



## Travelife Annual Progress Report

### Introduction:-

As a part of our commitment to a sustainable development, Coral Sea Holiday resort and Aqua Club 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 Travel life standards in 2021-2022 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 Travel life standards for 2023-2024.

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 Holiday Resort and Aqua Club 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 strengthen 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.
  - The hotel provides customers with guidance on appropriate behavior in relation to local cultures.
  - The hotel encourages customers to explore the destination.
  - Coral Sea Holiday resort and Aqua Club” participates actively in socio-cultural projects aiming at the collection of donations aimed at the support of 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 create opportunities for newcomers by periodically reviewing our regular vendors.
  - We preserve the confidentiality of vendor information obtained in transactions.
  - Our purchasing personnel do not permit personal interest to influence relationships with existing or prospective 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.



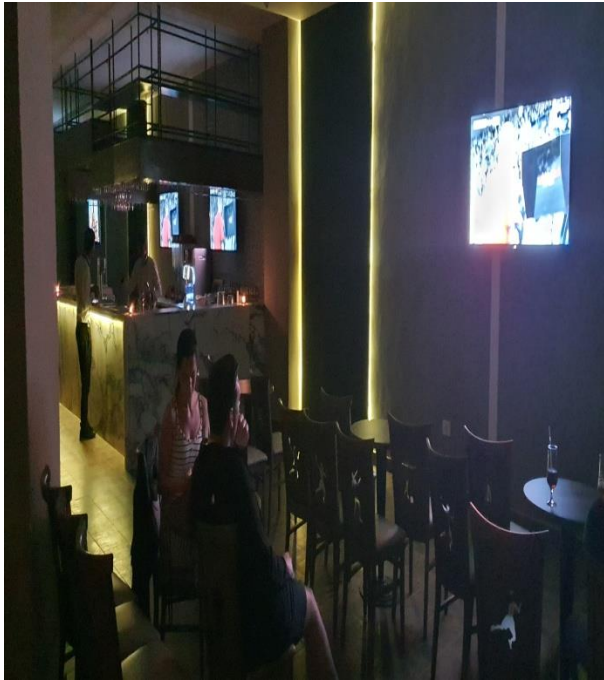
**Environmental Agenda:** We support and enhance environmental agenda by organizing environmental events to enhance the environmental awareness of residents and staff:

➤ **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 26th of March, 2022. 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 and Aqua Club 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.



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

Coral Sea Holiday resort and Aqua Club is committed to success, through efficient leadership, teamwork 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 and Aqua Club 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 and Aqua Club 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 and Aqua Club 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 and Aqua Club 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 and Aqua Club 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.



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• **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.
- True-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
- Be a manager
- Supervision Skills
- Shift leader skills
- CPR and first Aid.
- Strategic planning
- Green Hotels
- Covid-19 awareness



- **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.

**Guest interactions 2022**

**Competition days**



**Painting days**





- **Staff Activities**

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

- **Staff Outing and Beach Use.**



▪ **Gathering for Sohour In Ramadan**





- **Cinema trip**



### **Sustainability Program**

The hotel's sustainability program is based on the True-life requirements. Our principal aim is to achieve the gold certification for the for the coming years 2024-2026.

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.
- Lower utility costs.
- Protecting valuable ground water resources.
- Waste minimization, reuse and recycling
- 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.
- Reduce Chemicals usage and conserve the use of chemicals in all aspects as (pest control, pools, irrigation, etc.).
- Calibration of control and monitor gauges and measuring units.
- Renew hay umbrellas and windbreaks.



- **Installing new water meters**  
New water meters installed for laundry & Pool pump room to monitor and control the water consumption for saving purpose
- **Improving dramatically all electrical supplies and panels protection**  
Including all transformer protections, earth pits systems, power factor corrections and earth leakage protections that recognized and appreciated by 3<sup>rd</sup> party confident certified company.
- **Changing boiler burners and kitchen equipment diesel & LPG fuel into NAT gas to minimize the emitted carbon foot print and run our facility on cleaner source of energy.**



- **Installing new grease traps in all kitchen waste outlets to capture all solid waste from passing to our STP and thus we successfully reduced the STP energy and chemical consumption eventually.**



- **Replacing CAC chiller condensing coils from aluminum into new copper ones to avoid the excessive refrigerant leakage from aluminum coils and conserve the required energy consumption accordingly**



- **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**  
It was a successful technique to install new timers for all EMAK filtration systems in order to control the electricity consumption of pumps to conduct an automatic swapping between 2 pumps to save the efficiency of the pumps and to save 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**

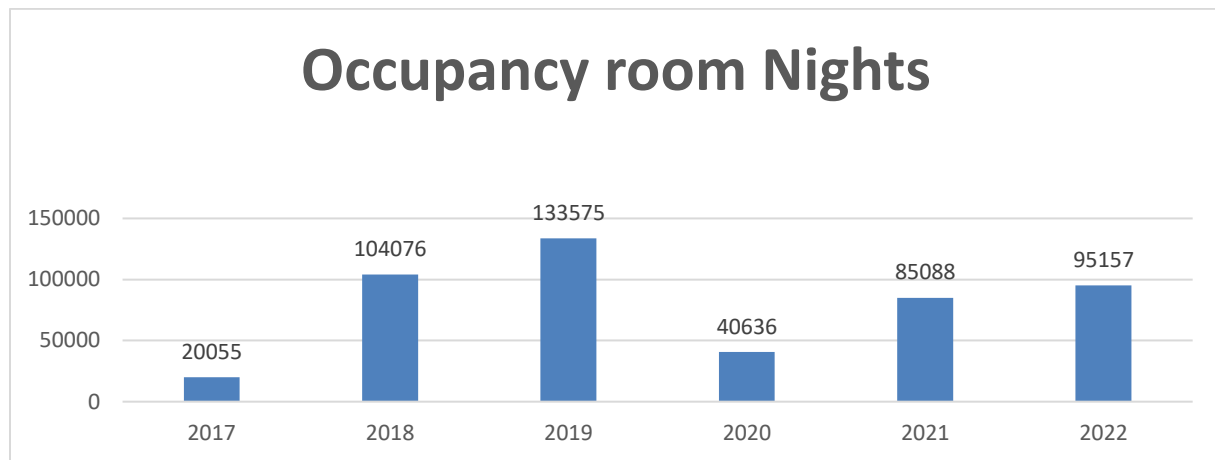
Replacing the old type of light fixtures in the BOH corridors by LED type, therefore we achieved 90% electricity saving comparing to the old type of consumption.

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

- **Energy conservation:**

The occupancy of the hotel has decreased during 2020 Due to Corona Crisis. The occupancy increased from 85088 room nights in 2021 to be 95157 room nights in 2022

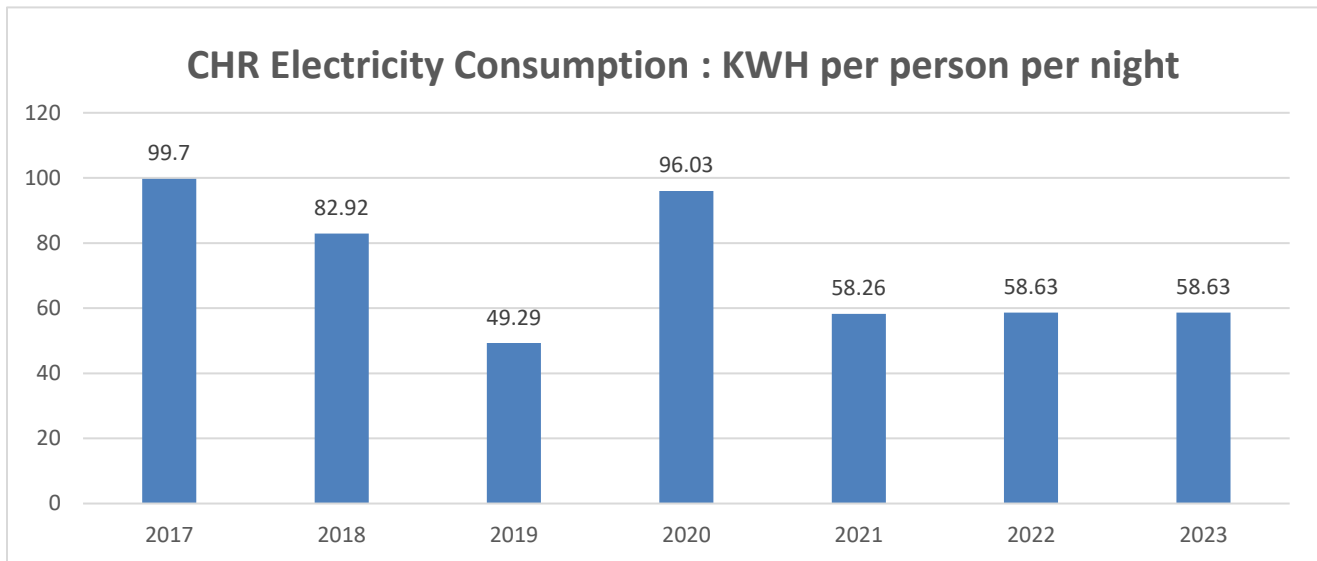
We have a target for 96620 room nights at CHR and 34037 room nights at CAC in 2023.



**CORAL SEA HOLIDAY:-**

➤ **Electricity**

According to our saving programs such as installing photocells, timers are activated for all pools filtration pumps in addition to activating on/off schedule conducted based on many factors of operation and existing of meters. Thus, our target for 2023 is to maintain the Electricity consumption to be 58.63 KWH per guest per night.

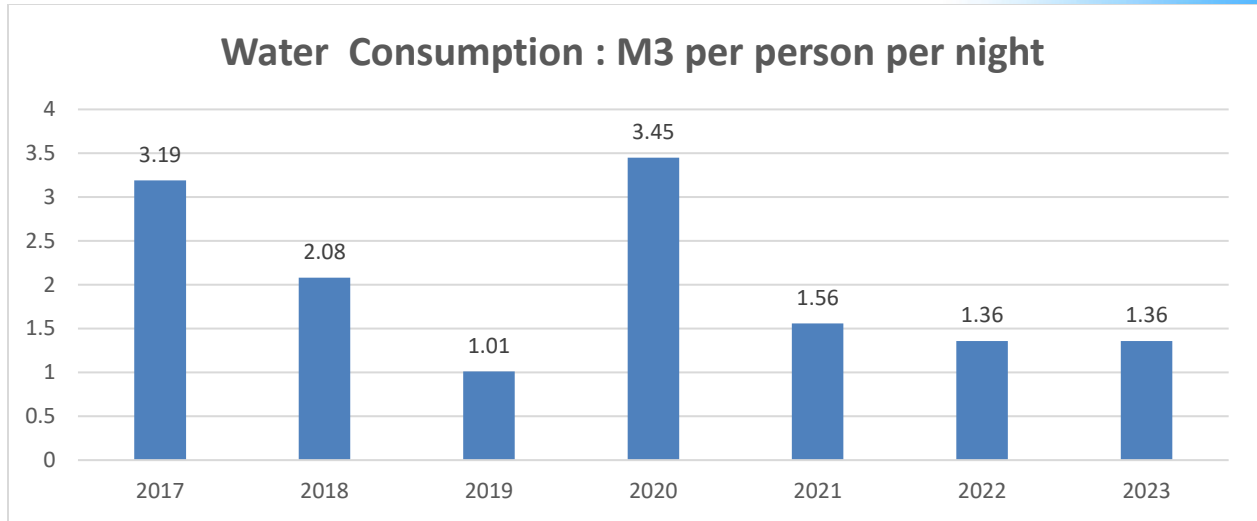


- We investigate and evaluate alternatives for saving energy and using of low energy technology (LED bulbs).
- Staff training on the proper use of electricity.
- Checks for electrical appliances in empty rooms.

➤ **WATER**

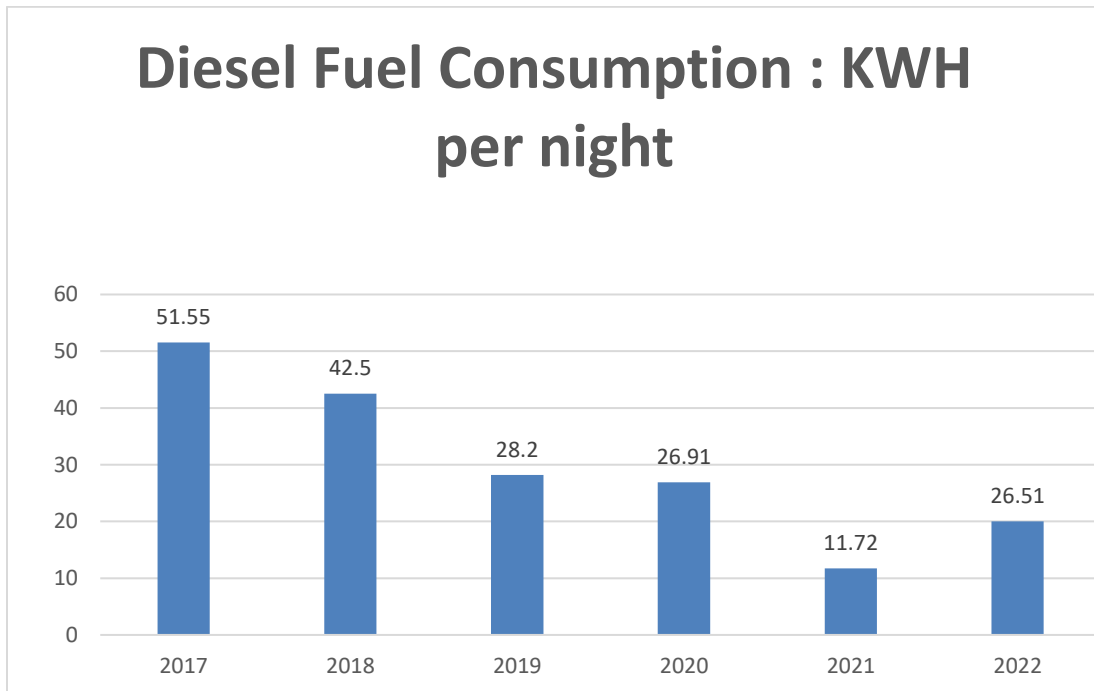
We succeeded to finish installing push button release valves of public showers have been equipped with push button release which reduces water flow to be 10 liter/ minute; moreover periodic inspections checking for water leakages are implemented and forwarded to maintenance staff for corrective actions.

Our target for 2023 is to maintain the water consumption to be 1.36 M3 per guest per night. This target will be achieved by encouraging the guests to save water and through additional trainings for the hotel's staff.



- Installation flow control devices for the rational use of water.
- Staff training and awareness regarding the water conservation.
- Proper inspection and maintenance of the pools.
- Regular checks for leaks and repaired if required.

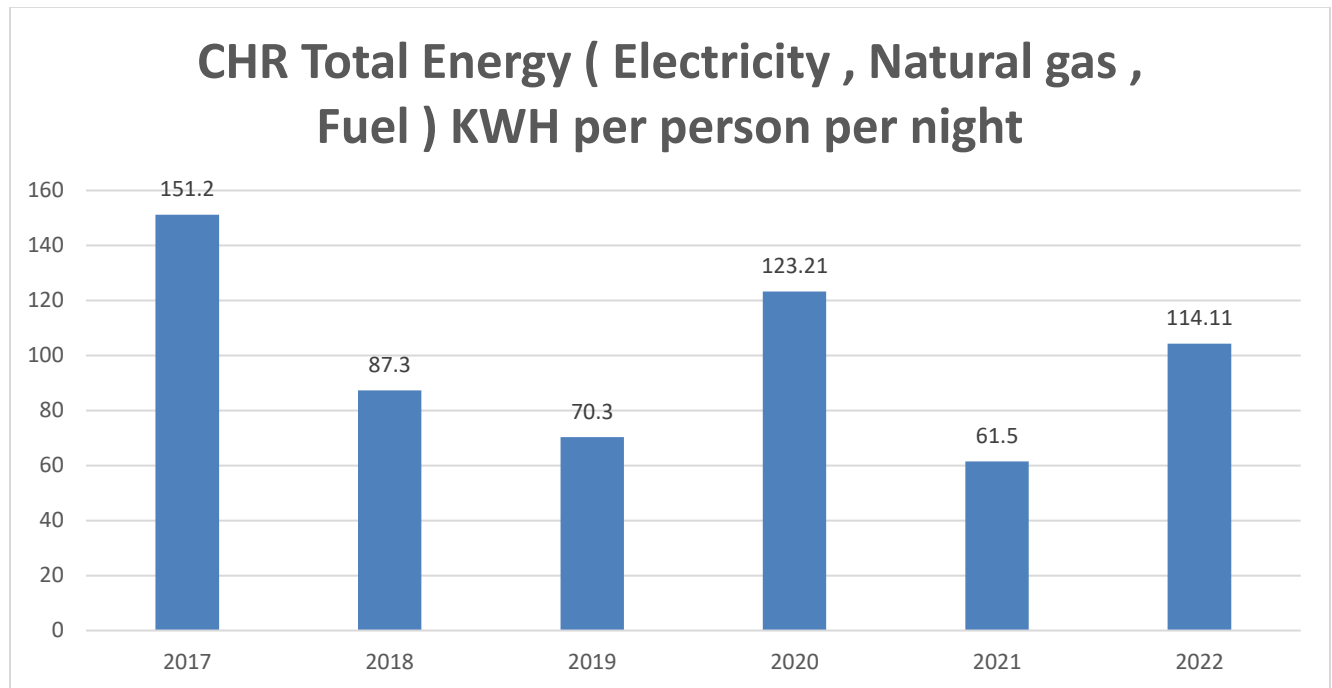
➤ **Fuel**



***Note: Diesel and L.p.g have been replaced from April 2022 into natural gas.***



- **Total Energy**



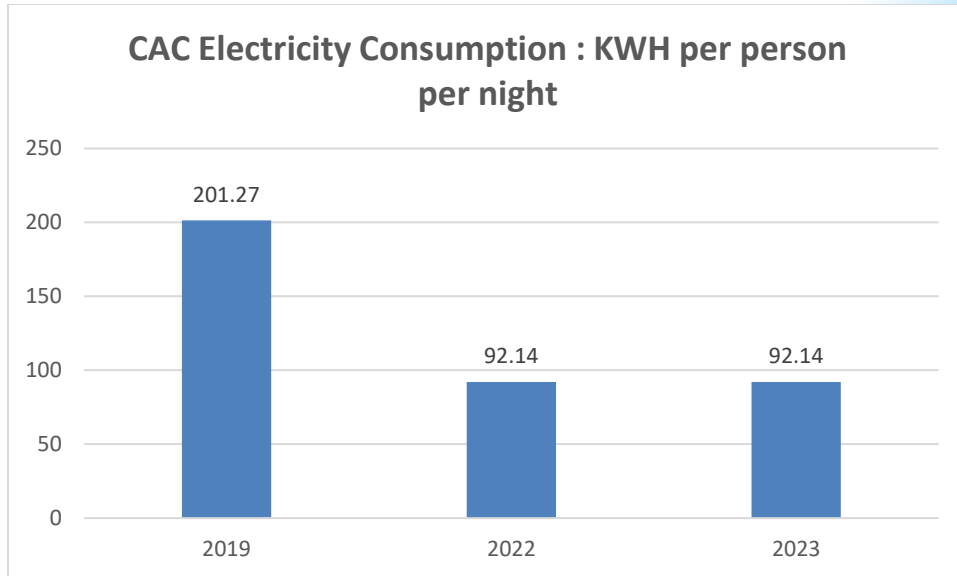
**CORAL SEA AQUA CLUB:-**

- **Electricity**

According to our saving programs such as installing photocells, timers are activated for all pools filtration pumps in addition to activating on/off schedule conducted based on many factors of operation and existing of meters. Thus, our target for 2023 is to maintain the Electricity consumption to be 92.14 KWH per guest per night.

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



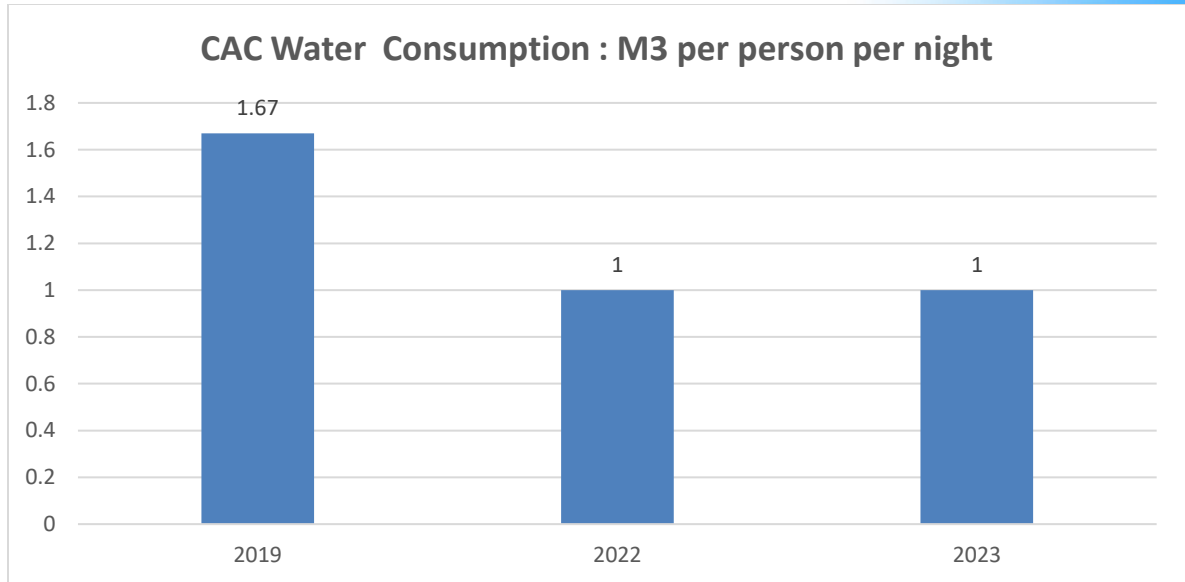


➤ **WATER**

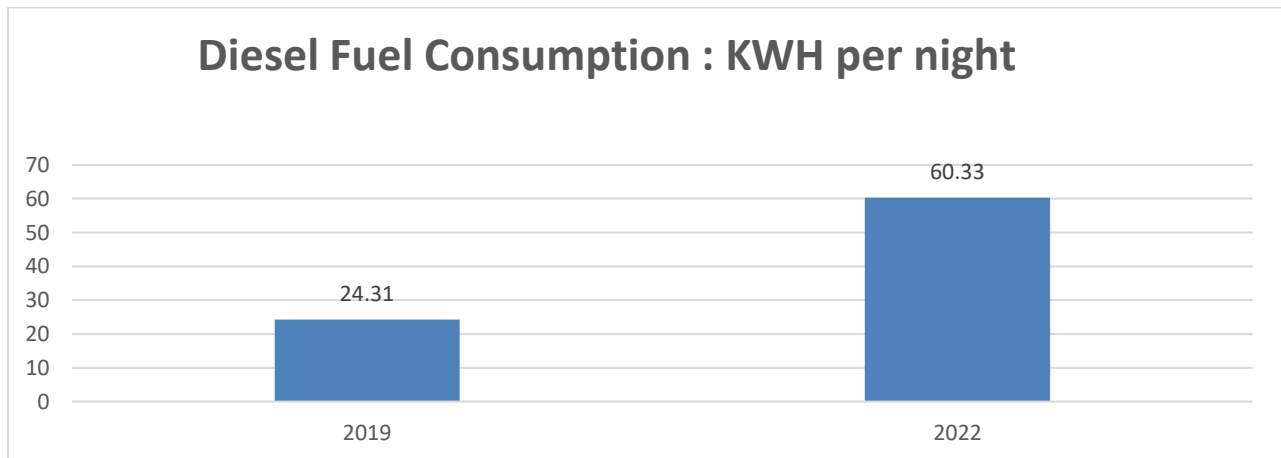
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Regular checks for leaks and repaired if required



➤ **Fuel**



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➤ ***Proposed energy and water saving best practices to be implemented in 2023***



- 1- Installing new water softener for the laundry equipment main waterline in order to improve the washing water quality and reduce the total hardness and minimize the bleaching chemical consumption accordingly.**
- 2- Replacing the local made poor terminal clips of all guest room split air condition units into a better quality heavy duty readymade ones in order to ensure better performance and minimum compressor damage which will impact on reducing the downtime and cutting the repairing cost .**



- 3- Heat pumps implanting feasibility study in order to heat recovery all wasted energy.**

### Certifications and Awards



➤ Travelife



We have achieved our Travelife gold certification for accommodation sustainability 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.

➤ ISO 22000



The Coral Sea Holiday resort and Aqua Club has achieved the ISO 22000:2005 Food Safety Systems. It aims to ensure food safety through all food chain stages and to ensure that food products are not detrimental to consumers' health.

➤ ISO 9001







The Coral Sea Holiday resort and Aqua Club has achieved the ISO 9001:2015 Quality management systems. It aims 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.

➤ **ISO 14001**

The Coral Sea Holiday resort and Aqua Club 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.



### **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:** We have environment booklets, flyers and questionnaires. And sometimes guests share with hotel team some activities such as clean up days and environmental day.
- **Garbage Segregation:** We have the same standard for garbage separation.

### **Coral Sea Holiday resort and Aqua Club 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 Centre.
- Arranging the international earth day (Activity sharing in house guests caring for plant earth).
- We replaced 80 % of the normal bulbs into LED and ongoing to achieve the rest during 2023
- Reducing water, electricity and fuel consumption as it is started 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.