

Sustainability Management Plan

Mövenpick Resort El Quseir is located in a beautiful bay directly on the Red Sea. It is located on one of the most beautiful reefs in Egypt. 140km south of Hurghada, 142 km north of Marsa Alam, 77km north of Port Ghaleb, 220km east of Luxor. Built in traditional Nubian bungalow style, this relaxed resort instantly makes you feel at peace. Front your balcony; view the Red Sea or lush gardens.

The resort has 250 rooms located in 13 different groups of bungalows. Non-smoking rooms are available. Facilities include bank, shops, car-park and health club.

The hotel has introduced a program to promote sustainability with regard to the environment, employees, quality, health, safety and society. The objective is to raise awareness of sustainability and encourage employees to exchange their ideas and experience within the Company.

Mövenpick Hotels & Resorts involves guests, hotel owners, business partners and employees in equal measure and achieving these goals. Commitment to sustainability is part of its Mother Company.

The management plans based on consideration of resource conservation and pollution abatement, which are:

1. Liquid Effluents
2. Air Pollution
3. Solid Wastes
4. Noise and Vibration
5. Occupational Safety and Health
6. Prevention, maintenance and operation of Environment Control Systems
7. House-Keeping
8. Human Settlements
9. Transport Systems
10. Recovery – reuse of waste products
11. Vegetal Cover
12. Emergency Planning

1. Liquid Effluents

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

2. Air Pollution

The emission levels of pollutants from the different stacks are conforming to the polluting control standards and are measured by authorities.

3. **Solid Wastes**

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

4. **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.

5. **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 and the other safety issues inspected by civil defense. Inspections for electricity distribution panels, fire alarm system and water analysis are done by certified 3rd parties. The hotel is HACCP certified since 2011.

6. **Prevention, maintenance and operation of Environment Control Systems**

Adequate safety precautions were taken during preventive maintenance. And with a system of inter-locking the production equipment implemented where highly toxic compounds are involved.

7. **House-keeping**

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

8. **Human Settlements**

Residential house 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.

9. **Transport Systems**

There is a proper parking place 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 to avoid road accidents.

Electric cars are provided for guest use inside the resort to avoid pollution.

10. **Recovery reuse of waste products**

Efforts made to recycle or recover the waste materials to the extent possible. 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 soap.

11. **Vegetal Cover**

Our resort plant trees and ensure vegetal cover in our premises.

12. **Emergency Plan**

Proper emergency plan is made 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.

Environmental Sustainability awareness, stewardship and control

Mövenpick Resort El Quseir focuses on raising its employees' 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.

Objectives:

- Apply environmental awareness to our purchasing practices
- Reduce energy consumption
- Strive to turn waste into valuable resources
- Contribute to a water efficient world
- Introduce a system for sustainable construction
- Ban harmful and non-biodegradable chemicals
- Reduce water consumption by installing water flow regulators
- Optimize energy consumption & monitoring in a daily basis
- Introduce supplier sustainability partnerships where possible
- Manage waste through using recycle garbage bins, collecting batteries, composting, waste water treatment, shredded m/c & selling used oil
- Implement bio-degradable alternative chemical products
- Decide for sustainable construction solutions
- Reduce CO2 emissions by minimizing energy consumption 1% less than 2013 along with gas analysis for boilers & generators (Occupancy will be considered)

Key Performance Indication (KPI's)

Energy Saving

Replacing incandescent 80W light bulbs with efficient 11W compact fluorescent bulbs and start to use LED lights.

Upgrading the BMS (Building Management System) has improved the efficiency of electricity consumption.

The BMS automatically operates the air-conditioning system at the most optimal efficiency based on real-time cooling demand.

Automatic control of the heating temperature of the swimming pools.

Purchase equipment's and appliances with low environmental impact.

Installation of the new dish washing machine saves up to 80% of detergent and the energy with the heat isolation panels and usage of final rinse for pre wash.

Water Saving

Knee controlled sinks.

Guest & employees information signs.

Daily & monthly readings for consumption comparison.

Water savers installed at employee lockers, kitchens, guest rooms and public toilets.
Adjustable flush in Guest rooms, employee lockers and public toilets.
New dish washing machine that incorporate water reuse.

Olive Tree Program

Ongoing rewarding program for repeater guests over 10 time stay, through planting an olive tree with the name of the guest. Over 360 olive trees are planted till December 2019.

Paper Saving

DND signs are made of reusable and washable fabrics.
Recycled paper products (Office papers, WC papers, hand towels).

Plastic Reduction

Using degradable garbage bags of local products
Garbage bins in guest rooms and offices without plastic bags
Replacing plastic straws and stirrers by eco-friendly products (paper straws, wooden stirrers)

Chemical Reduction

Central control system for environmental products.
Training relevant employees for using of the cleaning chemicals.

Water Saving in the Dive base (Extra Divers)

Extra Divers company changes the water basins to rinse the diving material and saves 50% of the water (before putting changes in place: 4000 LE / Day). All in all 1/5 of whole diving station is being saves by new measures. (Instead of having each diver rinsing the leased material after each dive, employees clean the materials).

Social Sustainability community, charity and commitment policy

Mövenpick Resort El Quseir is involved in charitable and sustainable projects in El Quseir city. The hotel works close cooperation with local parties to promote sustainability in the social area – art effective and proved method. It supports voluntary activates and the work of recognized organizations.

Guests have the opportunity to support local projects through donations in the hotel.

Objectives:

- Work hand in hand with registered local and global charity.
- Organize and support fundraising initiatives.
- Implement donation schemes for guests and team members.
- Positively contribute to the countries and communities in which we operate.
- Promote and engage in local production and handicraft.
- Encourage and actively promote a philosophy of volunteerism.
- To protect children from sexual exploitation in destinations in which our hotels are presented.

Actions:

- Implement donation schemes.
- Implement local production and handicrafts.
- Encourage team members to volunteer.
- Identify and support registered local and international charities.
- Support and empower countries and communities we are in self-help.

Key Performance Indications (KPI's)

Quality Team

Monthly Clean-Up Day to clean the area around the hotel with a radius of 1km from the beach till the main road.

Clothes Donation

Installing a cloth donation box in the public area for the guest to donate clothes distributed to Organization in Quseir city recommended by the City Council.

A total of 97kg of non-perishable food, clothing and educational supplies was donated to the Red Crescent El Quseir.

Orphan Day

Celebrating the orphan day with El Quseir Orphan Shelter. Providing meals, clothes and entertainment for the children during this day.



RESORT EL QUSEIR

Out of Order Linen

From the out of order uniform were 170 trousers and 230 shirts were distributed to the Charity Committee through the Hotel Union Department.

Ramadan Iftar Party for Quseir People

Cooperation with Resala Social Association for preparing 30 iftar meals daily, 900 meals during the month of Ramadan.

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Employer Sustainability trust, fairness & transparency policy

Mövenpick Hotels & Resorts promotes a working culture that fosters employees' personal commitment, their developments, 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.

Objectives:

- Enable people with physical and other challenges to become part of the team.
- Ensure equal access to all learning and development.
- Provide equal opportunities to all team members.
- Guarantee fairness and transparency in compensations and benefits.
- Contribute to local economies by hiring and developing local people.
- Provide sustainability training and education to all team members.

Actions:

- Implement and celebrate a diverse work force “Cross Training”
- Improve employee engagement, wellbeing and security.
- Encourage communication.
- Ensure fairness and transparency in terms of compensation and benefits.
- Provide equal opportunities to learn and develop

Key Performance Indications (KPI's)

Nursery for hotel employees' children

The hotel is not only taking care of the learning & development for the employees but also for their children by paying all the expenses of nursery for all without considering their employment level. We have 18 children in El Quseir Learning & Development Center.

Employees' Activities

Being in a remote location, the area does not offer many recreational facilities. The hotel is organizing on regular basis sports tournaments. Weekly on Saturdays and Tuesdays; football matches, bike racing, marathon or volleyball matches – interdepartmental competition, Guests and Management-Team members.

Sustainability Workshop

92% of our employees participate in sustainability work shop and create a lot of ideas to be implemented in three fields of Sustainability in 2017, 2018 and 2019.

Employment Loyalty

Employee Engagement Survey in October 2019 with a satisfaction of 88%.

82% of HODs are local.

Turn over percentage YTD is 23% during period 2019.

Total Egyptian employees are 254 out of 258. 175 employees from El Quseir itself and they are provided with housing allowances.

13 handicapped employees.

Total number of employees is 136. 175 employees work with us more than 15 years, 32 employees above 10 year and 26 employees above 5 years. Which means only 25% of our employees is working with us for less than 5 years.

Learning & Development

100% of our employees participated in WATCH child protection program.

Cross training & cross exposure are being offered to the talented employees.

5 employees completed their cross training program internally during 2018 and 2 employees enjoyed a cross training outside.

Total training hours for off Job Training only 350 hours YTD (Dec. 2019) and total trainees are 400 YTD.

Trainings:

- German Course
- Stewarding Skills development
- Health & Safety Committee members Training
- Evacuation training was conducted in the resort
- Archery Training was conducted in the resort
- First Aid Training
- Pastry Twining for Kitchen
- Finance for HODs by Accor Academy
- Roadmap Development Program – individual development for our team members

Welcoming & Farewell with a personal touch

We have created a welcome pack with personal touch for welcoming our newcomers as well as farewell party with HODs & GM for resigned people.

HR and L&D recognition program

HEARTIST stories for employees who created a perfect guest experience.

Special health insurance with El Gouna Hospital for all employees.

Annual Party with valuable prizes.

Employee of the month with financial prizes.

Natural Enjoyment reward for the best story of serving our guest with human touch.



RESORT EL QUSEIR

Mövenpick Resort El Quseir is highly interested in quality; it is one of our values and strategic objectives.

Quality means for us

Attention to our service and product

Competence and professionalism

A bunch of actions have been taken to ensure that we implement quality in our daily operation like global contract with IQ company, SGS, GreenGlobe, Tripadvisor, Holidaycheck, internal actions such as internal audit with checklists, ten minutes training daily and monthly meeting of quality assurance.

- Trustyou Reputation Performance Score is over 90 YTD with a target of 89 for 2019.
- TUI Top Quality Award 2020
- TUI Umwelt Champion 2020
- Holidaycheck Recommendation Rate 97%
- Food Hygiene & Sanitation – HACCP certificate

Management Team

Reviewed December 2019

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