Egyptian clothing bank to join charity activities.**
- **We will provide food safety training sessions for responsible chefs and employees in poor schools.**
- **Continue to implement and reinforce the hotel's mission which is to offer high quality leisure services in a friendly and relaxing environment.**