



## Introduction

As a part of our commitment to sustainable development, Coral Sea Imperial -SensatoriHotel 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 and has been awarded with the gold award for the period 2018 -2021. 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 2022-2024.

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 Imperial “Sensatori” 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

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 Palm Fronds with local Bedouin**

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 use those palm fronds for producing handmade products, fencing their animal areas and ceiling of local warehouses. We believe that we should merge with our neighbors to enhance good relations with them by all possible means.



➤ **Covid-19 Vaccination Campaign**

Appreciating our role towards our community and specially within the Tourism sector, we were among the first set of hotels to organize and participate in Covid-19 vaccination campaigns ensuring safe administrations to all team members with 1<sup>st</sup> and 2<sup>nd</sup> dosages accordingly in coordination with Ministry of Health Department. With a 100% success coverage rate, all employee working within the hotel capacity are registered, vaccinated and certified.



## Environmental Agenda

We support and enhance our environmental agenda by organizing environmental events to enhance the environmental awareness of residents, staff and guests:

➤ **Small Hotel Garden**

The Hotel has its own herb and spice garden that contributes to our organic products provided to guests which we continue to develop year after year



➤ **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. Therefore, we participated on that campaign of Earth Hour on 27<sup>th</sup> of March, 2021 from 08:30pm to 9:30pm. We sent awareness letters 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 one full hour we switched the lights off in the entire hotel; except where the guest safety is concerned. We gathered in a large area of the beach with candles spread around and both guest & staff participation exceeded the expectation.



➤ **World Environmental day**

World environment day encourage worldwide awareness and actions for the protection of the environment. It is regularly celebrated on the 5th of June. On that day in 2021 and in consolidation and recognition of this day we organized a planting day event which included team members and guests to participate in the event. We sent awareness letters to all guests in-house a few days before with environmental impact of increasing our green areas and encouraged them to join the cause. The outcome was quite satisfying to our purpose.



➤ **Clean-up Days**

Coral Sea Imperial -Sensatori Hotel has been participating in clean-up Days on several accounts. We have also been keen to involve staff members and guests in the clean-up activities. We have wanted to highlight the importance of keeping the environment clean as well as maintaining the natural habitat. We believe this sets a good example to surrounding businesses and sets a precedent for the future. We held a clean-up day in November 2021



## **Labor, Human rights and staff awareness**

Coral Sea Imperial -Sensatori Hotel 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 costumer. In addition, he/she 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 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 Imperial -Sensatori Hotel 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 Imperial "Sensatori" Hotel 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.

### ▪ **The Training programs**

We believe that our main source is Human and that's why we are investing in their training, awareness & development in various expertise such as:

- AED First Aid Training
- Basic Food Hygiene
- Cooking Techniques and Skills Level 1
- Cooking Techniques and Skills Level 2
- Crisis Team Training
- English Language Course Level 1
- English Language Course Level 2
- Fire Fighting Training
- Good Hygiene Practice
- HACCP training
- Health & Safety Training
- IMS Refreshment course (ISO 9001+ISO 22000+ISO 14001)
- ISO 22000 Awareness Training
- Legionella Training
- Orientation induction program
- POSI Training (Prevention of Spreading Infection)
- Russian Language Course Level 2
- Sexual Harassment Training
- Supervisory Skills Development
- Travelife Training
- Health & Safety Risk precautions for work environment



- **Team member development**

- **Cross departmental training & transfers**

We provide equal opportunity for our team members especially to those who see in themselves the capability of better performing and better career opportunity in other departments/sections other than their current one. In giving the opportunity of cross training for 3 months, we allow management to evaluate the team members and according to their performance and results a decision is made whether to resume the transfer or not. We were able to successfully cross train 4 team member through-out 2021 in efforts to develop as well as create equal opportunity and advancement to all those who wish to develop and climb the ladder of success within their career path. Some of the crossed departments vary from staff cafeteria attendants, Security Officers and Kitchen, all whom were able to attain their goal and achieved the transfer through to the desired department.

Management Training



HACCP Training



- **Staff Activities and Team Building**

Among our various staff activities, communication took place where staff bonding and team building activities were held which subsequently reflect positively on their morale as well as their productivity and constructive atmosphere of the work environment such as:

Cultural Contest



Cinema trip



Bing Bong Tournament



## Health and Safety Policies

Coral Sea Imperial “Sensatori” Hotel is committed to providing and maintaining a safe and healthy workplace for all staff & guests by providing the information, training and supervision needed to achieve this goal.

Coral Sea Imperial “Sensatori” Hotel will take responsibility for health and safety procedures, however, team members must 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 the following:

- Being involved in the workplace health and safety system.
- Insisting on correct procedures and equipment.
- Wearing protective clothing, safety gear and equipment as and when required.
- Reporting any sickness, pain or discomfort feeling as soon as possible.
- Ensuring all accidents and incidents are reported, documented & root cause rectified.
- Helping new team members, trainees and visitors within the workplace to understand the right safety procedures and why they exist.
- Reporting to management immediately any health and safety concerns.
- Keeping the workplace tidy, groomed and well maintained to minimize the risk of any accidents.
- Ensure wearing medical face masks at all times during the operation and proper disposal of it in their designated bins.
- Smoking is prohibited except in designated areas only; disciplinary action to be taken otherwise
- Supervision of third party & outsourced company’s workers to ensure their safe work sequence

Health & Safety Committee Meeting



## Children Protection Policy

All staff employed by Coral Sea Imperial “Sensatori” Hotel 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 facing 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.

Furthermore, we were fortunate enough to contribute clothing items to our nearest community orphanage, through “Ahbab El Kher Charity Foundation” in April of 2021.

In addition, as a contribution to help encourage the well-being of our beloved children and to enable methods of recovery for future generations, a financial donation was made in September 2021 to 57357, The Children’s Cancer Hospital.



---

## Sustainability Program

The hotel's sustainability program is based on the Travelife requirements. The hotel is certified with the gold standards of Travelife for 2018 –2021 and our principal aim is to achieve the gold certification for the forthcoming years 2022 –2024.

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.
- Replace Plastic straws to paper straws
- Replacing plastic Ice-cream spoons to Wooden spoons
- Replacing Plastic Stirrers to Wooden stirrers
- Purchased and implemented several 3-compartment disposal bin units to encourage garbage segregation and recycling by guests throughout the Resort
- Printed and place Environmental cards in all guest rooms to reduce unnecessary excessive linen laundering & reduce use of chemicals as well as pollution generating heavy machinery
- Completing the Replacement of spot light halogen lamp 50 watt with led light 4 watt
- Replacing stand lamp of guest room 60 watt with led light 9 watt
- Replacing kitchen ,stores and admin offices fluorescent lamps with led lamp
- Avoid using air conditioning for cooling until the temperature exceeds 23-24°C
- Monitoring the temperatures and set points of A.H.U of hotel areas
- operating chiller regularly according to temperature
- service chiller regularly
- regular maintain timers and daylight sensors in public areas so that lights are only on when required
- replacing store and kitchen cooling room old doors with new S/S one to reduce the electricity usage
- commitment on Service equipments regularly
- Regular Following up on pumps preventive maintenance program to ensure that they are working properly without any faults.
- Daily monitoring reading for electricity consumption
- Yearly comparison between Electricity consumption
- planning with Sinai company for natural gas to provide us with natural gas to operate the boilers instead of fuel which will necessarily affect the total energy consumption value
- Ensure good control of heating system. Use sensors and thermostatic 3-Way valves, and check that thermostats are working properly.



- Service boiler regularly. This help us save up to 10% of your annual heating costs
- Ensure that pipe network feeding building and common areas is well insulated
- Do not overheat hot water. A temperature of 51°C is ideal for building and 60 C is ideal for heat exchanger: it provides comfortable hot water and is hot enough to kill legionella bacteria
- Consider fitting spray water taps, as they use less hot water and energy
- Ensure that the current water consumption from different taps of the hotel has to be taken as the base line and Following guidelines are to be followed:-
- 5 Liters per minute from most work area taps (faucets) by using water saver taps
- 6.5 Liters per flush tank for bathroom toilets by adjusting the water level in the flash tank
- 5 Liters per minute from hand-wash sink taps (faucets) 15 Seconds for water consumption from public areaby using push button-release mixers
- Consider fitting spray water taps, as they use less cold water and energy
- Make sure that leaking taps are repaired promptly head show

Wooden Spoon



Paper Straw



Wooden Stirrer



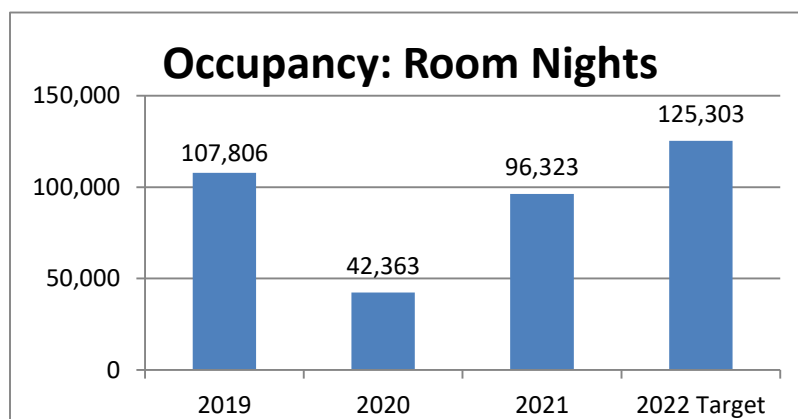
In-room awareness



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

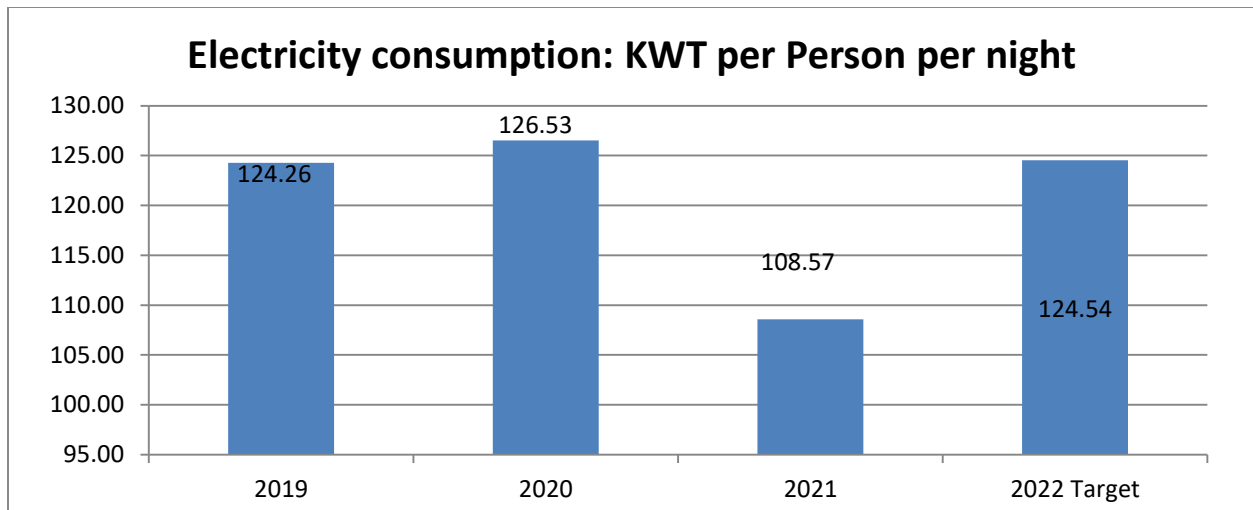
#### ▪ **Energy conservation**

The occupancy of the hotel has risen during last year 2021 compared to 2020 specially that 2020 business was affected due to the pandemic. The occupancy increased from 42,363 room nights in 2020 to be 96,323 room nights in 2021; and our target is to be 125,303 room nights in 2022



➤ **Electricity**

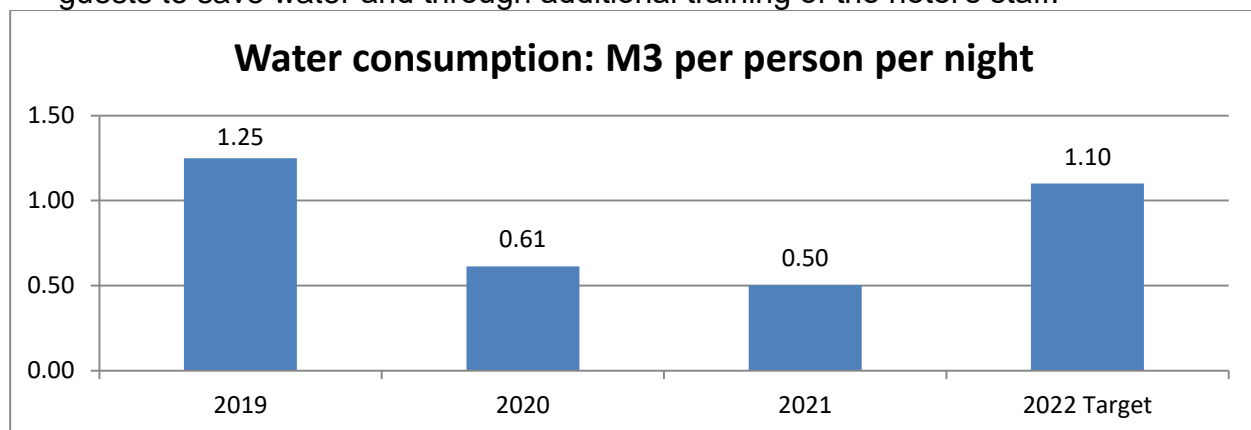
We obviously have decreased our consumption from **126.53** KWT per guest per night in 2020 to **108.57** KWT per guest per night in 2021 and we are targeting to further reduce to **124.54** KWT per guest per night in 2022.



- We investigate and evaluate alternatives for saving energy and use of low energy technology (led bulbs)
- Staff training on the proper use of electricity issues
- Check for electrical appliances in empty rooms

➤ **Water**

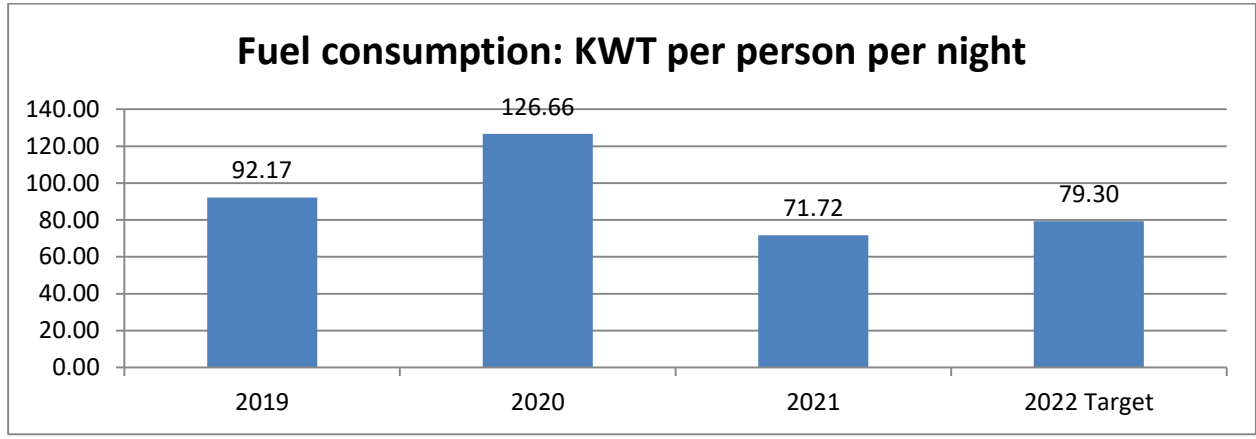
We succeeded to reduce water consumption from **0.61 M<sup>3</sup>** per guest per night in 2020 to **0.50 M<sup>3</sup>** per guest per night in 2021. Our target for 2022 is to reduce the water consumption to be **1.10 M<sup>3</sup>** per guest per night. This target will be achieved through encouraging the guests to save water and through additional training of the hotel's staff.



- Installation of flow control devices for the rational use of water
- Staff training on proper water management
- Growing specific species of plants which are based on local weather changes
- Proper inspection and maintenance of the pools
- Always check for leaks & repair accordingly

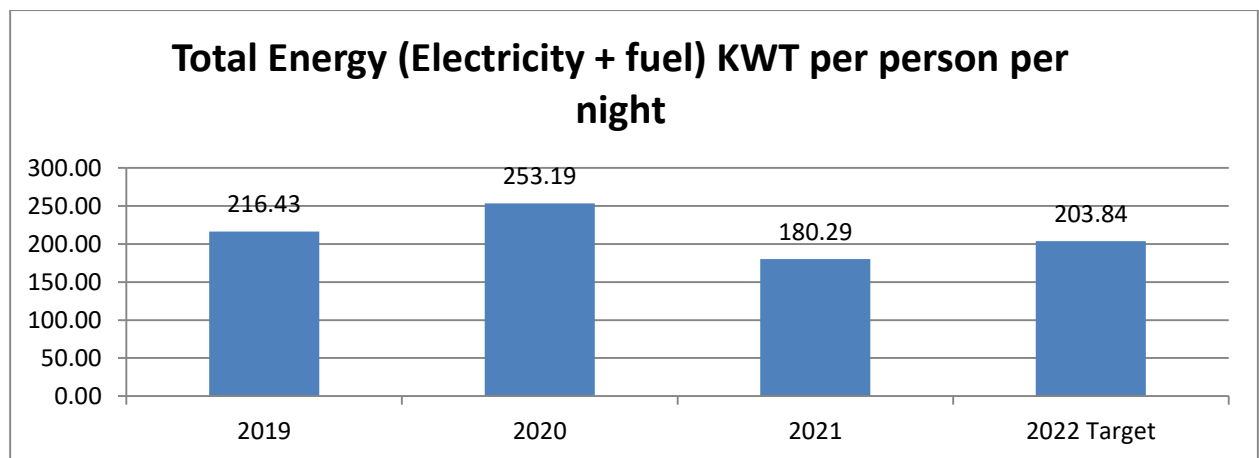
➤ **Fuel**

Fuel consumption as it can be seen on the graph below has decreased from **126.66** KWT per guest night in 2020 to **71.72** KWT per guest per night in 2021. The target for 2022 has been set to be **79.30** KWT per guest per night



➤ **Total Energy**

Overall Energy consumption as per graph below show significant decrease in overall energy from **253.19** KWT per guest per night in 2020 to **180.29** KWT per guest per night in 2021 and we are targeting to further decrease overall Energy to **203.84** KWT per guest per night in 2022



- Decreased electricity consumption by **14%** from 2020 to 2021
- Decreased water consumption by **18%** from 2020 to 2021
- Decreased fuel consumption by **43%** from 2020 to 2021
- Decreased overall energy consumption by **29%** from 2020 to 2021

## International Compatibility

We continue to keep up with international standards compatibility by doing the following:

➤ **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 such as conserving the coral Reef and reserving marine life.

➤ **Guest Awareness**

They have newsletters about their activities, whereas we have been able to successfully communicate electronically with suppliers, Guests via emails Apps, website, hotel info channels and mobile Apps.

➤ **Garbage Segregation**

We have the same standard for garbage separation internally and in addition we have purchased several 3-compartment recycle bin units throughout the Resort to encourage guests our segregation and recycle principle where possible.

3-compartment Recycle Bin units



## **Coral Sea Imperial -Sensatori Hotel 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 members, as well continue donations to 57357 Children cancer Hospital, Orphanage and AHLMisr Hospital.... etc.
- Arranging clean up days to increase awareness for both team members & guests.
- We will continue to upgrade our garden by increasing variety of crops aiming to cultivate weather identification for the crops and upgrade the area to allow it to be as visible as possible for guests whereby to increase awareness.
- Providing rooms with child protection adverts (material accessed from travel life) permanent in all rooms info channel in all guest's rooms.
- 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 from the guest service center.
- All guest data that used to be in Guest Directory to now be available digitally on info channel in guest rooms and mobile App
- Arranging the international earth Hour (Activity sharing with in house guest's and invitations to participate in caring for planetearth).
- To continue to replace any normal bulbs to be led bulbs
- Reducing water, electricity and fuel consumption as it is stated in the environmental policy.
- Work on natural gas line installation project to reduce
- Raise team member and guest awareness on social and environmental issues.
- Recruit high school students for internship programs to raise social responsibility
- Recruit Tourism and hospitality college students for Training programs
- Continue to implement and reinforce the hotel's mission which is; to offer high quality leisure services in a friendly and relaxing environment
- Actively support the Africa Triathlon Cup which will be held in Sharm in April 2022
- Actively participate in COP27 conference which will be held in Sharm in September 2022
- Use eco-friendly products and biodegradable bags to be part of Green Sharm & plastic free Sharm Campaigns