

# SUSTAINABILITY REPORT

## 2018

The shift in customer focus, together with product development and use of new technology, will refine and redefine traditional competitive elements. New criteria may be resource-efficiency, spaciousness, unpolluted air and water and adherence to local cultures and traditions.

SENTIDO Mamlouk Palace Resort recognizes its environmental responsibility and commits itself to improving its performance towards a sustainable future. With the support of the management and team members, we strive to develop and engage in sound operational practices that are financially and environmentally sustainable, continually improving our performance in key impact areas.

We strive to ensure that environment initiatives impact the guest experience in a positive way and, whenever possible, we support initiatives in the local community, and we communicate and celebrate environmental achievements.

By taking the role as an environmental leader, we, at the SENTIDO Mamlouk Palace Resort aim to gain recognition by our guests, employees, and local community.

**“We have not inherited the Earth from our ancestors - we are borrowing it from our children - help us save the environment.”**

Sincerely,

Alaa El Din Mahmoud

General Manager



## **SENTIDO Mamlouk Palace Resort**

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Red Sea - Egypt

[www.sunrise-resorts.com](http://www.sunrise-resorts.com)

SENTIDO Mamlouk Palace Resort, is a five-star hotel located at the Red Sea, one of the finest sandy beaches of the country overlooking the beautiful red sea.

The hotel was built in 2007 and extends over an area of 110,000 m plot of land. The building consists of:

- parking for guests and hotel staff
- the back of the house areas (store rooms, boiler room and staff areas) as well as public guest areas such as a shop, conference and events room, outdoor pool, and public toilets
- Main building with reception, bar, restaurants, lobby, and a lovely terrace at the restaurant
- 18 annex buildings 3 floors (530 rooms)
- Gardens with palm trees, a lot of different kind of plants and flowers, as well as sunbeds and umbrellas.

SENTIDO Mamlouk Palace Resort accommodates a lot of guests from different countries with a team of around 465 employees. The majority of the guests come from Central Europe with German speaking guests constituting over 30% of the total guest nights. Employees are mainly local staff with a small number of foreign staff members employed in each department in order to cover the different language needs (i.e. Russian).

Whilst we strive to enhance the quality of our guests' stay, we ensure our actions are undertaken with outmost respect to and minimal impact on the environment for the benefit of the local community in which we operate. We are committed to measuring and managing those impacts by:

- Having a clear and comprehensive policy statement.
- Implementing sound environmental practices in our day-to-day operations.
- Striving to reduce our use of energy and water, and re-use and recycle the resources consumed by our business, wherever practical.
- Encouraging the development and integration of sustainable technologies, including renewable energy.
- Monitoring and measuring our environmental performance on a monthly basis.

Treating all employees equally and fairly over the course of their employment with the company. The hotel ensures that no discrimination on social, political, sexual, and religious grounds are to take place against any of the employees.

- Engaging our customers, employees, suppliers, and contractors in our efforts to protect the environment.
- Providing the necessary resources to meet our objectives and targets, and on- going training for our staff on environmental, social, and health and safety issues.
- Communicating our policies, practices, and programmes to all our staff, guests, suppliers, and the public.

The Hotel's General Manager leads the sustainability team with all head of departments as members.

Our Sustainability Management System is based on the Travelife requirements and was granted the Travelife Gold Award.

The environmental targets for 2019 have been set with an implementation action plan and are monitored through our environmental programmer. Appropriate measures were taken based on this programme and necessary actions were taken when and were deemed necessary.

This report is analyzing our sustainability performance for 2019. Targets Maintain the energy consumption per guest night (electricity, petrol, gas) as per 2019

- Reduce the potable water consumption to 0.20 m3 per guest night
- Reduce waste output by 5 % in comparison to 2017
- Reduce the use of chemical use in the kitchen, gardens, and pools by 2% in comparison with 2017
- Improve further the health and safety standards for Hotel guests and employees.
- Develop and extent further the social responsibility activities
- Raise guest awareness over SUNRISE sustainability program.

Energy Conservation

**The electricity** is supplied by the Government Electricity Station. It is primarily used for lighting, cooling and the running of the hotel equipment such as pumping stations, kitchen equipment, fridges and freezers, and office equipment.

	2017	2018	2019 target
Electricity (kWh)	6,140,471.31	6,084,910.34	7,053,420.67
Electricity (kWh/guest )	17.05	16.54	15.70

Electricity consumption has stabilized after implementing led lights in the whole resort by 0.8%. Due to the fact that the total guest nights were down by 7% in 2017, the consumption per guest night was higher.

**Petrol** is supplied by Watania Benzin Station and is primarily used for heating and hot water production.

	2017	2018	2019 target
Petrol (L)	5,084.10	4,898.27	32000
Petrol (kWh/guest)	0.01	0.01	0.01

Petrol consumption was significantly decreased in 2018 after the installation and operation of our Natural Gas project in conjunction with the existing heat exchange system on the main chiller. With the completion of the project, the consumption is stabilized with minor changes subject to weather conditions and need for heating. Therefore, the target of stabilizing the consumption has been achieved.

**Natural Gas** is supplied by Government CityGas and is exclusively used in the kitchens of the Hotel for food production.

We have a direct gas line from the company connected to all kitchens.

	2017	2018	2019 target
Gas (L)	663,382.8	634,847.1	766,100.9
Gas (kWh/guest)	1.79	1.74	1.70

The gas consumption increased in 2018 due to the fact that we replaced Electric equipment in the kitchen to natural gas, as well as with a brad pan in order to cover our increased food production needs. Gas is used exclusively for stoves and charcoal grills in the kitchen, therefore this replacement had a big impact on the total consumption.

### Total Energy

The total energy consumption of the Hotel is converted in KWh and is presented by year.

	2017	2018	2019
Total Energy	12,111,205	11,856,597	16,000,000.00
Total Energy in kWh /	32.69666702	32.48427258	30.00

The total energy consumption in comparison with 2018 has been stabilized with a 1% decrease in comparison with 2017 due to the low occupancy in this period. Total energy per guests decreased. What is a great result

### Water

Water is supplied from Ridgewood for use in the rooms, kitchen areas, hygiene areas, swimming pools and other outlets of the Hotel. Recycled water from the Municipality is used for the gardens.

	2017	2018	2019 target
Fresh water, m3	142,986.2	138,678.8	296,325.1
Total water consumption / guest night	0.38	0.37	.036

### Chemicals

The Hotel uses chemicals by for cleaning purposes, maintenance, chemical spraying in the gardens, and for disinfecting the swimming pools. Every effort is made to buy in bulk and to return the plastic containers to the various suppliers and to safely dispose the empty hazardous containers through authorized recycling partners. Thirteen years after the implementation of our environmental system, the hotel has managed to enforce a fairly strict monitoring with prevention maintenance, use of dosage pumps, as well as staff training and professional consultancy. These actions have resulted in minimizing the impact of the necessary usage, as well as the correct storage and disposal of the empty hazardous containers. The target set is achieved as the used quantities remained at the same level in 2017 as in 2016.

### Liquid and solid waste

	2017	2018	2019 target
Total waste	43,828	41460	39387
Waste Production per Guest	0.12	.011	0.10.

Resulting from the Hotel's operations are separated and handled by approved licensed suppliers. The principle is simple "Reduce, Reuse, Recycle" All solid waste is separated and collected by HEPCA. The recycling program has been fully implemented in co-operation with HEPCA, the local authorities, as well as other authorized suppliers for special waste. The main streams are paper, glass and special waste as cooking oil, chemical containers, batteries, printer toners, fluorescent tubes, and electrical equipment.

All quantities collected are recorded and analyzed having as a priority the reduction of the total waste production per guests night as well as the correct disposal of the hazardous waste. Based on the analysis we see that last year's we managed to reduce the total waste per guest night by 2.1%.

### **Control of the Emissions and Ozone Unfriendly Gases**

All cooling and refrigeration units are operating with environmentally friendly freezing liquids (CFC and HCFC free). Furthermore, we systematically monitor and record the level of emissions from the burners in the boiler room.

**Labour and human rights, as well as the welfare of our people** is at the top of our priority list (The culture of SENTIDO Mamlouk Palace Resort – Appendix A), as we believe that we can only materialize our business targets through our employees by:

- Training and empowering them to take action
- Providing them with opportunities for career development
- Providing them with rewarding and secure employment
- Building trust and mutual respect
- Showing integrity in our actions, as well as in our words
- Encouraging open communications, honesty, and support for each other

It is through this collective effort of teamwork and by providing a service of excellence to our guests and employees that we can achieve return for our owner and continuous growth of SENTIDO Mamlouk Palace Resort

**Social Responsibility issues** have always played a major role when making decisions at the SENTIDO Mamlouk Palace Resort. We buy local, we employ local, and we promote local traditions and history through our services and other hotel activities. We are members and actively support a local charity organization, namely “Sunshine Project”.

The **environmental program** was updated covering additional social issues.

Firstly, the

guests’ donation program is up and running.

The hotel staff has a good understanding of the targets and objectives of the program after

thorough training.

The **Sustainability Action List** 2016 (Appendix B) was updated by analyzing the various actions and projects that the hotel currently implements to ensure a continuity for 2017.

The **Risk Assessment Study** was updated and the health and safety program was revised in 2016.

During the year, the SENTIDO Mamlouk Palace Resort staff attended various **trainings**, as per the Training plan 2016. Eighteen courses have taken place during the year, including an increased productivity techniques course, well as correct a course on the usage of garden chemicals.

**Our future plans** include:

- Expansion of our waste recycling program
- An increased effort to ensure a 5% waste reduction through closer monitoring of our waste production and disposal.
- Raise staff and guest awareness on social and environmental issues through training (staff) and social activities.
- Continue and reinforce the implementation of our integrated management system prioritizing **SENTIDO Mamlouk Palace Resort's mission**, which is to delight our guests with personalized, hospitable and noble service, orchestrated by inspired and engaged professionals, staging memorable all year holiday experiences.

## **THE CULTURE OF SENTIDO Mamlouk Palace Resort**

Our culture is based on the following core values:

### **- Selecting the best people**

The company strives to select people, who possess a combination of the right level of integrity and loyalty together with the necessary technical expertise to perform their duties effectively. However, when this combination is not possible, the company opts for the person with integrity and assumes responsibility for imparting the required skills.

The company is constantly searching for talent and whenever an employee is recruited and/or promoted it seeks to ensure that the right choice has been made.

### **- Delegating authority**

A second value is to empower employees by delegating responsibility and authority. Time should be allocated to explain to employees what their delegated responsibilities are and to guide them when they have not yet achieved the desired standards. However, when a person demonstrates that he/she has reached a level of competence to perform the assigned duties effectively, he/she should be allowed the space and the discretion to perform and achieve the set objectives.

### **- Participation**

Employees are encouraged to participate in the process of decision-making. In so doing they would be assuming responsibility and committing themselves to the solution of a problem.

We believe that ongoing training to achieve the right standards and behavioral skills is essential in order to cope with its current challenge of growth.



**- Showing respect and leading by example**

Emphasis is placed on teaching all employees to show respect to themselves and to other, and ensuring that the senior managers of the company lead by example. It is a primary responsibility of every member of the company to maintain a positive working climate.

**- Respecting and protecting children rights**

SENTIDO Mamlouk Palace Resort is committed to respecting and protecting children's rights from any form of exploitation, including sexual exploitation. Any member of the staff observing any evidence of such behavior should immediately report this directly to the Hotel Manager, who will investigate and forward the complaint directly to the office of Children's Rights, which is the official authority with duty to protect and promote the rights of the child in Egypt.

**- Responsibility for the image of the company**

All employees belong to one organization, which has a common policy and aims to achieve standards, which show a common line of thinking. All employees have a responsibility in portraying the company's image, and this is an ongoing commitment.

**- Creating Trust and understanding**

The company emphasizes the importance of minimizing and preferably eliminating any room for suspicion and mistrust amongst its employees. This lies at the core of the company's philosophy, as only in this way can employees settle their differences amicably and speak a common language.

**- Learning from achievements and shortcomings**

It is strongly believed that each employee must review his performance for the year and does not solely appreciate successes, but also examines failures. A major objective should be to turn any shortcomings into future achievements.

**- Creating added value**

All employees should:

- Demand the maximum of their abilities
- Be able to sustain extreme work pressures and persevere in their work

**- Right in redness and fair treatment**

All employees of SENTIDO Mamlouk Palace Resort are to be treated equally and fairly over the course of their employment with the company. No discrimination or social, political, sexual, and religious grounds are to take place against any of the employees.

### **- Job security safeguards**

All employees are entitled to safeguards concerning the tenure of their employment within SENTIDO Mamlouk Palace Resort. However, it is the employees' responsibility to perform their duties correctly and to the best of their ability.

### **- Remuneration**

The company commits itself to providing competitive remuneration packages to all its employees according to their qualifications, skills and capability, and always within the existing laws.

### **- Social Activity and Sports**

The company believes in the importance of organizing sporting and social activities as this fosters a sense of belonging to the organization.

### **- Communication**

In order to ensure that an excellent basis of communication is developed, the company believes in the creation of meaningful interaction through planned and effective meetings at all levels. This ensures that each member of the company is aware of what is going on, what the problems and the objectives are.

In summary, the **SENTIDO Mamlouk Palace Resort philosophy** is based on three general

and overarching principles:

- Each employee counts
- Each employee needs to be self-responsible, and
- Each employee should be given the opportunity to manifest his dignity by being trusted to work under his own supervision.

## **Sustainability Action list 2019**

Whilst we strive to enhance the quality of our guests stay and take home memorable experiences, we do all that with respect to the local environment and we manage our impacts for the benefit of the local community in which we operate. We are committed to measuring and managing those impacts by:

- Implementing sound environmental practices in the operation of our hotel
- Endeavoring to reduce our use of energy and water, and re-use and recycle the resources consumed by our business wherever practical
- Encouraging the development and integration of sustainable technologies including renewable energy
- Monitoring and measuring our environmental performance on a monthly basis
- Engaging our customers, employees, suppliers and contractors in our efforts to protect the environment
- Providing the ongoing training and resources required to meet our objectives
- Communicating our policies, practices and programs to our Top Management.

### **POLICY STATEMENT**

SENTIDO Mamlouk Palace Resort demonstrates a firm and steady commitment in providing high quality services with an aim to satisfy the needs and expectations of our valued guests by ensuring that:

We are fully committed to our actions; we are proud of who we are and what we stand for. We work as a team to be of service to our guests, employees, local community, and owner.

Our services, and facilities are designed and operated to consistently provide the highest quality, food safety and hygiene, social responsibility, environmental, and health and safety standards that will satisfy the needs and expectations of our guests, the local community, and related legislation.

Our continuous efforts and planning will ensure that all our facilities and equipment are maintained to the highest standards of cleanliness, safety, comfort and reliability for the benefit of our guests, our business, the local community, and the environment.

Qualitative and quantitative targets are set and monitored in all areas in order to continually improve the effectiveness and suitability of the integrated management system in operation and the minimization of the impact of our operations to the environment and local community.

Ongoing training and development of our employees for quality, food safety, environment, health and safety, and social responsibility issues is in place. Our employees are encouraged to participate in the decision making and our improvement efforts.

We encourage a sense of responsibility, fair treatment among our employees and we integrate quality, food safety, environmental, social responsibility, and health and safety aspects into our day-to-day operations.

The highest standards in health and safety, security and the protection of the environment are adopted, as well as in food safety through storage, preparation and delivery of food in a healthy environment and under the strictest hygiene conditions. Any risks are identified and preventive and corrective actions are taken when and where required.

We cooperate with the public authorities to establish and update contingency procedures to minimise the environmental and health and safety impacts of any accidental discharges.

The management and the staff are to always conduct themselves in a professional manner as defined by the Hotel Manuals and Procedures, thereby ensuring that the requirements defined by our Guests and the International Standards, SGS, E-Cristal and Travel Life are continuously achieved and maintained.

1(a) -Our waste management for the time being is based on the following actions:

- By introducing a post mix system, aluminum cans are non-existent in the hotel.
- All glass bottles with return policy are returned to the supplier to reuse.
- Fruit platters offered to new arrivals in the guest rooms are no longer wrapped in cellophane.
- Large jars of jam and honey for breakfast has eliminated the serving of small jam and honey portions
- A4 white paper is recycled by using the blank side for scrap and for internal photocopies
- As far as possible, our preferred suppliers are those that have recycling containers for their goods
- All used batteries, lamps, electronic materials, and cooking oils are handed over to an authorized company for recycling.
- Linen napkins, not disposable ones, are used during dinner.
- Torn linen and towels are used for cleaning purposes and we also supply other partners for the same use
- By installing a dispenser for all housekeeping and kitchen cleaning materials, we can buy in bulk and have eliminated the use of containers.
- All waste quantities produced are monitored and recorded.

1(b) – Our water management for the time being is based on the following actions:

- All existing WCs have been converted into using a dual flush system.
- Every WC that will need replacement will have the dual flush system without exception.
- All guest's bathrooms now have water mixers with a single-handle level
- The shower heads at the pool area have been replaced with low consumption ones.
- All taps and toilets are regularly checked for any leakages
- Daily checks and evaluation of the water and energy consumptions is carried out in order to prevent any misuse.
- All the gardens are watered with a sprinkler system where needed and a drop system for the trees and plants.
- we installed an automatic irrigation system in the whole resort and in front of the resort
- The Hotel tries to plant many endemic plants that do not need a lot of water, such as carob trees, palm trees, bougainvillea etc.
- A small area has been dedicated to a small herb garden to supply the kitchen.
- The hotel has developed a system for the linen and towel change in which the guests are in control. They actively participate by informing the Housekeeping when they would like their linen or towels to be changed.
- Constant on-the-job training of all staff members, especially the kitchen, housekeeping, and maintenance, on how and why water should be saved

1(c)

- All incandescent lamps have been replaced with low energy and LED-lamps.
- Each bedroom next to the main entrance has a main switch for all electrical circuits in the room.
- Whenever possible we have a group of lights on a time switch.
- All refrigerators are equipped with a thermometer and their temperature is recorded 3 times a day to rectify any deviation from the standard.
- The energy consumption and energy efficiency is an important parameter when evaluating any new machinery to be purchased.
- A programme to record and monitor all energy consumptions (electrical and fuel) is in place.
- The staff is regularly trained on energy conservation.
- A solar system to heat the indoor pool during the winter season and also provide hot water for the guest rooms has been installed. The system has significantly reduced the oil consumption during the winter months and has completely eliminated the use of during the summer months.
- A limit switch and an air curtain were installed on our deep freezer door.
- The Duty Manager checks daily the needs of the hotel for air-conditioning / heating and we adjust our time tables according to the needs of the day.

1(d )

- Ecological products, such as wine, honey, wheat etc. are purchased as far as possible
- All food storage areas are checked daily for tidiness, cleanliness and that each food item (meat, fish, dry goods etc.) is stored the appropriate place and at the right temperature.

1(e )

- There is an in-house training scheme in place for our employees to create environmental awareness
- There is an environmental committee with a management representative established. Its responsible for the identification, planning and implementation of the hotels environmental policy.

2

- Guests, visitors and employees are not allowed to park their cars in the front of the hotel. We ask them to use the parking area.
- SUNRISE is situated on a unique location where the hotel is built far away from the main road. On both sides of the hotel we have also resorts that reduce the noise level.
- Employees are trained “to be seen, but not to be heard”.
- Housekeeping are not allowed to go on the floors before 09:00 and also to leave the floors by 17:00.
- All hotel floor corridors are carpeted.

3

- The hotel is situated well back from the secondary street. Between the hotel and the street there are well looked after gardens including mature trees.
- No cars are allowed to be parked in front of the main entrance. All cars are parked on our car park.
- Situated on a sandy beach with shallow crystal-clear waters. Between the beach and the hotel, itself there are well looked after lawns, flower beds, palm trees, and other mature endemic trees.
- No industry be it heavy or light is anywhere near the SUNRISE Garden Beach Resort.

4

- There are litter bins on the beach and they are emptied daily.
- The hotel is in charge of beach cleaning
- Both pools are cleaned daily and all chemicals added twice a day.
- The purity of the pool water is checked 3 times a day by our technicians (chlorine and PH) and once a month by a certified laboratory
- The water from the reserve tanks and the closed and opened water systems are analyzed monthly for its quality and bi-annually for Legionella disease.
- The hotel’s litter bins are emptied twice daily.
- Hotel employees check the cleanliness of the beach and the pool area on a daily basis and corrective actions are taken when deemed necessary.

5

- Implementing ISO system.
- A gas detector has been installed in the kitchen area.
- Key staff members are trained on giving first aid.
- A strict non-smoking policy is in place with all indoor areas being non-smoking.
- All food stores have had extractor fans and air handling units installed.
- All hotel rooms are non-smoking rooms with smoking only allowed on the balcony.
- The indoor restaurants (breakfast and dinner) are non-smoking zones.

6

- The Hotel does not use and pesticides
- The consumption of all chemicals is recorded in specific data sheets.
- A training for maintenance and housekeeping staff on why and how chemicals should be used with minimum usage has been conducted.
- All public toilets are equipped with soap dispensers
- All suppliers are evaluated as part of our environmental policy.
- A guest towel and bed linen exchange system is in place to encourage guests not to demand daily washing of their towels. This saves a lot of water and reduces the phosphates from the laundry detergent to impact our Earth by minimizing the amount of laundry.
- The hotel only uses bio-degradable cleaning products.

7

- Our guests are encouraged to use public transport.
- Information about bicycle renting and time tables of the local buses is available at the reception
- A large majority of our guests are transferred from and to the airport by coaches.

8

- The level of emissions from the burners in the boiler room is systematically monitored and recorded.
- When purchasing a new refrigerator or split unit we have a requirement that it must operate with environmental friendly freezing liquids (CFC and HCFC free). We have replaced all refrigerators with environmental friendly ones.
- All halogen fire extinguishers have been replaced with halogen free ones.

9

- The hotel cooperates with the local police by informing them in case of water pollution from passing boats
- Employees and hotel guest engage in cleaning the beach.
- The hotel works with the local community concerning environmental issues we believe are very important.
- There is an environmental information board for our guests.



## Traditions and Cultures of Egypt

Egypt has a rich history and culture dating back thousands of years, starting with the Pharaonic culture, then Christianity and Islam. Egypt is among the earliest civilizations. Its culture has been affected by many other cultures and ethnic groups who either lived in or invaded the country, creating a melting pot.

The way the cultures blended together might be difficult for foreigners to understand, but once you do understand and appreciate the traditions, the experience in Egypt will be like none other.

### Warmth and Hospitality

Egypt has amazing natural, historical and cultural attractions, so tourism is one of the main sources of income, especially before the revolution. Egyptians are friendly, open to other cultures and known for their good hospitality, so do not be surprised if people invite you to their homes and insist that you accept the invitation.

Egyptians also like to help people. It is very common if you ask someone for help or directions, they will call others to also help and make sure you get what you need or where you need to go.

### Family

When it comes to family affairs, family is very important for Egyptians so they pay special attention to family values and relationships. This great blend between family members encourages children to live with their parents until they get married and then start their own families. Therefore, marriage rates are high and families encourage and financially support their sons and daughters to get married.

Usually the responsibilities are divided so home and childcare are the main responsibilities for women, while men are responsible for supporting the family financially.

Since family members are so connected, they deeply mourn the death of a family member. It is customary to wear only black for at least 40 days after a family member passes, and this duration can last up to a year. This is one of the traditions inherited from the grand pharaohs, and it is considered inappropriate to show any sign of happiness during funerals. In contrast, Egyptians like to throw big wedding parties, where they invite all family members and friends and hold big feasts.

## Celebrations

Speaking of parties, Egyptians love celebrations. Close and extended family members and friends gather during holidays and special celebrations.

Due to their love of food, all celebrations include sharing special meals prepared for the occasion. Women usually take pride in their ability to cook several dishes and compete among themselves for who makes the most delicious dishes. Restaurants are one of the most flourishing businesses as Egyptians like to try new cuisines and they appreciate a good meal.

## Religion

Religion plays a big role in the life of Egyptians, and it is intermingled with daily activities of Muslims and Christians living in Egypt. You can see this clearly during Ramadan, Eid's and Christmas, where festive spirits are everywhere.

Mosques are around every corner, so walking down the streets of Egyptian cities, you can hear the call to pray during the five prayer times per day.

Although Egyptians use the Western calendar, they refer to the Islamic calendar for Islamic religious holidays, and Ramadan is the most important month in the year. During this month, Muslims fast from sunrise to sunset, focusing on praying and doing charity work. Streets and homes are decorated to celebrate the occasion and special meals are prepared

## January 2019 Environment Policy

The **SENTIDO Mamlouk Palace Resort** is surrounded by the most beautiful nature such as the desert, sea and protected areas. The management of **SENTIDO Mamlouk Palace Resort** has committed itself to apply the below mentioned points which will have a positive effect on the environment, their guests and the local community.

- We have implemented systems to save fresh water in our resort and we are setting targets to save more year-by-year.
- We have implemented a program to reduce our yearly energy consumptions reduction.
- We commit to comply with the relevant legislation and regulations of environment in the key performance areas where impacts are identified and significant.
- We are treating the wastewater by our own sewage treatment plant and reuse the water to irrigate our gardens.
- We don't discharge any wastewater into the sea.
- In all guestrooms we have an energy saving system that switches the electricity on only when inserting the room key card.
- We have garbage separating and recycle systems and we are cooperating with a company taking care of the correct recycling procedures.
- We are taking care of the sea life and organize beach clean up's.
- We implemented a purchasing policy, which gives preferences to goods and services with less environmental and social impacts.
- Our first priority is to employ local staff.
- We are committed to improve our consumptions year by year as per the Travelife benchmarks.
- Used oil is collected for recycling.
- We inform our foreign guests about the traditions and the religion in our country and ask them to respect it.
- All our actions concerning the environment are displayed in our throughout our resort and an Environment flyer is in the room folder, to ensure that the information is passed on to our guests.
- We assist our staff with training, teaching other languages and career planning.
- The Environment policy is added to the new employee's orientation manual and is part of their orientation training.

The Travelife Sustainability System is an initiative managed by the travel industry. It helps tourism related businesses to measure, improve and report on their contribution to the environmental protection, social development and economic stability of the destinations and communities in which they are based. Following an independent audit of our business against the Travelife sustainability criteria we are proud to have achieved a Gold Travelife award.

## **QUALITY POLICY**

- SENTIDO Mamlouk Palace Resort aims to be an organization that makes a difference in the industry by applying efficiently the requirements of Quality, Food Safety and Guest Satisfaction, Occupational Health and Safety and Environmental Management Systems, sustainable environmental practices and expert staff adopted a continuous improvement approach based on legal requirements and protect the interest of all shareholders.

- **QUALITY, FOOD SAFETY AND GUEST SATISFACTION, OCCUPATIONAL HEALTH AND SAFETY AND ENVIRONMENTAL MANAGEMENT SYSTEMS COMMON POLICY** In order to provide the continuity of Guest Satisfaction and Food Safety;

- Specify the expectations and needs of the guests in advance to maximize the guest satisfaction.

- Provides our guests the right ways of conveying their complaints at any time they wish and protect their rights

- Produces trustable food in hygienic conditions, all levels of production, starting from raw materials to presentation.

- Declares to obey the legislations and obligations related with the industry.

### **In order to provide the sustainability of environmental management**

- Ensures proper disposal of waste and recycle in the highest level

- Contributes the carried out environmental projects to inherit a livable environment for next generations

- Reduces waste by using raw materials, energy and natural resources efficiently.

- Gives importance to wildlife and biodiversity and protect the ecological balance

- Encourages to employees, guests, suppliers and the local community to raise environmental awareness through environmental policies

### **In order to provide the continuity of employee and local relations**

- Provides employees safe and appropriate standards of working conditions

- Get our employees benefit in equal rights without distinction of gender or ethnicity

- Uses local products and services the possible highest level

- Helps by cooperating with commune and charity organizations, contributes the development of local culture

- Guarantees to respect to human and children rights and to protect children against whole types of neglect and exploitation

- Declares the welfare, health and safety needs of employees, guests, subcontractors and environment in the highest level.

Hotel Manager

## Health and Safety Policy

The following statement of principles and intentions comprise the Occupational Health and Safety Policy of SENTIDO Mamlouk Palace Resort.

### Principles

- The management of the company is committed to:
- Prevention of injury and ill health of anyone at the premises of the company.
- Comply with all relevant environmental legislation and regulations and with other requirements to which the hotel subscribes.
- Provide all the necessary resources in order to have the best implementation of this policy
- Continual improvement in H&S management and performance

### Children Employment and Exploitation:

- We do not employ children under any circumstances and if any irregular action comes into our attention in terms of children general and sexual exploitation, we are committed to report that activity to the relevant authorities.

### Intentions

- To minimize the accidents at the work place and improve the state of premises and the methods of work.
- To continually identify, assess and check the health and safety risks and to implement the relevant preventive measures.
- To set and review health and safety objectives and to implement an action plan for their evaluation.
- The provision and maintenance of a suitable, safe working environment for all employees
- Making available information, instruction, training and supervision as necessary to ensure the occupational health and safety of all employees
- To communicate to our employees, customers and suppliers our policy with the intent that they are made aware of their individual health and safety Obligations.
- To undertake risk assessments to all our activities with a frequency relevant to their harm
- To have the policy available to the interested parties
- This policy is reviewed so it is relevant and suitable to the company's activities.

## **Policy Statement for Human Resource Management**

It is the shared commitment of the management and owners of the SUNRISE Resorts & CRUISES to ensure that all our employees are afforded excellent possible working conditions at all times.

We believe our employees are our greatest assets, and recognize our ethical as well as legal responsibilities to take care of them. We believe that by treating our employees well, they in turn will continue to take the very best care of our customers. The primary goals therefore related to our human resource management are as follows:

### **1. Certification**

In order to satisfy broader human resource management criteria, Travelife Gold award standard will be maintained.

### **2. Recruitment**

The SUNRISE Resorts & CRUISES will ensure that a fair system is in place so that all applicants for available positions are fairly considered. The SUNRISE Resorts & CRUISES will not discriminate in any way and welcomes applications from all candidates regardless of their race, age, sex, nationality, disability or religion.

### **3. Contract/Legislation**

Throughout the period of employment, the SUNRISE Resorts & CRUISES will have a contract that meets as a minimum the regulations as stipulated by national law.

### **4. Induction and Training**

The SUNRISE Resorts & CRUISES will ensure that all new employees are provided with the appropriate introduction and training. This will cover areas such as company philosophy and culture, product knowledge, employee welfare and benefits, health and safety, performance management, etc.

### **5. Development and Promotion**

All employees of the SUNRISE Resorts & CRUISES will be encouraged to further develop their skills and opportunities for promotion will be provided wherever possible. All employees will have individual objectives, and individual development plans will be agreed with managers/supervisors to review objectives and agree new targets.

It is our company policy that all legal requirements are fully complied with regarding employment; therefore, we do not employ children under 16 which is the minimum required age for employment. In the years of operation of the hotels we never used a person under the age of 18, nor a child.

We also state that our business is in the area where children are not sexually exploited from tourism related issues and all employee are informed for the importance of child protection and all are actively involved where this is necessary for children protection. If any suspicious activity in relation with child abuse has been noticed, the Hotels Manager of the SUNRISE Resorts & CRUISES will immediately report the incident to the Local Authorities.

This policy will be reviewed yearly for its continuous suitability.\

Hotel Manager

## Local Relation Officer

**Reports to:** HR Manager

**Responsible for:** Hotel relations with local community

**Duties & Responsibilities:**

1. Cultivates and builds relations between Sunrise Resorts& Cruises and the government, individuals, financial, industrial and business sectors at local and international levels.
2. Develops relations to support Sunrise Resorts & Cruises staff and their families
3. Plans, coordinates and implements an effective internal and external local relations program
4. Develops and fosters relationships with members of the local community
5. Coordinates public events and special projects as assigned
6. Ensure that Egyptian citizens are given priority when hiring and also are given special rates for the hotel
7. Prepare and participate in all social activities and sponsor social initiatives
8. Organize events and invites local citizens to them.

الواجبات والمسؤوليات :

- 1- يزرع ويبني علاقات بين شركة صن رايز للمنتجعات والمراكب السياحية و الحكومة الافراد القطاعات المالية و الاقتصادية وقطاعات رجال الاعمال على المستوى المحلى والدولى
- 2- يقوم بتطوير علاقات لدعم العاملين فى شركة صن رايز للمنتجعات والمراكب السياحية وعائلاتهم
- 3- يخطط وينسق وينفذ برنامج فعال داخلى وخارجى للعلاقات المحلية.
- 4- يطور ويرعى علاقات مع اعضاء من المجتمع المحلى
- 5- ينسق احداث عامة ومشاريع خاصة كما هو مخطط
- 6- يتأكد من وجود اولوية للمصريين عند التعيين وايضا حصولهم على اسعار خاصة للفندق
- 7- يحضر ويشارك فى النشاطات الاجتماعية ويرعى المبادرات الاجتماعية
- 8- ينظم احداث ويدعو المواطنين المحليين لها

## Local Relation Officer

**Reports to:** HR Manager

**Responsible for:** Hotel relations with local community

**Duties & Responsibilities:**

9. Cultivates and builds relations between Sunrise Resorts& Cruises and the government, individuals, financial, industrial and business sectors at local and international levels.
10. Develops relations to support Sunrise Resorts & Cruises staff and their families
11. Plans, coordinates and implements an effective internal and external local relations program
12. Develops and fosters relationships with members of the local community
13. Coordinates public events and special projects as assigned
14. Ensure that Egyptian citizens are given priority when hiring and also are given special rates for the hotel
15. Prepare and participate in all social activities and sponsor social initiatives
16. Organize events and invites local citizens to them.

### الواجبات والمسؤوليات :

- 9- يزرع ويبني علاقات بين شركة صن رايز للمنتجعات والمراكب السياحية و الحكومة الافراد القطاعات المالية و الاقتصادية وقطاعات رجال الاعمال على المستوى المحلى والدولى
- 10-يقوم بتطوير علاقات لدعم العاملين فى شركة صن رايز للمنتجعات والمراكب السياحية وعائلاتهم
- 11-يخطط وينسق وينفذ برنامج فعال داخلى وخارجى للعلاقات المحلية.
- 12-يطور ويرعى علاقات مع اعضاء من المجتمع المحلى
- 13-ينسق احداث عامة ومشاريع خاصة كما هو مخطط
- 14-يتأكد من وجود اولوية للمصريين عند التعيين وايضا حصولهم على اسعار خاصة للفندق
- 15-يحضر ويشارك فى النشاطات الاجتماعية ويرعى المبادرات الاجتماعية
- 16-ينظم احداث ويدعو المواطنين المحليين لها



## FOOD SAFETY POLICY

SUNRISE Resorts & Cruises Company understands that it is essential to guarantee Food Safety in all procedures of handling, production and serving of food products. To achieve this we commit to the compliance of the following principles:

- 1 - Protect clients and staff from possible risks deriving from the production, handling and serving of food products.
- 2 - Ensure compliance of the existing legal requirements regarding food safety.
- 3 - Continuously develop and improve the Systems of Food Hygiene Control (SFHC and Hygiene Program) applied to the context of a Global SUNRISE Resorts & Cruises Company Normative of maximum strictness which considers all factors implicated in the food supply chain developed in our field.
- 4 - Offer our clients quality guarantees on the products that we provide, and facilitating their accessibility and relevant information.
- 5 - Involve our staff as a key element. Creating awareness among the work force and provide training on the importance of their contribution to food safety, through continuous training.

Our policy has been communicated to all our team and is available to the public, our clients and our collaborators.

## Policy Child Protection

SUNRISE Resorts & Cruises support and respect the protection of human rights within the hotels sphere of influence and strive to conduct our business operations accordingly. This includes standing against such tragedies as human trafficking and the exploitation of children. We publish our human rights policy and provide training on human rights, including the protection of children, for all associates worldwide.

SUNRISE Resorts & Cruises condemns all forms of exploitation of children. The Company does not recruit child labor, and supports the elimination of exploitative child labor. SUNRISE Resorts & Cruises also supports laws duly enacted to prevent and punish the crime of sexual exploitation of children. We will work to raise awareness concerning such exploitation, and will cooperate with law enforcement authorities to address any such instances of exploitation of which the Company becomes aware. Our resort has a long history of supporting programs and partnerships that help at-risk young people and their families prepare for and find meaningful employment. We will continue to focus on programs that help children break out of the cycle of poverty that makes them and their families vulnerable.

- Our aim to exceed the protection of all children we are:
- If Hotel staffs see that a child is being abused or exploitation of a child premises of the hotel, staff should directly inform the senior management and the local police as the situation is an emergency case tel. number: 16000
- The Human Resources department of each hotel is requested to have a written reference record of each employee before starting hiring procedures.
- The Security department is requested to check all the actual employees at the Police department.
- Any reported case has to be transferred directly to the Police department without referring back to the guest.
- Any employee involved in a case has to be posted on the black list of the Ghorfa website.
- The Training department of each hotel is responsible for all training (twice/week) related to this subject.
- The family of the involved employee has to be informed about the issue directly by phone.
- Any employee should have attended the sexual harassment training before entering the operation

Any violation of the company policy regarding sexual harassment issues against children should result in immediate termination of the involved employee.

I am convinced that you are aware that such cases are spoiling the reputation of our company and actions to this issue will be highly appreciated.

## Thank You

- If you have specific questions about the sustainability performance of our resort, please contact the resort directly.
- Wenn Sie spezielle Fragen zur Nachhaltigkeitsleistung unseres Resorts haben, wenden Sie sich bitte direkt an das Resort
- Si vous avez des questions spécifiques sur les performances de notre complexe en matière de développement durable, veuillez contacter directement le complexe.
- Если у вас есть конкретные вопросы об устойчивости нашего курорта, пожалуйста, свяжитесь напрямую с курортом.
- Als u specifieke vragen heeft over de duurzaamheidsprestaties van ons resort, neem dan rechtstreeks contact op met het resort

في حالة وجود أسئلة محددة خاصة بأداء الاستدامة في منتجنا من فضلك تواصل معنا مباشرة