



## Travel Life Annual Progress Report

### Introduction

As a part of our commitment to sustainable development, Coral Sea Water World Hotel 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 2018 and has been awarded with the gold award for the period 2020 -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 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 Water World 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.
- The hotel provides customers with guidance on appropriate behavior in relation to local cultures
- The hotel encourages customers to explore the destination.
- Coral Sea Water World Hotel 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.

### ➤ **Environmental Agenda :**

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

### ➤ **Clean-up Days :**

Coral Sea Water World Hotel has been participating in clean-up Days. We have also been keen to involve guests and 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 Water World 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.

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 Water World 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 Water World 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.

➤ **HEALTH AND SAFETY POLICIES**

Coral Sea Water World Hotel 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 Water World Hotel 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 Water World 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 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 do 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
- Legionella
- Coral Sea Management System
- Sexual Harassment
- HACCP
- Languages Courses
- Integrated Management System (IMS)
- F&B Skills Development
- Train of the trainer

➤ **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.

➤ **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 –2020 and our principal aim is to achieve the gold certification for the forthcoming years 2020 –2022.

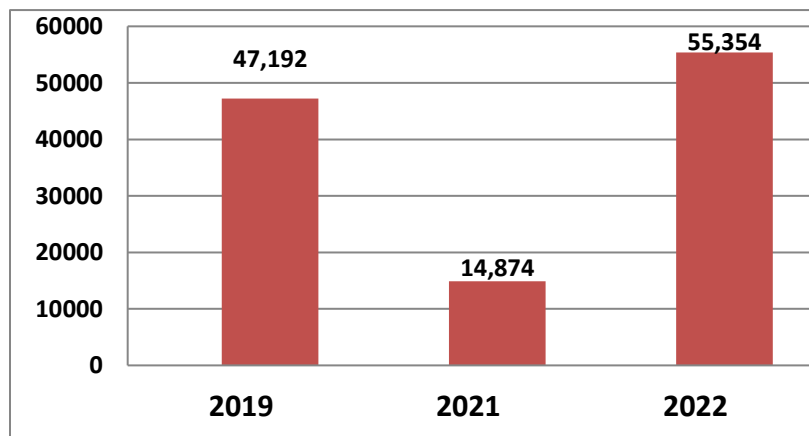
In the highly competitive environment of the hospitality industry, one of the hotel’s primary aims is to continuously enhance the quality of guests’ stay. Similarly, we ensure that our actions are undertaken with outmost respect to and minimal impact on the environment and local community. Our commitment 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.
- We installed new water Saver filter to control the water consumption at all outlets
- Follow up maintenance for all outlets water piping and wash basin to prevent water leaks
- Follow up maintenance for all mechanicals room at aqua park to prevent water leaks
- Replace damaged linear at aqua park for aqua play and landing pool of Bomerango
- Follow up to replace damaged valves for water distribution network
- Regular maintenance for steam trap at laundry and boilers room to reduce fuel consumption
- Follow up Schedule Program for A.H.U and fresh air to control electricity consumption.
- We installed Photocells for landscape in addition of all guest rooms corridors
- Resuming using water dropping and sparing system for irrigation instead of irrigation by using flexible hose’s at next area (South wing landscape and north wing landscape)
- Only back wash system applied due filter pressure inductor instead of daily backwash system
- Maintain and replace all OOO water counter to Control water consumption at the staff housing , north wing and relaxing pool

• **Energy conservation**

Due to Covid - 19 occupancy of the hotel was closed since April 2020 till September 2021 for renovation. Guests’ in nights 2019 was 47,192 and Guests’ nights 2021 is 14,874 guests’ nights and we are expecting to be 55,354 Guests’ nights in 2022.

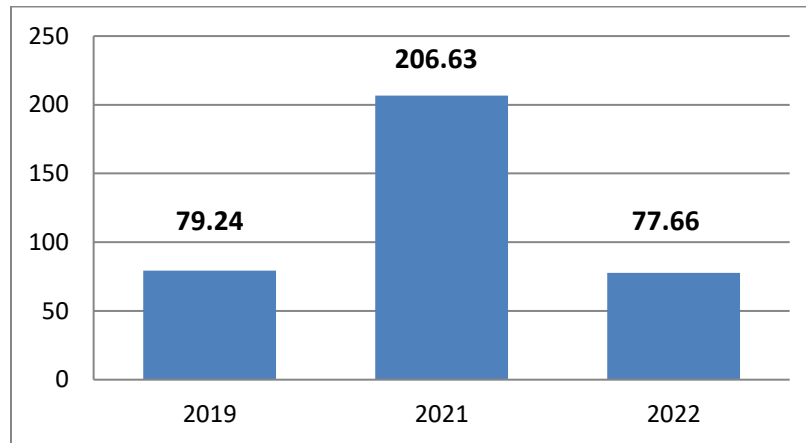
**Occupancy: Guests' Nights**



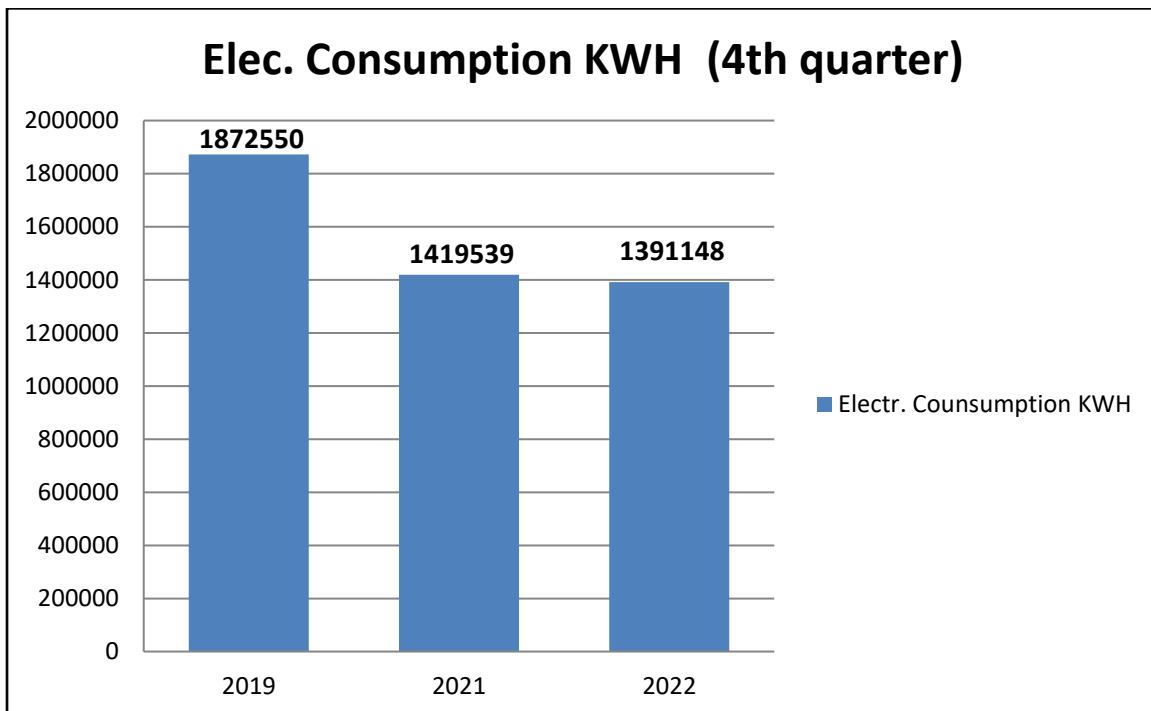
➤ **Electricity**

During closed period we started renovation program so we consumed more electricity. So our consumption comparison will be between fourth quarters of (2019 VS 2021). At 2019 consumption was 79.24 Kwh per room per night, in 2021 increase to 206.63 Kwh per room per night, in 2022 our target is decreasing the consumption by 2% comparing with 2019 to be 77.66 Kwh per guest per night.

**Electricity consumption: KWH per Room**



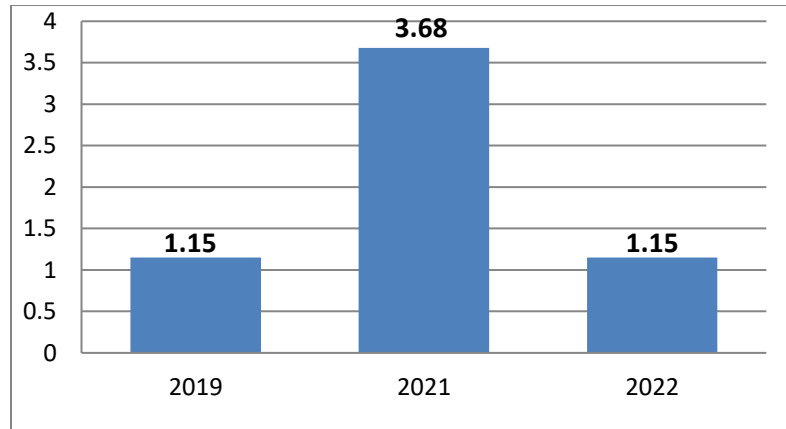
- We study and evaluate alternatives for saving energy and using of low energy technology (led bulbs).
- Staff training on the proper use of electricity issues.
- Check for electrical appliances in empty rooms.



➤ **WATER**

During closed period starting renovation program so we consumed more water. Our consumption in fourth quarter of 2019 was 1.15 m3 per guest per night, after reopening in October 2021 our consumption was 3.68 m3 per guest per night, we are targeting water consumption of 1.15 m3 per guest per night in 2022.

**Water consumption: M3 / Guest**

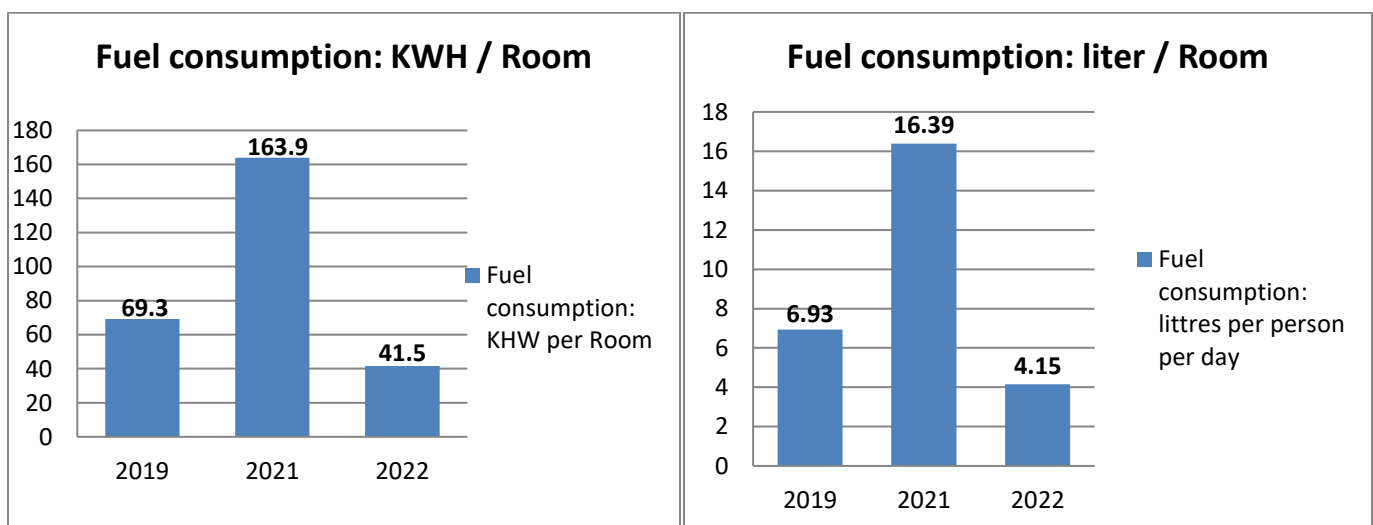


This target will be achieved through...

- Encouraging guests to save water.
- Installation flow control devices for the rational use of water (Lobby toilet and restaurant toilet working by sensors)
- Staff training on proper water management
- Proper inspection and maintenance of pools
- Always check to repair leaks "if any"
- Use water saver filter for all public toilet and guest rooms
- Use push button water control valves for public showers

➤ **Fuel**

The hotel uses Fuel for heating purposes (Aqua, swimming pools and rooms) Fuel Consumption in 4<sup>th</sup> quarter 2019 was 69.3 kwh ppd, in 4<sup>th</sup> quarter 2021 consumption increased to 163.9 Kwh ppd in. Due to COVID – 19 and closing hotel occupancy fall down. The target for 2022 has been set to 41.5 kwh ppd



## **Certifications and Awards**

### ➤ **Travel life**

We have achieved our Travel Life 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.



### ➤ **ISO 22000**

The Coral Sea Water World Hotel has achieved the ISO 22000:2018 Food Safety Systems. Its aim is to ensure food safety through all food chain stages, that is, to ensure that food products are not detrimental to consumers' health.



### ➤ **ISO 9001**

The Coral Sea Water World Hotel 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.



### ➤ **ISO 14001**

The Coral Sea Water World Hotel 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** Each hotel room is provided with an INFO channel to increase the guests' awareness about activities related to the environment.
- **Garbage Segregation** We have the same standard for garbage separation.

## Coral Sea Water World Hotel Future Plans

Our future plans for improving and enhancing our performance include:

- Donating to 57357 Children cancer Hospital.
- Arranging clean- up days to increase team member awareness of the environment and 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 hour (Activity sharing in house guests caring for plant earth).
- 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.