



Travel Life Annual Progress Report

Introduction

As part of our commitment to sustainable development, Coral Sea Water World Hotel is proud to release its public sustainability report. This report aims to inform our guests, team members, contractors, and stakeholders about our short-term and long-term strategies, goals, initiatives, and performance in sustainability across the hotel. Through the consistent implementation of various policies, we continue to strengthen the economic, social, and environmental aspects of our operations.

As advocates of sustainability, we recognize our duty to preserve and promote regional heritage to all interested parties. Implementing a comprehensive sustainability system is essential to monitor and mitigate the hotel's environmental and social impact.

The hotel adopted Travelife standards in 2018 and was awarded the Gold Award for 2023-2025. While we have made significant improvements, our primary goal remains to enhance environmental protection, support the local community, and achieve the Gold Travelife Standard for 2026-2028.

In the following pages, you will find details of our environmental efforts. We believe that sustainable tourism will play an even greater role in the future. Environmental responsibility is essential for a successful and responsible tourism industry, ensuring the preservation of natural resources. It is our duty to future generations to develop and promote responsible management for a more sustainable and prosperous future.

➤ **Coral SeaWater World Culture & Local Community efforts**

Supporting the local community: Our Corporate Social Responsibility policy is a key pillar of our sustainable business development. Being a responsible corporate citizen involves a range of initiatives and actions. We place particular emphasis on:

- Strengthening our supply chain by prioritizing local and national products.
- Collaborating with suppliers to reduce waste and promote sustainability.
- Recruiting local manpower to support the community and drive economic growth.

Purchase Policy:

➤ **Purchase Policy :**

Promotion of Local Products through a Series of Initiatives

At Coral Sea Water World Hotel, we actively promote local products and services through various initiatives, ensuring sustainable economic support for the community. Our key actions include:

- Prioritizing local suppliers: Implementing an internal purchasing policy that favors local services and product providers whenever possible.
- Sourcing locally: Procuring fish, meat, vegetables, fruits, and other products from local suppliers.
- Promoting local businesses: Recommending local guides, markets, and crafts to guests, ensuring authentic cultural experiences.
- Encouraging cultural respect: Providing guests with guidance on appropriate behavior in relation to local traditions and customs.
- Inspiring exploration: Motivating guests to explore the destination's heritage and attractions.
- Community engagement: Actively participating in socio-cultural projects, including donation initiatives to support the local community.
- Diversified sourcing: Purchasing from multiple suppliers to prevent over-reliance on a single vendor and to ensure a fair, competitive market.
- Creating opportunities: Regularly reviewing vendor partnerships to encourage new suppliers and foster competition.
- Ensuring confidentiality: Respecting the privacy of vendor information obtained in transactions.
- Upholding ethical standards: Ensuring that personal interests do not influence purchasing decisions or vendor relationships.

➤ **Environmental Agenda :**

We actively support and promote environmental initiatives by organizing environmental events aimed at raising awareness among residents and staff. These initiatives help foster a culture of sustainability and responsibility, ensuring a positive impact on the environment

➤ **Clean-up Days:**

Coral Sea Water World Hotel has actively participated in Clean-Up Days in May and August 2024, engaging both guests and staff in these activities. Our goal is to raise awareness about the importance of

maintaining a clean environment and preserving the natural habitat.



We actively engage with our guests, global initiatives, the environment, and the local community through various activities, including:

- Valentine's Day – Special celebrations to create memorable experiences for guests.
- Women's Day – Honoring and appreciating women's contributions.
- Environmental Day – Raising awareness and promoting eco-friendly practices.
- Blood Donation Drives – Encouraging staff and guests to contribute to lifesaving efforts.
- Orphanage Donations – Supporting children in need through charitable contributions.



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

At Coral Sea Water World Hotel, we are dedicated to success through efficient leadership, teamwork, open communication, and mutual trust between management and staff. We foster a workplace culture built on respect, consideration, and honesty, ensuring that employees achieve professional satisfaction.

Staff Training & Development

We actively encourage high performance and creativity by providing ongoing training and development programs. Key initiatives include:

- Training on international labor laws to enhance awareness of employees' rights.
- Team Member Handbook provided upon hiring, detailing risks, duties, guidelines, and staff activity arrangements.
- Comprehensive New Hire Orientation – A full-day program introducing new employees to the company, its culture, industrial safety, quality assurance, and a meeting with the General Manager.

Environmental Training & Awareness

We are committed to raising environmental awareness internally and externally through educational and training initiatives. Our staff undergoes environmental training programs that cover:

- Efficient use of detergents and disinfectants to minimize environmental impact.
- Reducing electricity and water consumption to support sustainability efforts.
- Proper waste separation, including hazardous waste management.
- General environmental awareness and responsibility.

At Coral Sea Water World Hotel, we recognize that staff involvement is key to maintaining high quality and environmental standards. Through proper training and awareness, we empower our team to take an active role in our sustainability 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 2023 –2025 and our principal aim is to achieve the gold certification for the forthcoming years 2026 –2028.

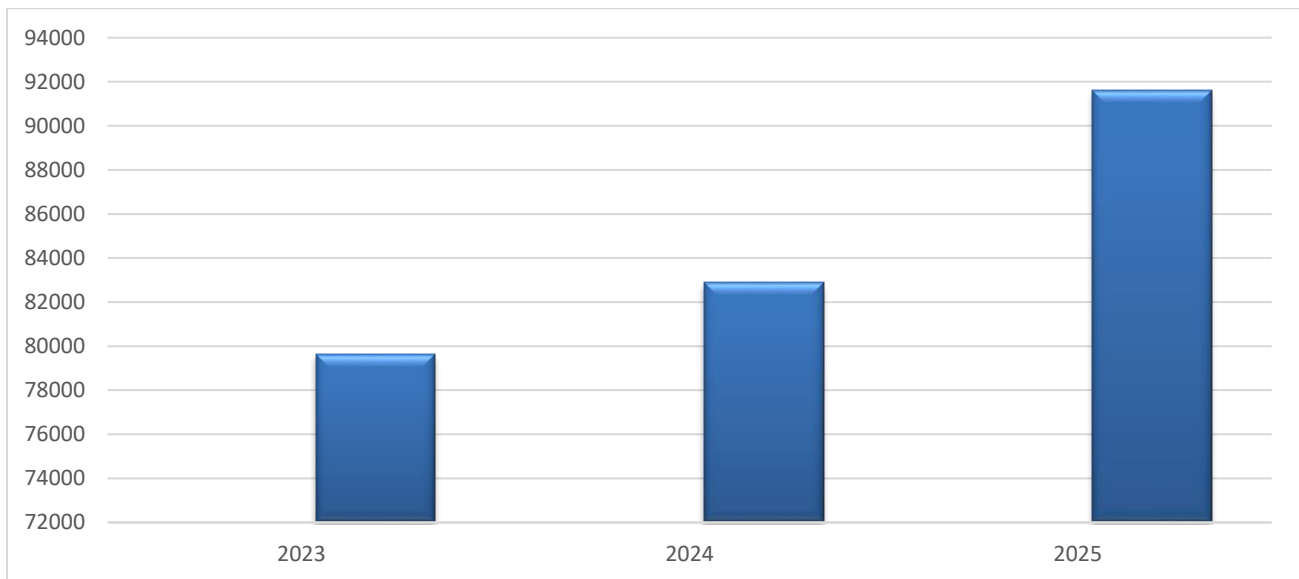
In the highly competitive environment of the hospitality industry, one of the hotel's primary aims is to continuously enhance the quality of guests' stay. Similarly, we ensure that our actions are undertaken with outmost respect to and minimal impact on the environment and local community. Our commitment 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.
- 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 Main and Relax Pools and for Lazy River and landing pools.
- Follow up to replace damaged valves for water distribution network
- Follow up Schedule Program for A.H.U and fresh air to control electricity consumption.
- 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 indicator instead of daily backwash system.

- **Energy conservation**

In 2023, the total room nights were 79,607, increasing to 82,881 in 2024. We anticipate further growth, expecting 91,611 room nights in 2025.

Occupancy: Room Nights



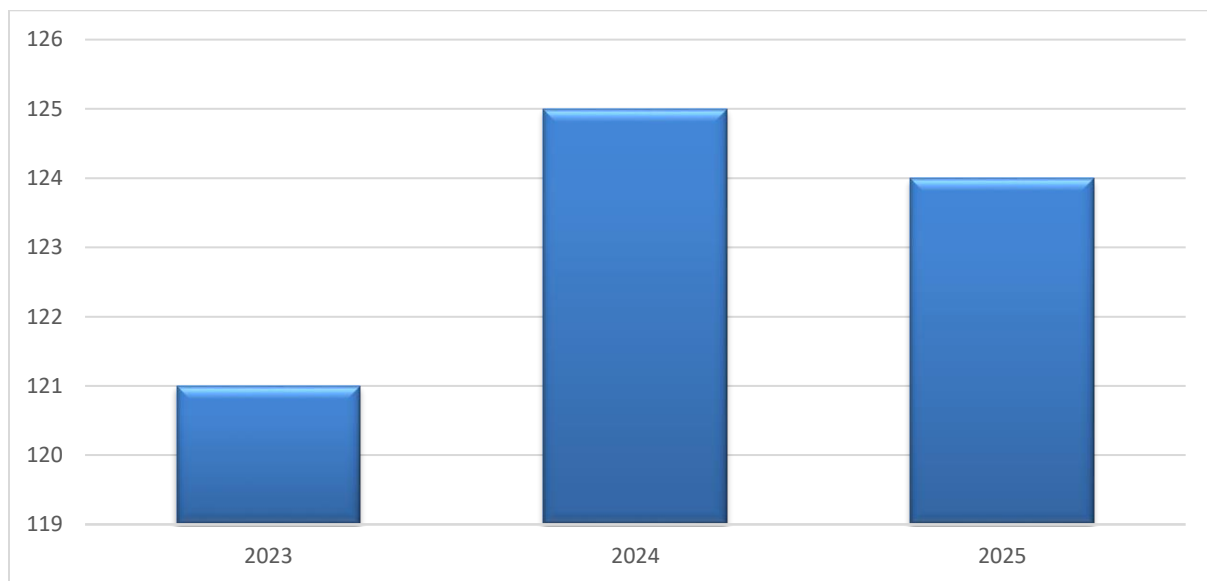
➤ **Electricity**

In 2023, energy consumption was 121 KWh per room per night, increasing to 125.3 KWh in 2024 due to several factors:

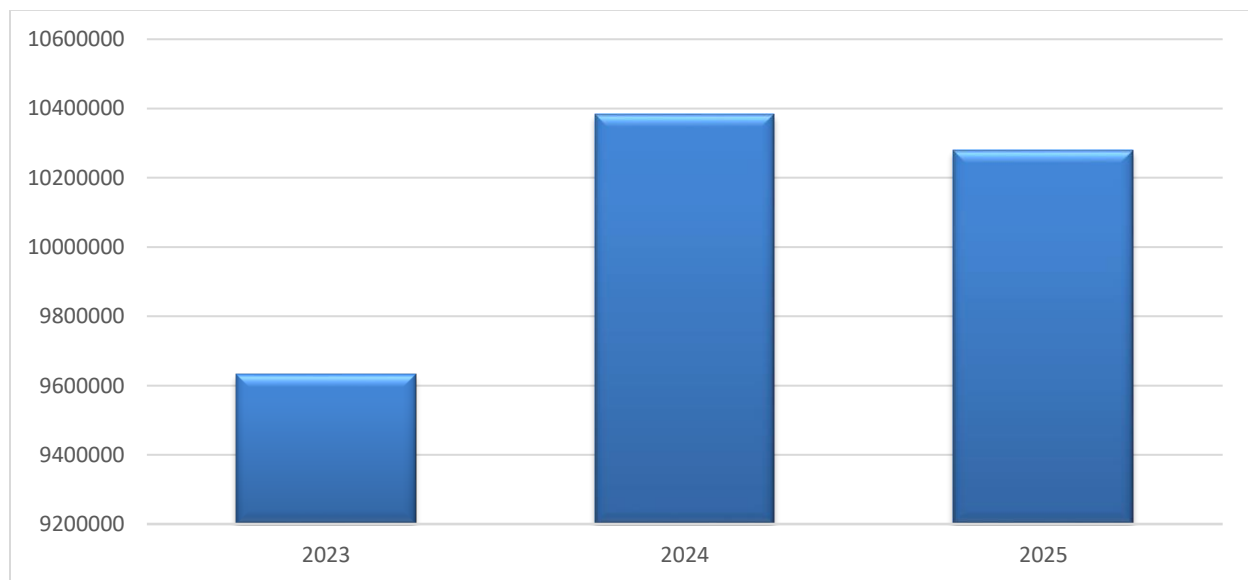
- Entertainment operations resumed in January 2024, consuming 65,700 KWh.
- Chiller overconsumption due to a newly opened area.
- Increased late check-ins and late dinners during the summer (due to delayed flights), raising chiller consumption to 116,413 KWh.

For 2025, we expect to optimize energy use, targeting a consumption of 124 KWh per room per night.

Electricity consumption: KWH per Room



Total Electricity consumption

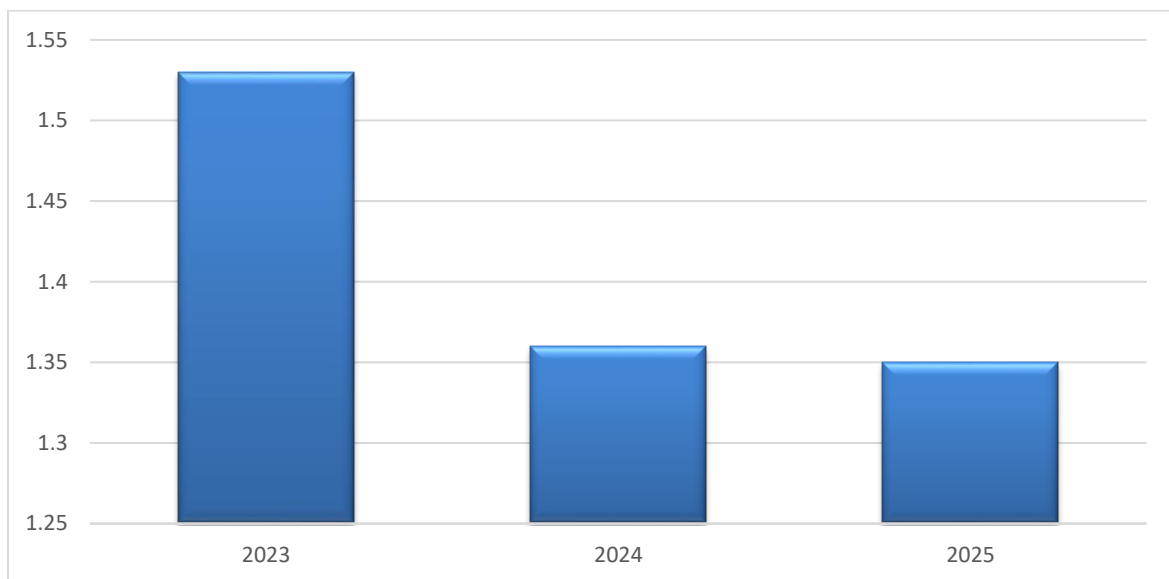


- We study and evaluate alternatives for saving energy and using of low energy technology .
- Staff training on the proper use of electricity issues.
- Check for electrical appliances in empty rooms.

➤ **WATER.**

In 2023, water consumption was 1.53 m³ per guest per night, which decreased to 1.36 m³ in 2024. For 2025, we aim to further reduce consumption to 1.35 m³ per guest per night, reinforcing our commitment to sustainable water management.

Water consumption: M3 / Guest

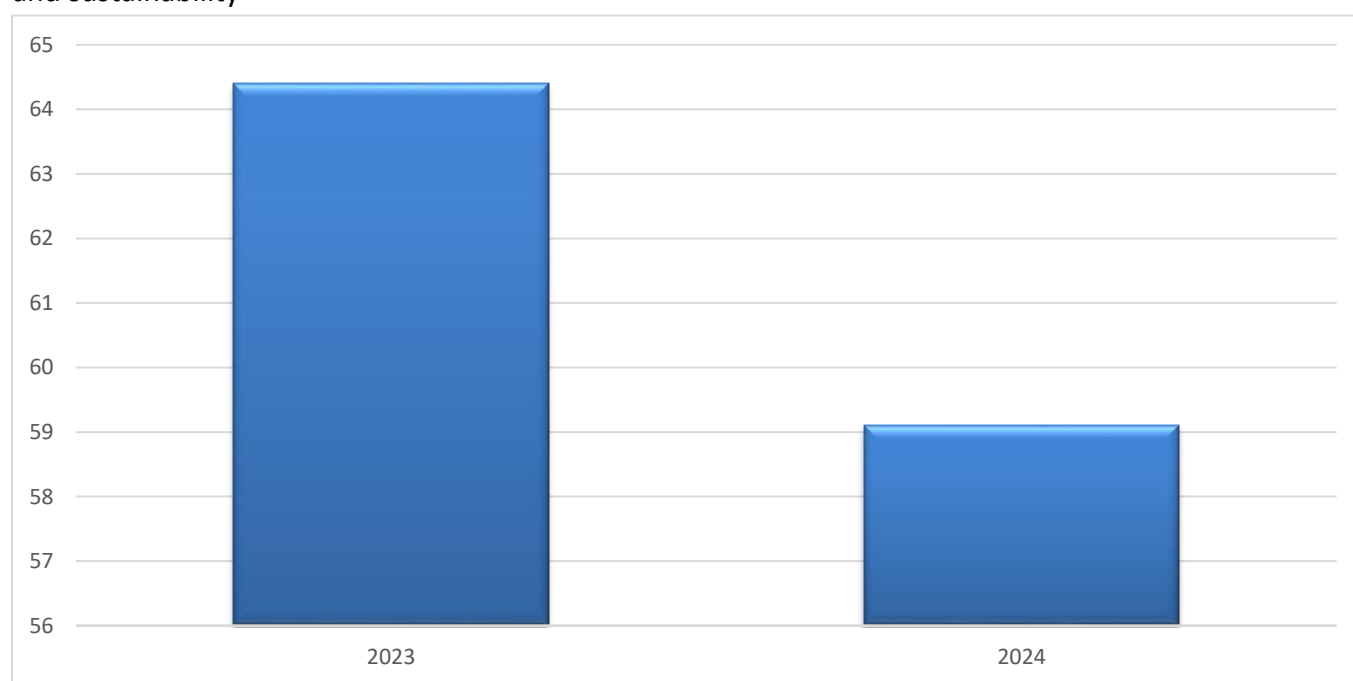


This target will be achieved through...

- 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
- Replace damaged linear at Main and Relax Pools and for Lazy River and landing pools.
- Use push button water control valves for public showers

➤ **Natural Gas**

In 2023, natural gas consumption was 35.2 kWh per guest, which decreased to 27.4 kWh in 2024. Our 2025 target is to further reduce it to 27 kWh per guest, supporting our commitment to energy efficiency and sustainability



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 orphans association in South Sinai.

- Arranging clean- up day 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 day (Activity sharing in house guests caring for plant earth).
- Raise team member and guest awareness on social and environmental issues.
- Arranging blood donation as a kind of participating and interacting with the local community and blood bank and hospitals.
- Biodiversity Protection & Beach Cleanups: Organize biannual cleanup events involving guests and staff to remove plastic and other pollutants.
- Enhanced Waste Segregation: Implement a new waste segregation system for solid waste, including metal, organic, non-organic, agricultural, glass, and hazardous waste

Continue to implement and reinforce the hotel's mission which is; to offer high quality leisure services in a friendly and relaxing environment.