



Travelife Annual Progress 2022

Introduction

As a part of our commitment to sustainable development, Coral Sea Imperial Sensatori Resort 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 consecutive periods since and last achieved the gold award for 2022-2024. Essential improvement has been made, nevertheless, it is in our primary goals to further protect the environment and support the local community and consequently maintain our prestigious status.

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.



Blood Drive

Appreciating our role towards our community and specially within the Tourism sector, we held a blood drive in June 2022 in correlation with the red crescent which resulted a great turnout.



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 26th of March, 2022 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 2022 and in consolidation and recognition of it, our onsite diving centre management and team organized an exclusive Beach & Sea clean which included team members and Dive instructors lead by their manager.



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 July 2022



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 customer. 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 of 2022

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:

- Basic Food Hygiene
- Chemical Handling
- Civil Protection and Explosives
- Computer Course Advance
- Course Computer Level 1
- Cristal Training
- Dietary Needs Variance Training
- English Course - Level 1
- F&B Skills Development
- F.O Skills Development
- Fire-Fighting Training
- First Aid Training
- Good Hygienic Practice

HCCAP
Health and Safety Training
ISO 14001 Awareness
ISO 9001 Awareness
ISO22000 Awareness
Management Review
Orientation Program
Pools and Legionella
POSI
Sexual Harassment
Training of The Trainer
Travelife Training

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 3 team member through-out 2022 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, Kitchen, Finance and Front office; all whom were able to attain their goal and successfully achieved the transfer to the desired department.

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:

Beach Trip



Cinema trip



Football 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
- Closure of all pending Travelife last audit recommendation

Children Protection Policy (displayed on all digital info points and in-rooms info channel)

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 “Ahabab El Kher Charity Foundation” in April of 2022.

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 2022 to AHL Masr 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 2022-2024 and our principal aim is to maintain the gold certification for the forthcoming years.

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 utmost 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.
- Removing Plastic covers such as towels and amenities
- Replacing plastic amenities such as pens to pencils
- Upgraded and rebranded 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:-

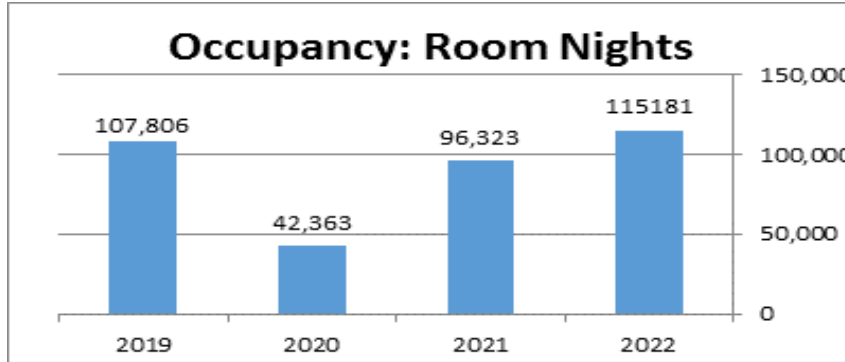


- 5 Liters per minute from most work area taps (faucets) by using water saver taps
- 6.5 Liters per flush tank for bathroom toilets by adjusting the water level in the flash tank
- 5 Liters per minute from hand-wash sink taps (faucets) 15 Seconds for water consumption from public areas using push button-release mixers
- Consider fitting spray water taps, as they use less cold water and energy
- Make sure that leaking taps are repaired promptly head show
- Changed all paper info to be displayed digitally on in-room info channel including general info, services, menus and paper guest directory
- Replaced guest laundry plastic bag to sustainable material
- Actively supported the Africa Triathlon Cup which will be held in Sharm in April 2022 by providing juice and water
- Actively Participated in COP27 conference which will be held in Sharm in September 2022
- Installed Natural gas lines and infrastructure in collaboration with city council
- Increased number of life guards to where we deemed suitable
- Added the Hydro and Visual Oxygen cylinder test check
- Increased number of National Parks of Egypt instructions and Green Fens signs at three places along beach and Jetty for coral reef sustainability.

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

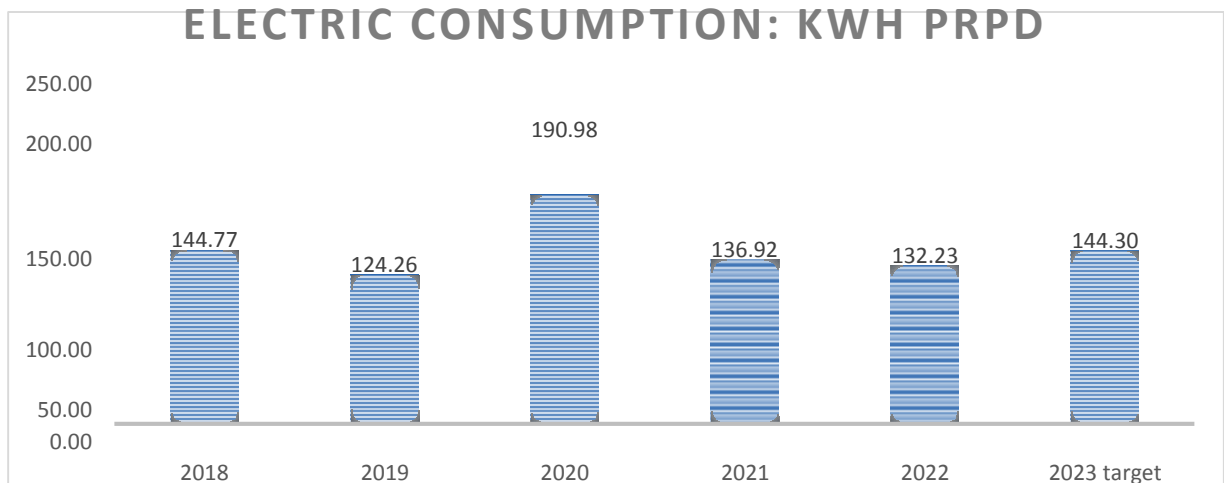
Energy conservation

Occupancy during 2022 is 115181 room nights and our target is to be 125303 room nights in 2023



Electricity

We obviously have decreased our consumption from **136.92** KWH per Room per night in 2021 to **132.23** KWH per Room per night in 2022 and we are targeting to 144.30 KWH per Room per night in 2023 as some A La Cart Restaurants increased operations hours in addition to reopen IVO restaurant.



We investigate and evaluate alternatives for saving energy and use of low energy technology (led bulbs)

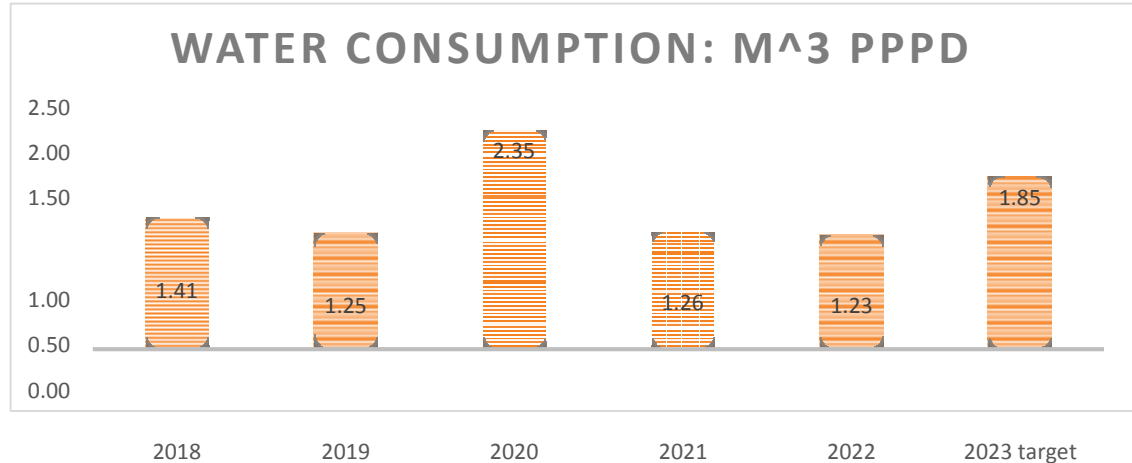
Staff training on the proper use of electricity issues

Check for electrical appliances in empty rooms

Regular maintenance for all equipment to increase efficiency & reduce Electric Consumption

Water

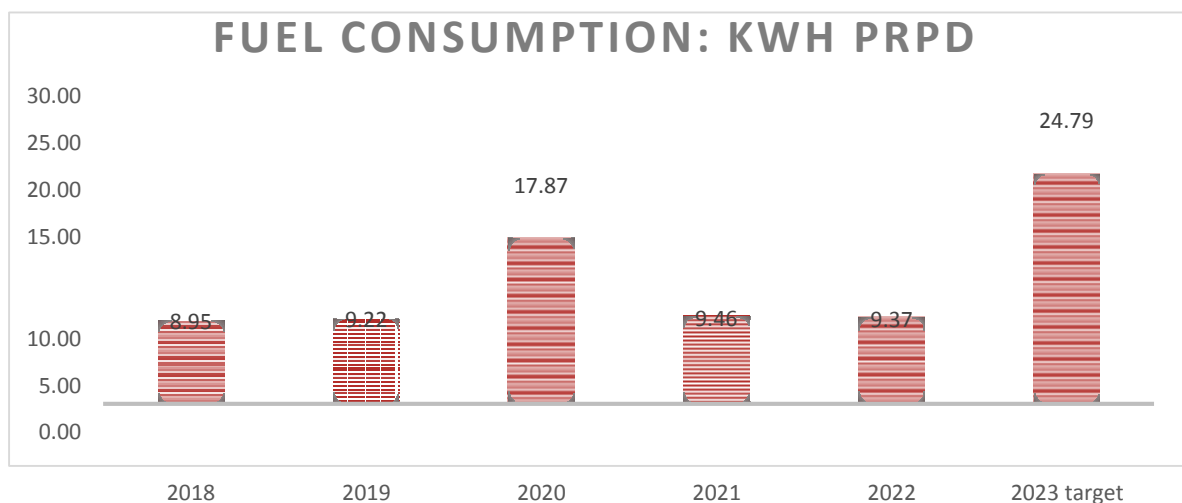
We succeeded to reduce water consumption from **1.26 M³** per guest per night in 2021 to **1.23 M³** per guest per night in 2022. Our target for 2023 water consumption to be **1.85 M³** per guest per night as cleaning & disinfection for domestic main water tanks and balance tanks of swimming pool will be done in monthly basis instead of quarter according to requirements of Health Ministry. 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

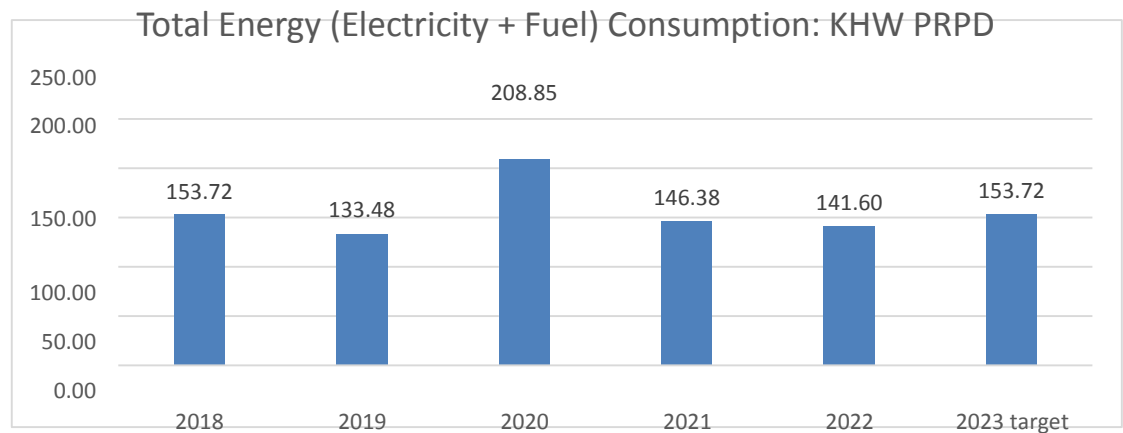
Fuel

Fuel consumption as it can be seen on the graph below has decreased from **94.6 KWH** per Room night in 2021 to **93.7 KWH** per Room per night in 2022. The target for 2023 has been set to be **247.9 KWH** "Natural Gas" per Room per night as we started heated up 2 additional swimming pools (Adult pool and Kids Pool).



Total Energy

Overall Energy consumption as per graph below show significant decrease in overall energy from **146.38** KWH per Room per night in 2021 to **141.60** KWH per Room per night in 2022 and we are targeting for overall Energy to be **153.72** KWH per Room per night in 2023



Decreased electricity consumption by **3.4 %** from 2021 to 2022

Decreased water consumption by **2.8 %** from 2021 to 2022

Decreased fuel consumption by **0.9 %** from 2021 to 2022

Decreased overall energy consumption by **5 %** from 2021 to 2022

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 increased several 3-compartment recycle bin units throughout the Resort to encourage guests our segregation and recycle principle where possible.



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 AHL Misr 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.

Continue to provide rooms with child protection adverts awareness and diverse culture training.

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.

Arranging the international earth Hour (Activity sharing with in house guest's and invitations to participate in caring for planet earth).

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.

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

Continue to search for eco-friendly products and biodegradable containers, bags and utensils to be part of Green Sharm & plastic free Sharm Campaigns



Gold Certified for
Accommodation Sustainability

Following an independent audit against the Travelife
Standard"

Sensatori Sharm El Sheikh Resort

Nabq Bay, South Sinai, South Sinai Governorate, Sharm el Sheikh, South Sinai,
11432, Egypt
has achieved Travelife Gold Certification

**They have shown Travelife evidence that *they* are
taking action in the following
areas:**



Minimising their environmental impacts
Improving the economic and social impacts for people
in their community



Respecting and protecting human rights and fair labour
practices



Safeguarding animal welfare and biodiversity

29/03/2022 to 29/03/2024
certificate number - 101440