Sustainability Management Plan 2017
PURPOSE

The primary purpose of the Sustainability Management Plan (SMP) is to guide management decision making and the daily operations of the resort in a sustainable manner:

- To develop the business in a sustainable manner considering the environment, employer, socio-cultural, quality and health and safety of our employees and guests.

- To demonstrate management commitment to comply with the environmental laws and regulations of Egypt.

- To develop a monitoring and audit program to ensure compliance to the SMP and relevant environmental legislation and the early detection of any significant environmental impacts from the activities of the business.

- To outline mitigations measures in order to minimize the impact of the business activities on the surrounding environment.

- To present mitigation strategies and actions for the control of pollution, waste minimization and resource conservation by effectively practicing Reduce, Reuse and Recycle wherever possible.

- To establish a framework for environmental management to ensure the implementation of the identified mitigation measures.

SCOPE

The scope of the Sustainability Management Plan covers all activities at Mövenpick Resort El Quseir and its integration with all team members, customers and guests, business partners, owners, other stakeholders and the environment at large.

REFERENCE

VISION

Several years ago, the hotel has introduced a partnership with Green Globe to follow established best practices and fundamental principles towards sustainability. Mövenpick Resort El Quseir involves its guests, hotel owners, business partners and employees in equal measure in achieving these goals. Commitment to sustainability is part of its corporate strategy.

Part of the values of Mövenpick Hotels & Resorts has always been to conduct its business in a responsible and caring way. The values of quality, reliability and care are fundamental in guiding the company towards sustainable business practices. Green Globe Certification is the premier global certification for sustainable travel and tourism. Green Globe offers the world’s most recognized and longest running program allowing us, as one of the green leaders in the travel and tourism industry, to confidently promote our environmental credentials along with our commitment to the people and prosperity of our location.

At Mövenpick Resort El Quseir we believe creating awareness and implementing best practices is of paramount importance. By nature, the hospitality industry is a large consumer of resources. In Quseir, we aim to reduce and optimize our consumption through the use of basic measures, such as energy-efficient lighting, water consumption reduction and a better management of waste and chemical use. As Green Globe certified hotel, Mövenpick Resort El Quseir emphasizes on keeping its surroundings and nature in its virgin state where possible. The pristine, untouched house reef directly located in front of the hotel is one of the most beautiful and diversified spots at the Red Sea. The resort’s onsite dive centre is ecologically and sustainably managed and limits the number of divers to 100 per day. Furthermore, a maximum of 25 divers is permitted in the water within the bay at any given time. And, in accordance with corporate and environmental responsibilities, resort staff organize underwater clean-up days on a regular basis.

Mövenpick Resort El Quseir was also the first hotel in Egypt to launch the fully biological plant TIA Compact Mini providing German know-how and technology. This plant has been developed particularly for a decentralized solution of wastewater treatment with highest functionality and modern energy-saving machinery. In combination with the mft membrane disinfection unit, the treated water can be used for irrigation but also to supply the laundry (potable water).

With this project the hotel continues to emphasize on sustainable business practices and underlines its strong commitment to responsible tourism.
Our Sustainable Management Plan ensures long term profitability for the hotel, which will benefit its team members, customers, business partners, owners, other stakeholders and the environment. It is our aim to continually improve our sustainability efforts, and to achieve our annually set targets as stipulated in our annual continuous improvement report, which is yearly updated.

Our Sustainability Management Plan encompasses four key areas:

1. **Environmental Sustainability** (awareness, stewardship and control)
2. **Socio-Cultural Sustainability** (trust, fairness, transparency, community, charity and commitment)
3. **Quality** (internal & external)
4. **Health & Safety** (safety regulations, protection instruments)

**A. Sustainability Management**

**A1. Implement a Sustainable Management Plan:**

Mövenpick Resort El Quseir shall establish and maintain the SMP complying with requirements included in this section and shall formulate Policies and Procedures that:

a) are appropriate to the nature and scale of the organization's activities;

b) are aligned with the four key SMP areas i.e. Environmental Sustainability, Socio-Cultural Sustainability, Quality and Health & Safety

c) include a commitment to continual improvement of the SMP

d) include a commitment to comply as a minimum with the current applicable legislations, regulations and other requirement to which the organization subscribes

e) provide a framework for setting and reviewing SMP objectives and targets

f) are documented, implemented, maintained and communicated to all team members

g) are available to all interested and affected parties, and

h) are reviewed periodically to remain relevant and appropriate to the organization's SMP.

**A2. Legal Compliance:**

The resort is licensed according to the law of Egypt and in compliance with all relevant international or local legislations and regulations.
A 3. Training

Team member hiring, training, annual appraisal and performance review standards at Mövenpick Resort El Quseir are in line with the corporate competencies and competency models.

Competencies and competency models are designed to define the skills, knowledge and attributes that make organizations and individuals successful. Once competencies are identified, people with these competencies can be recruited and where necessary trained and developed. This builds an organization of successful teams who are capable of delivering business goals and execute strategy.

While competencies may enable people to achieve success, they alone do not ensure success. We see people who are competent but do not deliver business results or vice a versa. In other words, only assessing people against competencies is not enough. We must also measure their achievements against the desired business goals within their roles.

At the same time, competencies provide the link between organizational vision, behaviours, outputs and results and are the foundation for recruitment, selection, performance management, development and succession planning.

Sustainability Workshop
Sustainability orientation is a part of our induction program for the new employees. Annually 85% of our team members participate in sustainability trainings.

Learning & Development
100% of our employees participated in Natural Enjoyment Programs. Cross training & cross exposures are being offered to the talented employees. Total training hours for Off Job training - 580 YTD and total trainees are 170 YTD (December 2016).

Nursery for hotel employees’ children
The hotel is not only taking care of the learning & development of team members but also for their children by paying all the expenses of nursery for all without considering their employment level. We currently have 15 – 20 children in El Quseir Learning & Development Center.

A 4 Customer Satisfaction

Guests expect quality service and reward it with loyalty and referrals. When guests know they can expect to receive the same level of service every time they visit, we’ve achieved effective quality management. Customer satisfaction is monitored by using several different tools to track performance, which is key to securing comprehensive feedback.

- VEOS our video enhanced online survey
- TrustYou score (Social Media Channels) – Target is to remain at position No. 1 on Tripadvisor
- GEQA (Mystery Shopper) - Guest satisfaction index to achieve 76% (2017)
- Daily feedback reports discussed during the morning briefing
A.5 Accuracy of Promotional Materials

All communication regarding promotional material is handled by the Sales and Marketing team and is in line with corporate guiding principles, local regulations and cultural norms.

A.6 Local Zoning, Design and Construction

Mövenpick Resort El Quseir is situated in a beautiful bay directly on the Red Sea. Located on one of the most beautiful reefs in Egypt, 132 km south of Hurghada airport, 87 km north of Marsa Alam airport and 220 km east of Luxor. Built on 192’284 sqm’s in traditional Nubian style, offering 250 rooms and facilities it integrates well with its surroundings.

The resort was constructed in an uninhabited bay. No local significant sites, water courses, wildlife of any sort, vegetation or local residents have been disturbed in an adverse manner.

Ongoing maintenance and repairs are performed regularly. The ongoing refurbishment, includes re- using as much of the original structure as possible, incorporate local design and architecture (i.e. granite and quartz of the nearby mountains) and renovation/interior design is always performed with the purpose of being as sustainable, energy-saving and long-lasting as possible, and includes use of environmentally sound materials.

Every effort has been made to ensure that all appliances that have been purchased for operating the hotel are energy efficient.

A.7 Interpretative Tourism

We inform our guests about the local environment, local culture and cultural heritage through various means; may it be electronic or something as simple as friendly dialogues with guests. As Egypt is predominantly a Muslim country, guests are made aware of the local culture during the holy month of Ramadan as special emphasis is made on period of fasting of team members.

Special Egyptian theme nights are held in the main restaurant every week in which local people wear traditional cloths and perform for the guests.

Twice weekly we show the movie “Glowing Seas” in our Amphitheatre. A movie, which was produced inside El Quadim Bay and that emphasizes on its history of being a former harbour of the pharaohs as well as its bio-diverse coral reef.

Various excursion packages are available with our recreation to visit local areas and experience the real El Quseir nature as well as daily life (e.g. Desert walks, city tours, jeep safaris).

We offer an ongoing rewarding program for repeater guests over 10 stays, through planting an olive tree with the name of the guest. Over 279 olive trees are planted till December 2016.
A.8 Communications Strategy

We communicate with our guests and visitors to the hotel and the website in a comprehensive manner. Our implementations, plans and strategy for a sustainable operation are clearly defined, as well as our involvement with the local community and other charity work.

Our sustainable operations involve our guests, example: we give our guests an option whether or not they want the bed linen and/or towels to be replaced for the day, hence, providing them with an opportunity to play a direct role in water and energy conservation.

Through our in-house direct-stream “info channel”, in room service directory, info boards and by our beach team guests are reminded of the damage inflicted on fragile coral if one stands on them, and the need to protect the ecosystem around the bay and much more.

In the same way, guests are also politely requested to not collect or remove shells from the beach, even empty ones, as they could be the homes of hermit crabs.

Mövenpick Resort El Quseir is in line with guidelines and regulations of the Egyptian Ministry of Tourism and Egyptian Environmental Affairs Agency, which are local authorities that strive towards the protection of the environment, sustainable management and social responsibility.

A.9 Health and Safety

We follow strict environment, health and safety laws, regulations and procedures to conserve and protect the environment and create a workplace where we bring the best out of our colleagues whilst avoiding the risk of injury.

Team members are appropriately trained so as to make them aware of the health and safety issues while working and guests are made aware of hazards by using appropriate signage and other forms of communication.

Purchasing and operating policy for all mechanisms, equipment and facilities is that they be as environmentally friendly as possible: low emission and consuming minimum energy. Another requirement we try and meet is to procure goods and equipment which are durable and long lasting.

Highlights: We recently have installed three public access defibrillators, which give great support and best chance in survival for a patient who suffers a cardiac arrest.

Mövenpick Resort El Quseir complies with all established health and safety regulations, and ensures that both guest and employees protection instruments are in place:

Liquid Effluents
Effluents from plants and pools are treated and filtered well and through drains so it can be used in irrigation.

Air Pollution
The emission levels of pollutants from the different stacks are conforming to the polluting control standards and measured by authorities
**Prevention, maintenance and operation of Environment Control Systems**
We have an experienced team of engineers and technicians who maintain the facilities and equipment, so that we have constant checks on them being in good working condition. All necessary and mandatory safety requirements for the same are in order, such as Risk Assessments and use of Personal Protective Equipment.

**Solid Wastes**
The waste is sorted regularly and the quantities noted in our records by the hotel employees. There is 3rd party contract authorized by the city council to collect & recycle all the waste.

**Recovery reuse of waste products**
Efforts made to recycle or recover the waste materials to the extent possible. So we have an agreement with a contractor of recycling the waste and treated liquid effluents also which can be conveniently and safely used for producing some useful products such as soaps.

**Noise and Vibration**
Adequate measures have been taken for controlling noise and vibrations through authorities. New trees were planted to prevent the noise of the main road by the beach side.

**Occupational Safety and Health**
For general safety requirements and measures we refer to the local legislation, labor laws and insurance requests that all might be applicable and eventually exceed our internal standards. Regular inspection on Food & beverage is done by SGS & the other safety issues inspected by civil defense. Inspections for electricity distribution panels, fire alarm system, water analysis are done by certified 3rd parties. The Hotel is HACCP certified since 2011. New kitchen colleagues are trained on safety and procedures, and must undergo a mandatory basic food hygiene course in food handling.

**House keeping**
Proper house-keeping and cleanliness are maintained both inside and outside of the hotel.

**Human Settlements**
Residential houses are located away from the solid and liquid waste dumping areas. Meteorological and environmental conditions are studied properly when selecting the site for residential areas in order to avoid air pollution problems.

**Transport Systems**
Proper parking places are provided for the trucks (Receiving Area) and other vehicles (guest cars) to avoid any congestion or blocking of roads. Spillage of chemicals/substances on roads inside the plant may lead to accidents. Proper road safety signs both inside and outside the resort are been displayed for avoiding road accidents. Electric cars are provided for guest use inside the resort to avoid pollution.
A.10 Disaster Management & Emergency response

A proper emergency/crisis plan is in place to meet any emergency situation arising due to fire, explosion... etc. Firefighting equipment and other safety appliances are kept ready for use during emergency situation.

Two yearly drills are held involving all team members, where a real disaster is simulated and practice responses are undertaken. All drills are observed by independent parties and observations and reports written.

B. SOCIAL/ ECONOMIC

B.1 Community Development

Mövenpick Hotels & Resorts has decided to group our sustainability activities under one banner – SHINE. Mövenpick Resort El Quseir is involved in charitable and sustainable projects in El Quseir city. The hotel works in close cooperation with local partners to promote sustainability in the social area – an effective and proven method. It supports voluntary activities and the work of recognized organizations. Guests have the opportunity to support local projects through donations in the hotel.

Education: Supporting initiatives focused on vocational training and skills development that improve employability in the tourism and hospitality sector. This is done by taking on interns from local educational establishments and by training of youth with disabilities, providing them with decent employment opportunities within the tourism sector. We support their growth and development and offer further job opportunities within the company.

Healthcare: Supporting initiatives aimed at enhancing the health and well-being of local communities. We look into schemes of donating and sponsoring to local health facilities.

Cultural Preservation: We regularly buy from local producers and support local fishermen.

A selection of our SHINE Activities:

Out of Order Linen
Fixing out of order bed sheets and distributing to El Quseir Hospital. 75 bed sheets & 60 duvet covers were distributed to the El Quseir Hospital, and from the out of order uniform there were 400 trousers & 200 shirts were distributed to the Charity Committee through the Hotel Union Department.

Quality Team
Monthly (Clean-up Day) to clean the area around the hotel with a radius of 1 Km from the beach till the main road. Yearly joint clean-up day with other hotels is also organized.

Orphan Day
Celebrating the orphan day with El Quseir Orphan Shelter. Providing meals, clothes & entertainment for the children during this day.
**Cloth Donation**
Installing a cloth donation box in the public area for the guest to donate clothes distributed to Organizations in Quseir city recommended by the City Council.
Total collected during 2015 Shirts 105, T-shirts 98, Trousers 112, Blouse 61, Short 138, Baby clothes 74 and Shoes 56. We also distributed snorkeling gear: 10 masks, 18 snorkels and 6 pairs of fins. All the mentioned was distributed for Resala Charitable, El Refaei Charitable & El Quseir Church.

**Palm Trees**
Palm trees are trimmed on an annual basis. Rather than selling the palm fronds, 2017 all fronds were given to team members for their personal use at home. Many roofs and pergolas could be done.

**Heavy Rains**
When heavy rains caused severe damage in Ras Gharib area, Mövenpick Resort El Quseir decided to support the badly hit community. Schools were in dear need of books and stationary, which were donated to them by the hotel team.

**El Quseir’s Dolphin Center**
El Quseir’s Dolphin Center, where a team of professionals is available to treat children with autism and communication disorders regularly receives support from the hotel. Recently a charity event was held and the hotel supported by providing meals and accommodation.

**LCD Graduation Ceremony**
The resort usually hosts and helps to organize the annual graduation party for the local schools by providing free of charge use of the amphitheater incl. technical equipment.

**Ramadan Iftar for Quseir People (Widows)**
The hotel invited a group of widows and their children to a special iftar with games for them at Al Fresco Restaurant.
B.2 Local Employment

Mövenpick Hotels & Resorts promotes a working culture that fosters employees' personal commitment, their development, satisfaction and safety. The hotel group offers all employees equal opportunities within the scope of legal regulations in the respective country and encourages them to educate themselves further for their own personal development – both inside and outside the company.

Mövenpick Resort El Quseir proactively supports the recruitment and development of Egyptian nationals at various managerial level positions. Mövenpick Hotels & Resorts offers a pre-employment site, where new employees can find some relevant information to better prepare themselves for their move – our way of helping the employee gather momentum in preparation for day one.

B.3 Fair Trade

We are committed to fair, responsible and sustainable trade. We ensure that all processes are done in compliance with relevant laws and consistent with ethical, social and environmental standards.

B.4 Local Entrepreneurs

Mövenpick Resort El Quseir offers a small shopping arcade, where local entrepreneurs are selling their handcrafts and other items.

B.5 Respect Local Population

Guests and team members are made aware of the local culture. Information of the same is provided through multimedia or through books and magazines left in the rooms and through our in house info-channel.

B.6 Exploitation

Mövenpick Resort El Quseir is in strict compliance with the Egyptian Labour Law. Hence, appropriate policies are in place against the employment of children, sexual harassment and exploitation.

B.7 Equitable Hiring

Mövenpick Resort El Quseir promotes diversity and equality on all levels of the business, and no team members or applications are discriminated against in any way. Currently, we employ 26 team members with chronic cases. All positions are filled on the basis of competence. Our hotel adheres to all local laws and regulations concerning labour laws and offers conditions and wages superior to the minimum requirements.

B.8 Employee Protection

Salaries and benefits exceed national regulations and all payments required by law into insurance and pension funds are made on behalf of all team members. Week hours and working hours do not exceed the legal maximum established by the labour law, but being a hospitality industry at times a need might arise to work additional hours, team members are accordingly compensated as per the policies outlined.
B.9 Basic Services

The activities of the business have not impacted or jeopardized resources or services in the local area or neighbouring communities in any negative manner. The activities of the business generate a number of secure jobs and reflect a positive influence in the community.

B.10 Local Livelihood

Access to land, water, housing, right-of-way and transport for any neighbouring communities has not been impacted at all. On the contrary, the activities of the business contribute to the economy of the city by creating jobs and buying from them.

B.11 Bribery and Corruption

Mövenpick Resort El Quseir prohibits all forms of bribery, directly or through third parties, including employees from soliciting, arranging or accepting bribes. No direct or indirect contributions to political parties, etc. are made, as a way of obtaining advantage in business transactions. Mövenpick Resort El Quseir will not deal with contractors and suppliers known or reasonably suspected to be paying bribes. Due diligence is undertaken in evaluating prospective contractors and suppliers to ensure that they have effective anti-bribery Program.

C: CULTURAL HERITAGE

C.1 Code of Behaviour

It is of utmost importance to share the history of El Quseir and all its wonders with our guests. We are proud of the historical sites and stunning nature the city has to offer. Upon check in and throughout their stay guests are made aware of their surroundings and local culture.

Guests can read through the basic do’s and don'ts in our Guest Services Directory or can visit our information desk at the lobby. Tours are offered to hike the desert and visit its historical site as well as the historic El Quseir Fort located in the city centre.

C.2 Historical Artefacts

Historical and archaeological artefacts are not sold, traded, or displayed. Business complies with laws, standards and regulations concerning the protection of historical sites and cultural heritage. Goods which are protected and may not be bought or taken are communicated to guests through in-house literature.

C.3 Protection of Sites

The Red Sea is a treasure of marine diversity and its protection is of great importance. In collaboration with Extra Divers we initiated and developed an artificial reef to assist the rejuvenation of the coral reefs around the bay, which are vital to sustaining the bio-diversity.
Supporting initiatives that help protect the integrity of the environment:

- Every two years a reef check is done in cooperation of an official Marine Biologist (upcoming March-2017)
- Underwater Cultural Heritage Seminar (if enough participants) together with CMAS/VDST to create a new chain and generate new clients
- Underwater Cleanup Days to prevent plastic garbage in our bay are regularly taking place

C.4 Incorporation of Culture

The resort was designed by architect Rami El Dahan who is especially experienced in vernacular architecture and the use of locally available construction materials and techniques. He began the construction of the Mövenpick Resort El Quseir in 1987 and completed it in 1994. His aim was not to challenge, impose on, or obstruct the local topography, nor to upset the social fabric of the region. Built on a peninsula, he did not dig or fill the site, but began by making a topographical map and study of the site. Every room is built at a different level, depending on the curvature of the land. The domes and vaults add a sense of mystery to the place, providing a natural means of ventilation.
D. ENVIRONMENTAL

Mövenpick Resort El Quseir focuses on raising its team members’ awareness of key topics in the area of environmental protection. Business processes are organized to be as environmentally friendly as possible. Energy and water consumption are curbed using simple methods.

As much as possible, we favour suppliers who conduct their business in a responsible and ethical manner and we buy in bulk to reduce packaging wastes. We prefer products which are eco-friendly, bio-degradable, made from re-cycled material and have minimum impact on the environment. We avoid disposable cutlery or other eating utensils (i.e. disposable Styrofoam utensils).

Strong preference is given to fair trade and eco-certified suppliers – we will often choose to not have a service or product, rather than compromising our integrity.

We minimize our output of printed matter, and prefer to communicate through our website. Those printers with duplex printing capacity are set accordingly.

Refrigerator and freezer temperatures are measured and monitored on a constant basis by the culinary colleagues. Energy usage is specified and recorded.

Low-energy light bulbs and LED lights are used throughout the property in various locations, and outdoor lighting is controlled by a timer.

We have a preventive maintenance plan in place to detect and repair leaking toilets, faucets and showerheads in guest rooms, which is run in co-ordination with the Housekeeping department and Engineering department. Engineering department also runs an active system to detect and repair all machinery and equipment on a regular, i.e. monthly basis.

The growth of tourism and its aesthetic requirements have direct impacts on soil, landscape and on the surrounding ecosystems. Therefore, native plants and low water-need plants are grown within our premises to minimize water use in outdoor garden areas. The vegetation is mainly drought resistant. Watering, if any, takes place in the early morning or evening hours to reduce water evaporation. Vast areas are covered with local white quartz stones found in the mountains nearby.

No exotic species are introduced to the resort area. No captive wildlife, endangered species, products thereof or any form of unethical items are used, sold or allowed within our premises. We strictly work with the sustainable menu of HEPCA - The Hurghada Environmental Protection and Conservation Association. Freshly caught fish using pole and line method is brought directly to us just off the sea by local fishermen every day. Local lobster is also bought.

We source and buy mainly locally produced fruit and vegetables and select organically grown items where available. With our Go Healthy Menu, we give our guests healthy choices with healthy ingredients and seasonal local produce. We provide allergy information according to Codex recommendation. Mövenpick Resort El Quseir recycles whatever is possible in the area. We compost some organic waste, segregate food, paper, glass, plastic and metal and encourage guests to help us with our recycling.

All team members are trained, reminded and monitored about back-office computers and electronic shut down policies when the work-day is over.
The above is a selection of our best practice examples and daily activities. **Please find below our specified goals and initiatives for the year 2017:**

**Energy consumption reduction goals:**
- Reduce our electricity consumption by 5% vs. 2016
- Reduce our water consumption by 5% vs. 2016
- Reduce diesel consumption by 2% vs. 2016

**Waste volume/weight reduction goals:**
- Reduce solid waste weight by 2% vs. 2016
- Reduce breakage of china and glassware:

<table>
<thead>
<tr>
<th>1-12% less than 2016</th>
<th>2015 Glass 18% - China 8% - Silver 2%</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2016 Glass 5% - China 3% - Silver 1%</td>
</tr>
</tbody>
</table>

**Green House Gas:**
- Develop a Co2 Management plan, Calculate the business trips and offset business trips

**Green Team:**
- Our Green Team meets monthly to discuss questions concerning the environment and how to improve our sustainability.

**In 2016 we have attained the following goals:**
- Built new Sewage Treatment Plant with the support of the University Rostock - we now avoid pumping sewage all the way to Radisson
- Continued to reduce water consumption by installing water flow regulators and dual flush toilet valves
- Replaced another 15% (Total 45% now) incandescent 80 W light bulbs with efficient 11 W compact fluorescent bulbs and LED

We are very aware that sustainability is an ongoing journey. Therefore, the Sustainability Management Plan will be reviewed annually.

Management Team
Reviewed December 2017

**Our Sustainability Management Plan is supported by the following documents:**
- Mövenpick Resort El Quseir’s Environmental Policy
- MHR’s Code of Conduct
- Guest Service Directory
- HEPCA Sustainable Menu