

## 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 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.

## **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. 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.

**Donation** :Appreciating our role towards our community we participate with a donation either financially to Blind Center, 57357 children cancer hospital and Ahl Misr Hospital or by efforts and blood we managed to organize blood donation campaign inside the hotel where team members donated blood which was a quiet successful campaign as our citizenship role should be activated.



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

**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 24<sup>th</sup> of March, 2018. 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 Water World Hotel 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.



### 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.

initiatives.

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 .

## **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 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.

### 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.
- Travelife 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

## 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.

### Staff Activities

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

#### Beach Trip



#### Cinema trip





## Team members satisfaction survey & Comments Results



Results was 91.5%

### 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.

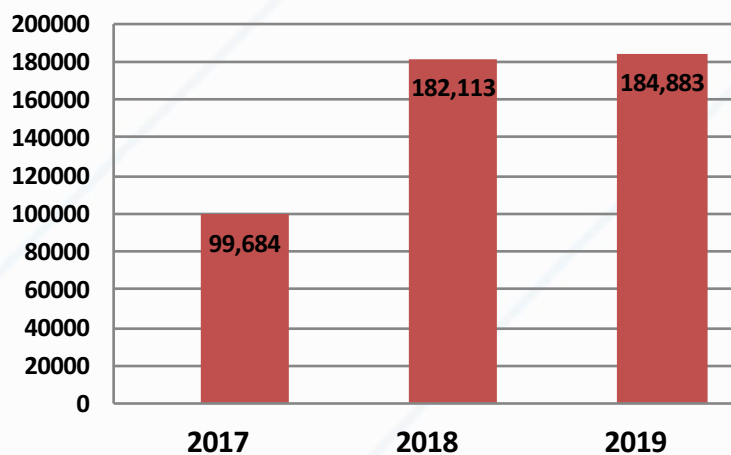
In the highly competitive environment of the hospitality industry, one of the hotel's primary aims is to continuously enhance the quality of guests' stay. Similarly, we ensure that our actions are undertaken with outmost respect to and minimal impact on the environment and local community. Our commitment 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.
- To installed new water Saver filter to control the water consumption at all outlets
- We will repair broken pipes to stop water leaks at main pool and river pool that will be decrease water consumption
- We will Change damaged check valves at aqua park pump room
- We will replace all damaged water valves for water distribution network.
- Repair water leakage at tots area and Bomaringo towers.
- We will install new 3 phase kwh meter for laundry for better control
- Replace damaged steam trap at laundry and boilers room to reduce fuel consumption
- Replace all neon bulbs by LED bulbs.
- Schedule Program for A.H.U and fresh air to control electricity consumption.
- Installing 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 ( around palms pool, aqua park land escape all patios)
- Only back wash system applied due filter pressure indictor instead of daily backwash system
- Maintain and replace all OOO water meter to Control water consumption at the Aqua Park daily

## Energy conservation

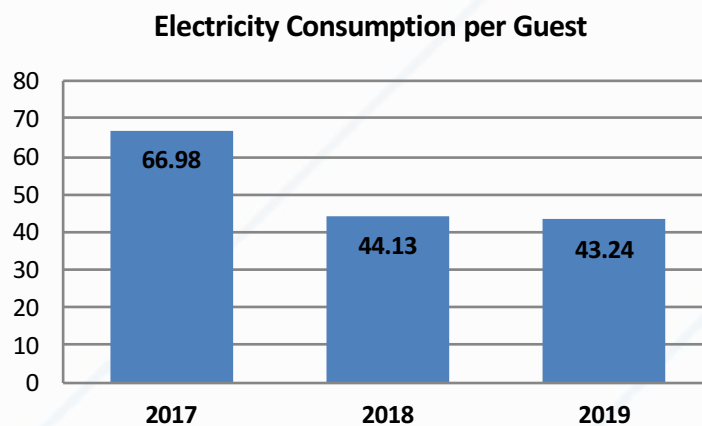
The occupancy of the hotel has risen during last year. Specifically, as the occupancy increased from **99,684** Guests' nights in 2017 to be **182,113** Guests' nights in 2018 by **82,43** guests' nights and we are expecting to be **184,883** Guests' nights in 2019.

### Occupancy: Guests' Nights



## Electricity

We obviously has decreased our consumption from **66.98 KWH** per guest per night in 2017 to be **44.13 KWH** per guest per night in 2018 and we are targeting for more decreasing in consumption to be **43.24 KWT** per guest per night in 2019.

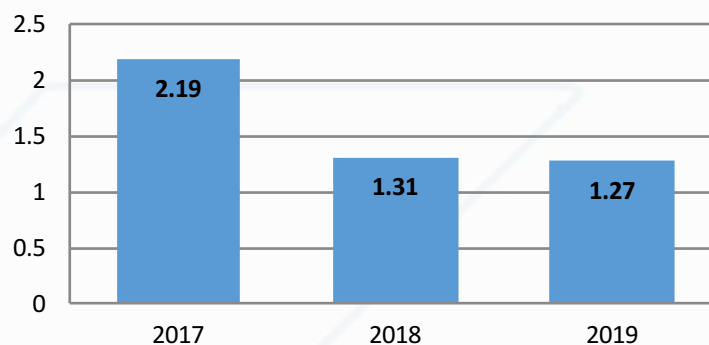


- We investigate and evaluate alternatives for saving energy and using of low energy technology (led bulbs).
- Staff training on the proper use of electricity issues.
- Check for electrical appliances in empty rooms.

## WATER

Water consumption has been decreased from **2.19 M<sup>3</sup>** per guest per night in 2017 to **1.31 M<sup>3</sup>** per guest per night in 2018. Our target for 2019 is to reduce the water consumption to be **1.27 M<sup>3</sup>** per guest per night .This target will be achieved through by encouraging the guests to save water and through additional training of the hotel's staff.

**Water consumption: M3 / Guest**

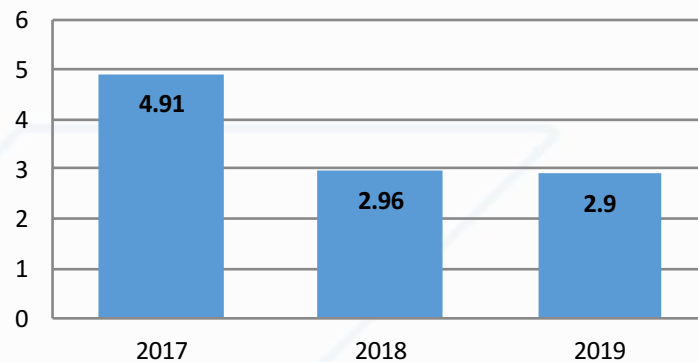


- Installation flow control devices for the rational use of water
- Staff training on proper water management
- Growing specific species of plants which are based on local weather changes
- Proper inspection and maintenance of the pool
- Always check for leaks repaired

### Fuel

The hotel uses Fuel for heating purposes (swimming pools and rooms) according to occupancy level that serving the current guests especially swim up rooms to save energy of heating. Fuel consumption as it can be seen on the graph below has been decreased by 15.76 KWT per person per night in 2018 compared to 2017. In 2018 Consumption has been decreased to be 15.79 KWT per person per night as in 2017 the consumption was 31.55 KWT per person per night. The target for 2019 has been set to 15.00 KWT per person per night thus, to decrease by 5%.

**Fuel consumption litre/ Guest**



### **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 questionnaires.

**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:

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 day to increase team member awareness of the environment.

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 day (Activity sharing in house guests caring for plant earth).

We replaced 85% of normal bulbs by led bulbs in 2018 but we found a lot of working normal bulbs at other places that are not heavy duty, so we delayed the replacement of 15% to next year 2019.

Reducing water, electricity, fuel consumption by 2% as it is stated 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.



**Sustainability**