



## 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 2023-2025 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 2026-2028.

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 animal's 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.



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

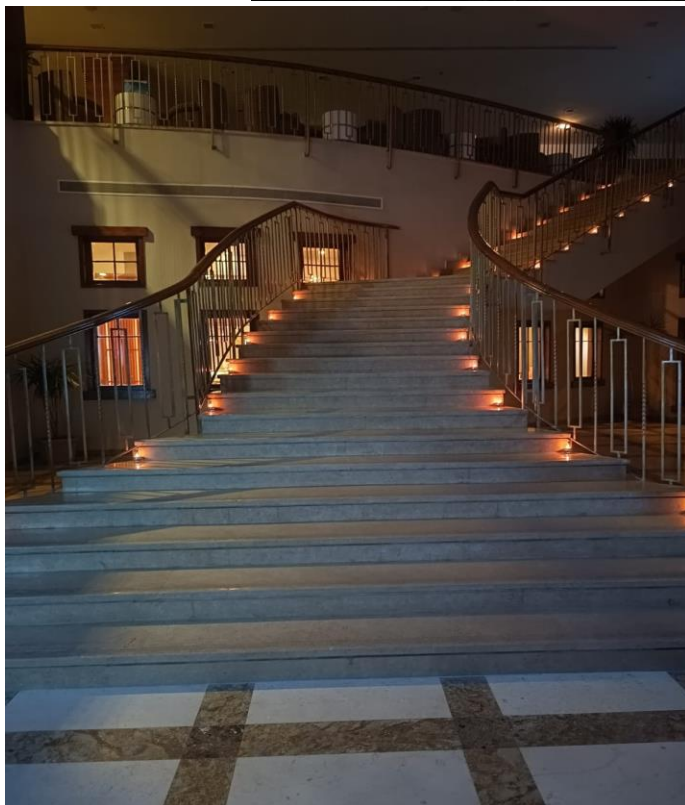
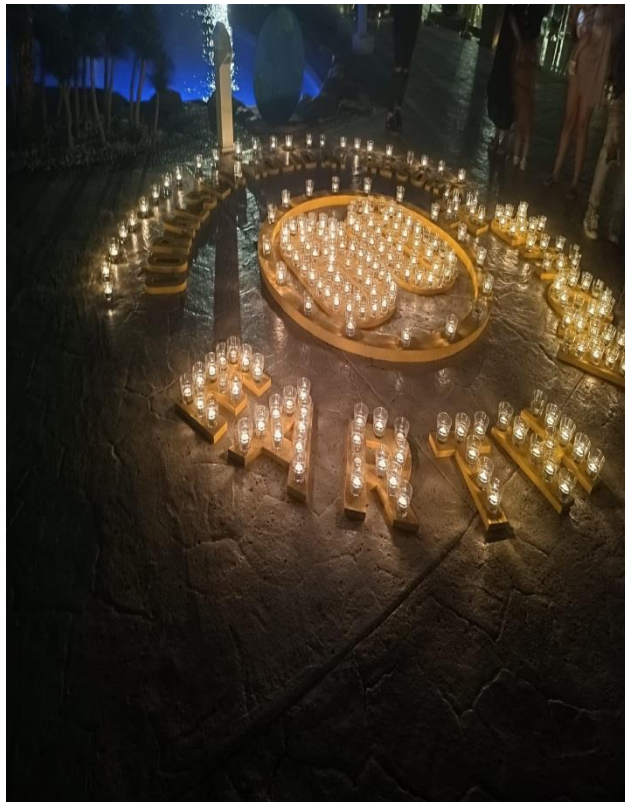
➤ **World environmental day:**

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, 2024. 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.

**Clean up day 27-05-2024**



**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 costumer. 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 14001& 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

- **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 2024**

**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 coming 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.
- 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**

Installing new fire search system to be fitted in all electrical panels in order to suppressing any potential fire hazard



Upgrading our FM200 fire suppression system in both hotels



- **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 with a higher efficiency.**

علاج الحواس  
فلت انفلان

testo 330-1  
V2.18 03185327/GB

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CORAL  
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ADDRESS

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O2ref. 3.0 %  
CO2Max: 11.9 %

Flue Gas  
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149.7 °C Flue Temp  
4.4 % O2  
0 ppm CO  
9.43 % CO2  
93.1 % Effn  
26.2 % ExAir  
28.5 °C Ambient temp

علاج الحواس  
فلت انفلان

testo 330-1  
V2.18 03185327/GB

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CORAL  
System type Air Heater  
ADDRESS

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CO2Max: 11.9 %

Flue Gas  
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125.7 °C Flue Temp  
5.3 % O2  
0 ppm CO  
8.89 % CO2  
94.4 % Effn  
33.9 % ExAir  
32.3 °C Ambient temp

الممسوحة ضوئياً بـ CamScanner

- Installing new gas leak detection alarm system to shut off the gas automatically in case of gas leakage





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



- Installing new water softener to reduce the total hardness of the laundry supplying water and decreasing the usage of the bleaching chemicals accordingly



➤ Replacing the swimming pool pump steel strainers into PVC ones to avoid rust going with the pool circulation water



➤ Public Shower equipped by push button release valves





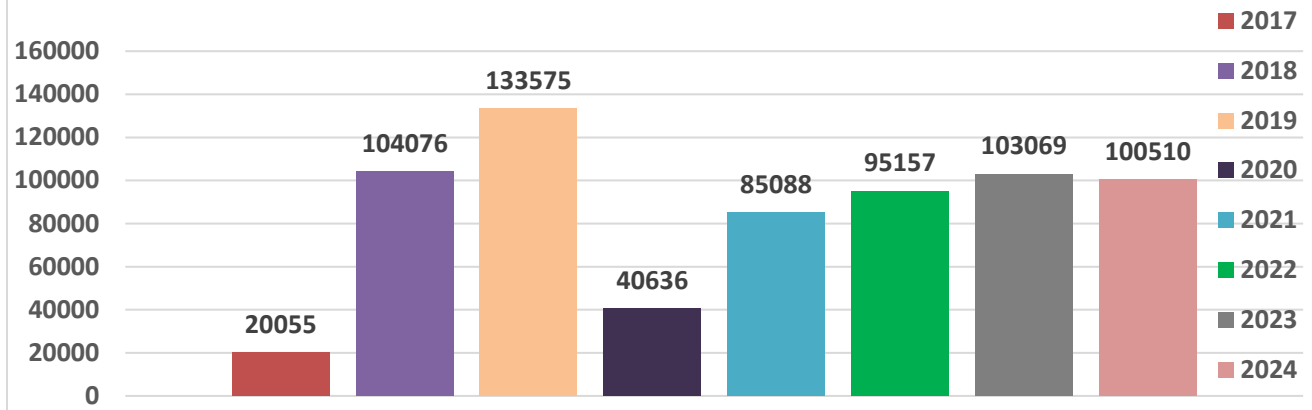
Outdoor showers have a system to stop the flow of water automatically after the guest release his hand, this technology is an interpretation of how precious each drop of water

- **Replacing the old public rubbish bins into new ones with the recommended colors as per the new Travelife criteria requirement will be completed all over the hotel during 2025**





## Occupancy room Nights



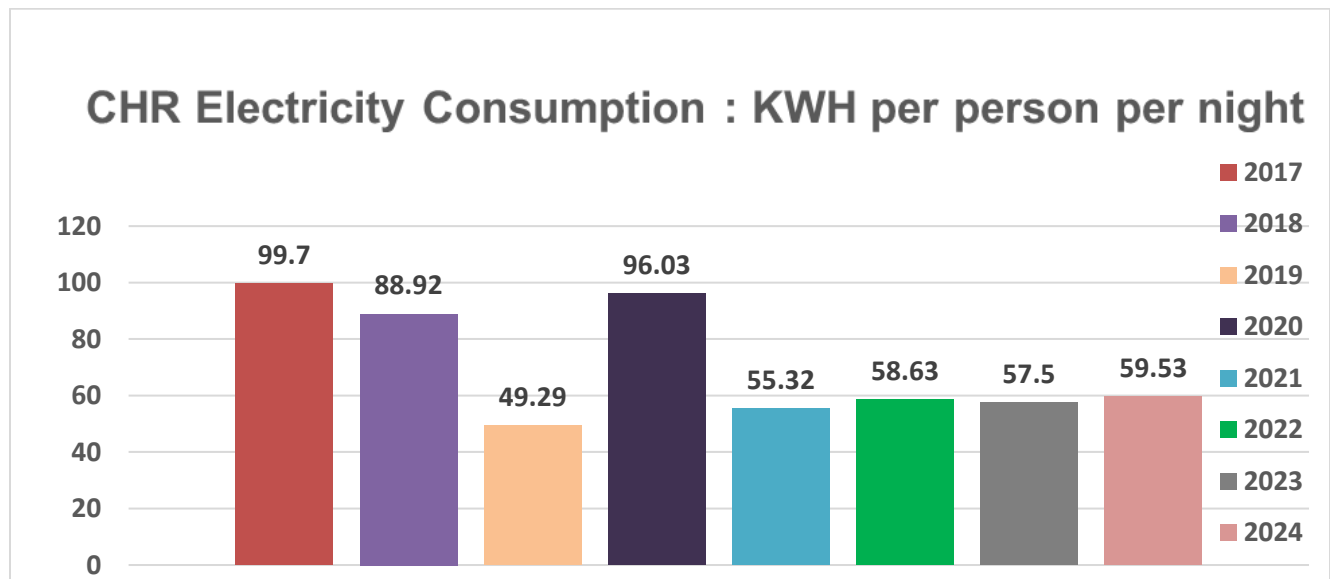


## **CORAL SEA HOLIDAY:-**

- **Energy conservation:**

- **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 2025 is to maintain the Electricity consumption to be 59.53 KWH per guest per night.



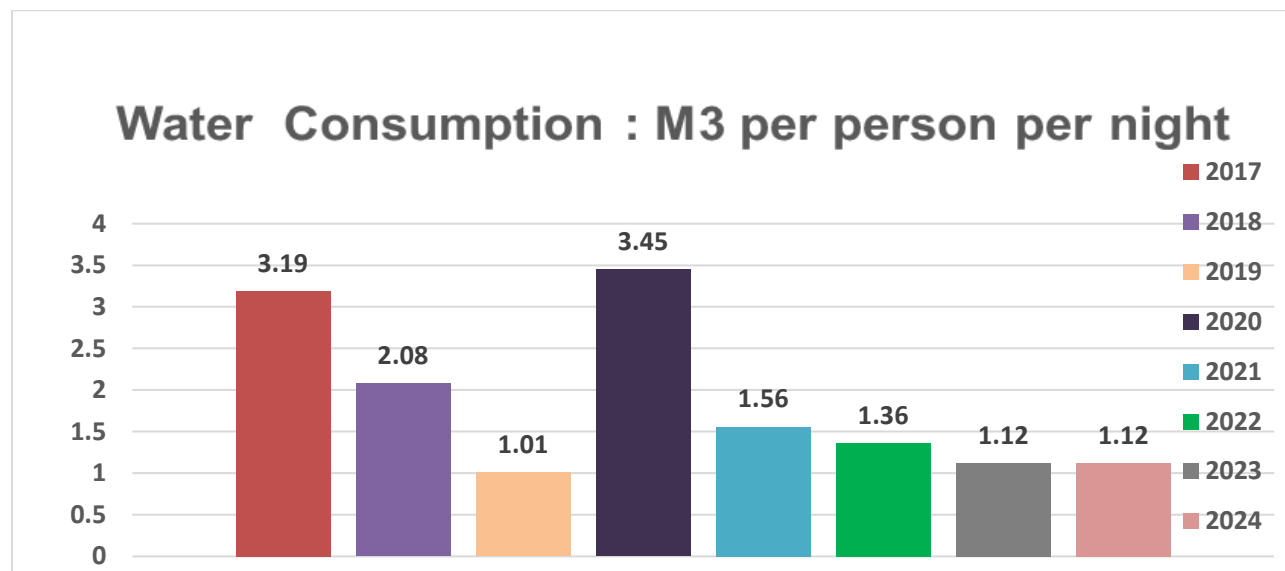
- We investigate and evaluate alternatives for saving energy and using of low energy technology (LED bulbs).
- Staff training on the proper use of electricity.
- Checks for electrical appliances in empty rooms.



➤ **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 2025 is to maintain the water consumption to be 1.12 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.

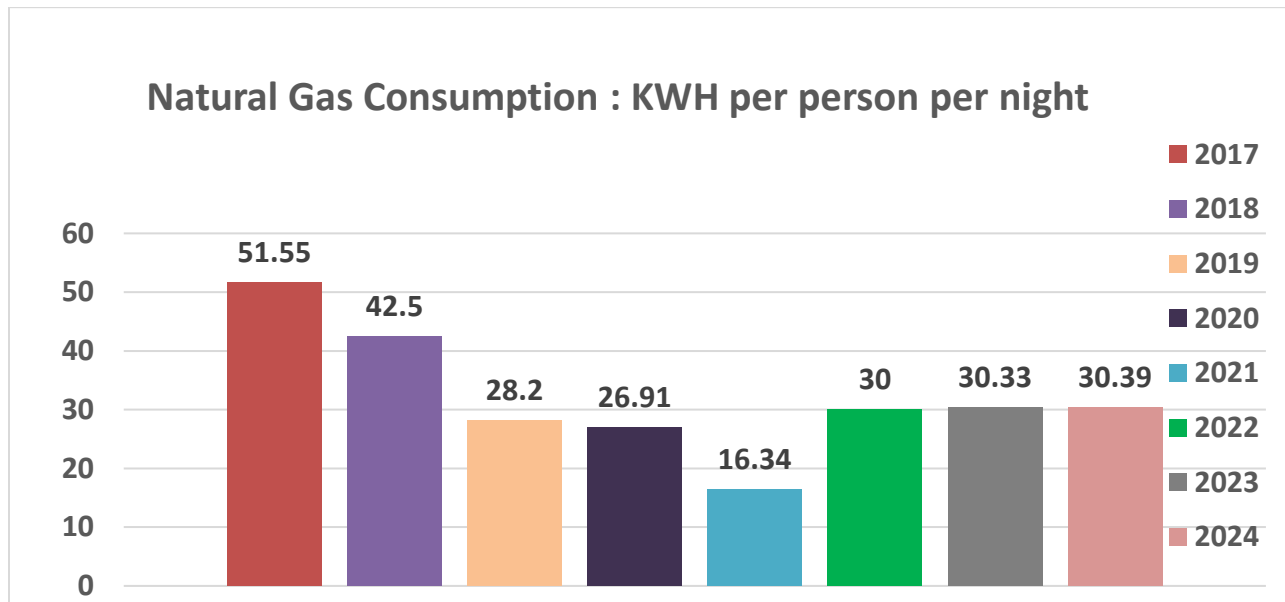


- Installation flow control devices for the rational use of water.
- Staff training and awareness regarding the water conservation.
- Proper inspection and maintenance of the pools.
- Regular checks for leaks and repaired if required.



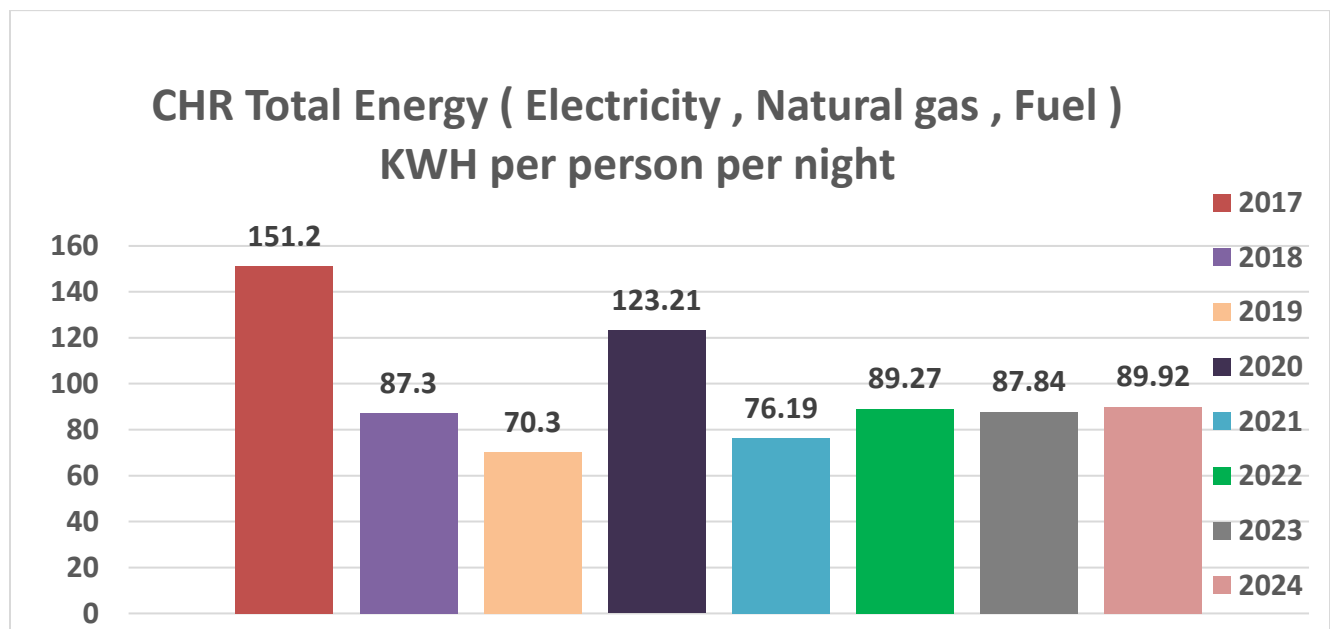


➤ **Fuel**



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

- **Total Energy**





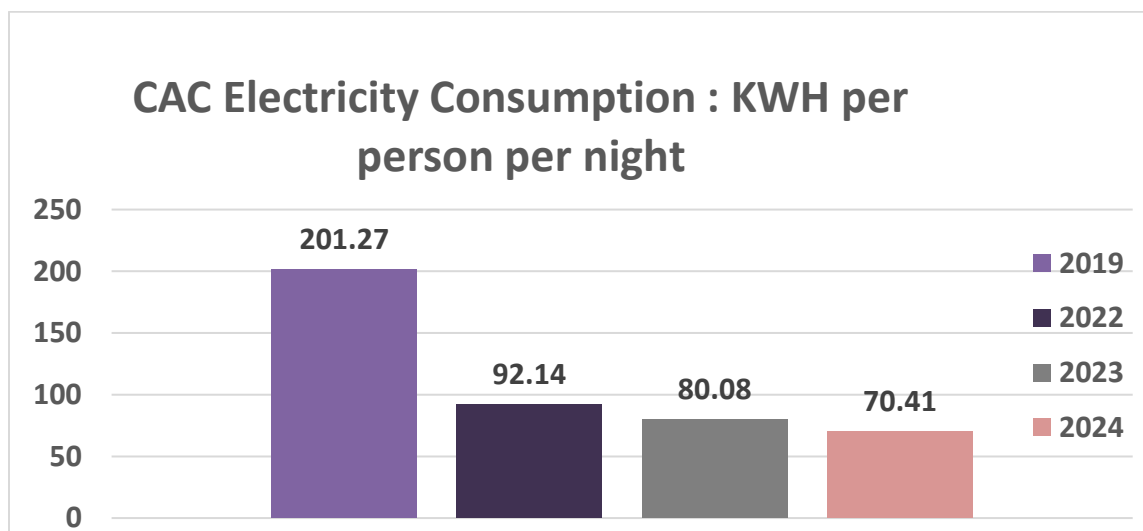
- **CORAL SEA AQUA CLUB:-**

- **Energy conservation:-**

- **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 2025 is to maintain the Electricity consumption to be 70.41 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.



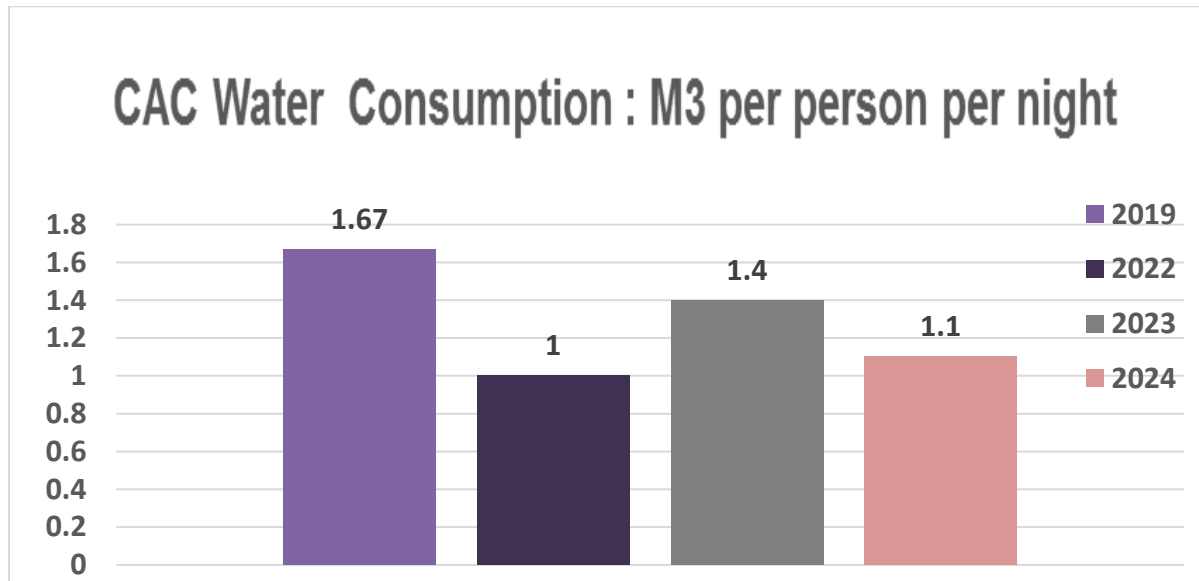


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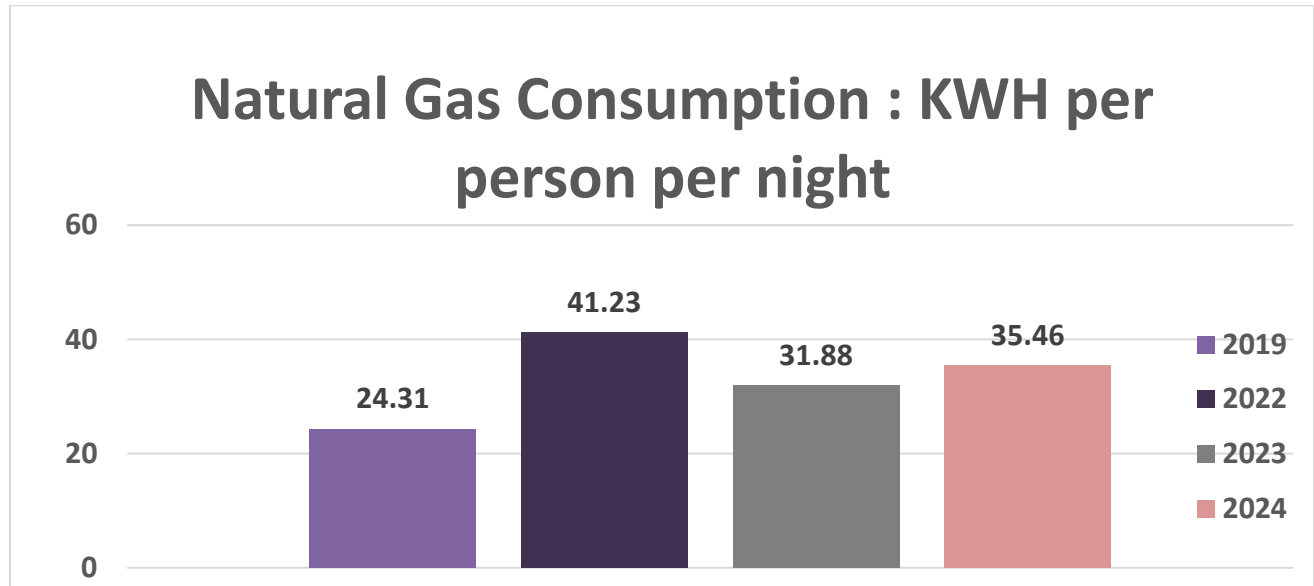
Our target for 2025 is to maintain the water consumption to be 1.1M3 per guest per night. This target will be achieved by encouraging the guests to save water and through additional trainings for the hotel's staff.

- 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.





### 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 22000:2018 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 guest's 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 2025
- 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.