



Travelife Annual Progress Report 2023/2024

Introduction: -

As a part of our commitment to a sustainable development, **KaiSol Romance resort** is proud to release our public sustainability report. The purpose of this report is to inform the hotel's guests, team members, and contractors, stakeholders about the short term as well as long term strategy, goals, initiatives and performance regarding the sustainability activities across the hotel. Generally, we manage to strengthen more and more the economic, social and environmental nature of the enterprise through faithful implementation of a series of policies.

As this report advocates, it is our duty to preserve and communicate regional heritage to all the interested parties. Applying comprehensive sustainable system is vital to control and monitor the hotel's negative impact on the environment and local society.

The hotel adopted the Travel life standards in 2022 Essential improvement has been made, nevertheless, it is in our primary goals to further protect the environment and support the local community and consequently to achieve the gold Travel life standards for 2024-2026.

In the following pages you can read about our work in relation to the environment. We believe that in the future, it will be even more important to offer Sustainable tourism accommodation. Environmental considerations are part of a successful future at home and on holiday and make an important contribution to preservation of the natural environment. It is our obligation to the future generations to develop and promote responsible management for a greater and sustainable future.

KAISOL Romance Resort **Culture & Local Community efforts**

- Supporting the local community: Our policy on corporate social responsibility is a key factor for the sustainable development of the business. The good corporate citizenship involves a series of initiatives and actions. Particular emphasis is given to strengthen our supply chain through the selection of local, national products, working with our suppliers to reduce waste and recruiting local manpower.

Purchase Policy: Promotion of local products through conducting a series of events

such as: -

- Development of an internal purchasing policy where priority is given to local services and/or products providers whenever this is possible.
- The hotel uses local suppliers of fish, meat, vegetables and fruits-- etc.
- The hotel promotes other local products and services to the guests by recommending guides, markets and crafts, ensuring that authentic experiences are available to guests during their stay.
- The hotel provides customers with guidance on appropriate behavior in relation to local cultures.
- The hotel encourages customers to explore the destination
- KaiSol Romance Resort participates actively in socio-cultural projects aiming at the collection of donations aimed at the support of our local community.
- We purchase from multiple suppliers to avoid excessive reliance on a single vendor and to prevent vendors from depending excessively on us.
- We create opportunities for newcomers by periodically reviewing our regular vendors.
- We preserve the confidentiality of vendor information obtained in transactions.
- Our purchasing personnel do not permit personal interest to influence relationships with existing or prospective vendors.

Environmental Agenda:

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

World environmental day:

Hotel encourages guests to be aware and keep the environment and soil clean.



Clean-up Days:

KAISOL Romance Resort has been participating in clean-up Days. We have involved our staff members in the clean-up activities . We aspire to highlight the importance of keeping the environment clean and maintaining the natural habitat. We believe this sets a good example to surrounding businesses and sets a precedent for the future.



Labor, Human rights and staff awareness:

KAISOL Romance Resort is committed to success, through efficient leadership, teamwork and through communication and mutual trust between management and staff. The management is providing an atmosphere of respect, consideration and honesty, so that the staff is able to get professional satisfaction. In our turn we are encouraging our staff for high and creative performance through training and development.

Our staff's high performance would be recognized and they would be rewarded. In return however, each team member should be productive in his/her duties, and cooperative with every fellow colleague and every costumer. In addition, she/he should ensure and contribute to the growth of the Hotel's reputation.

We are keen on training our staff on the main keys of international labor law and enhance the awareness of their rights by giving them team member handbook upon hiring that includes the risks, duties, dos &

don'ts in addition to arrangements of staff activities. Moreover, all new hired should go through a full day new hired orientation program whereby they are introduced to the company, culture, industrial safety, quality assurance & meeting with the General Manager.

In **KAISOL Romance Resort** we try to raise awareness of environmental issues both internally and externally through a variety of educational and training initiatives. Our staff participates in environmental training programs which include methods of controlling the amount of detergents and disinfectants used, reducing electricity and water consumption separating waste into the appropriate receptacles where can you have in a hotel hazardous waste, and general environmental issues.

A key element In **KAISOL Romance Resort** on quality and environment issues is our recognition of the importance of staff involvement.

Proper training and information for staff have encouraged their involvement in environmental initiatives.

KAISOL Romance Resort is committed to provide and maintain a safe and healthy workplace for all staff, and to providing the information, training and supervision needed to achieve this goal.

KAISOL Romance Resor will take responsibility for health and safety procedures, however, team members need to be aware of their responsibilities and comply with the business' health and safety policy. Each team member is encouraged to play a vital and responsible role in maintaining a safe and healthy workplace through:

- Being involved in the workplace health and safety system.
- Insisting on correct procedures and equipment.
- Wearing protective clothing and equipment as and when required.
- Reporting any pain or discomfort feels as soon as possible.
- Ensuring all accidents and incidents are reported.
- Helping new team members, trainees and visitors to the workplace understand the right safety procedures and why they exist.
- Telling the manager immediately of any health and safety concerns.
- Keeping the workplace tidy to minimize the risk of any accident or fall.

The Training programs: -

We believe that our main source is Human and that's why we are investing in their training such as:

- Basic Food Hygiene
- Fire Fighting
- Spill Awareness.

- True-life Awareness.
- Legionella
- Sexual Harassment
- HACCP
- Languages Courses.
- Integrated Management System (IMS)
- F&B Skills Development
- Be a manager
- Supervision Skills
- Shift leader skills
- CPR and first Aid.
- Strategic planning
- Green Hotels
- Covid-19 awareness

Cross departmental/transfer

We provide equal opportunity for our team members for those who see in themselves the capability of better performing and better career opportunity in other departments/sections different than their current and this is by giving opportunity of cross training for 3 months to allow management to judge and evaluate the team members and according to results decision is made

Staff Activities

Through the staff activities communication took place among staff which reflects positively on the atmosphere of the work environment such as:

Sea Trip



Birthday Party

Football activity :



Sustainability Program

The hotel's sustainability program is based on the True-life requirements. Our principal aim is to achieve the gold certification for the for the coming years 2024-2026.

In the highly competitive environment of the hospitality industry, one of the hotel's primary aims is to continuously enhance the quality of guests' stay. Similarly, we ensure that our actions are undertaken with outmost respect to and minimal impact on the environment and local community. Our commitment is to minimize our negative impact to the environment by:

- Establish clear and comprehensive policies in regards with the natural environment and local society
- Implement environmental practices in the day-to-day operations
- Lower utility costs
- Protecting valuable ground water resources
- Waste minimization, reuse and recycling
- Conserve energy and water, and Segregation of waste wherever possible.
- Update the hotel in IT technology, in order to minimize hard paper waste
- Engage our guests, team members and contractors in our efforts for a sustainable operation of the hotel
- Provide constant training to our staff, for environmental, social and health and safety issues
- Planting more palm trees on the beach.
- Reduce Chemicals usage and conserve the use of chemicals in all aspects as (pest control, pools, irrigation, etc.).
- Calibration of control and monitor gauges and measuring units.

Installing new water meters

New water meters installed for laundry & Pool pump room to monitor and control the water consumption for saving purpose

Improving dramatically all electrical supplies and panels protection

Including all transformer protections, earth pits systems, power factor corrections and earth leakage protections that recognized and appreciated by 3rd party confident certified company.

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

Resetting the chillers and boilers temperatures control according to the ambient temperature

Resetting the chillers and boilers temperatures control according to the ambient temperature plus proper monitoring for the spaces conditions

Installing new filtration pumps timers

It was a successful technique to install new timers for all EMAK filtration systems in order to control the electricity consumption of pumps to conduct an automatic swapping between 2 pumps to save the efficiency of the pumps and to save power instead of using the 2 pumps in the same time.

Public Shower equipped by push button release valves

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

Replacing the old type fluorescent light fixtures by LED type

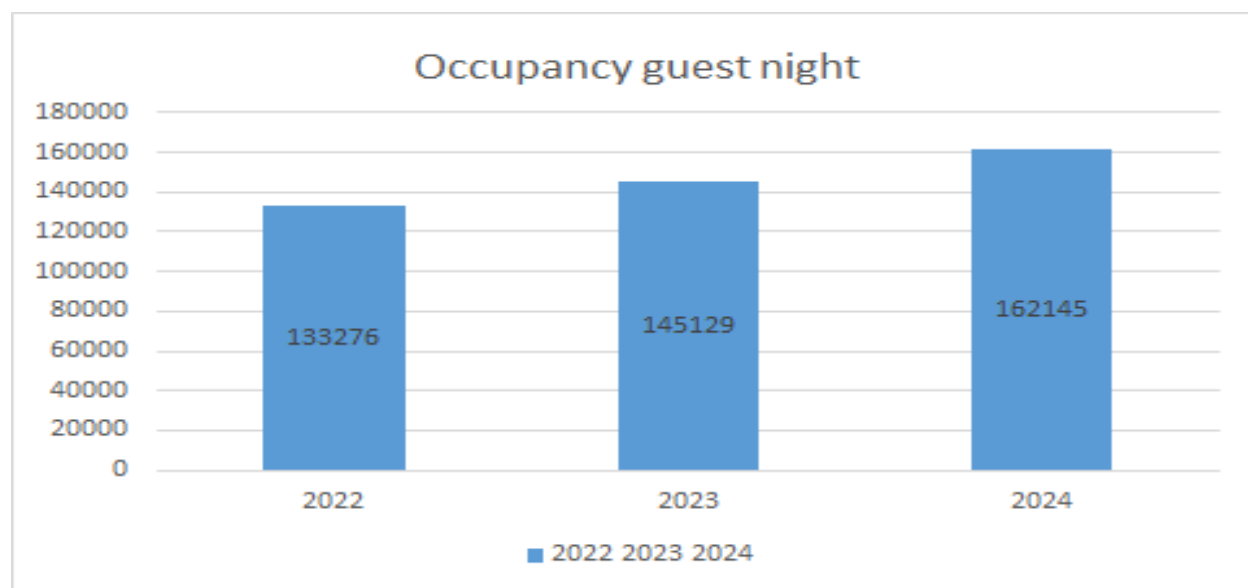
Replacing the old type of light fixtures in the BOH corridors by LED type, therefore we achieved 90% electricity saving comparing to the old type of consumption.

Using pre mentioned techniques illustrate more stress on our policy of saving all sources of energy.

Energy conservation:

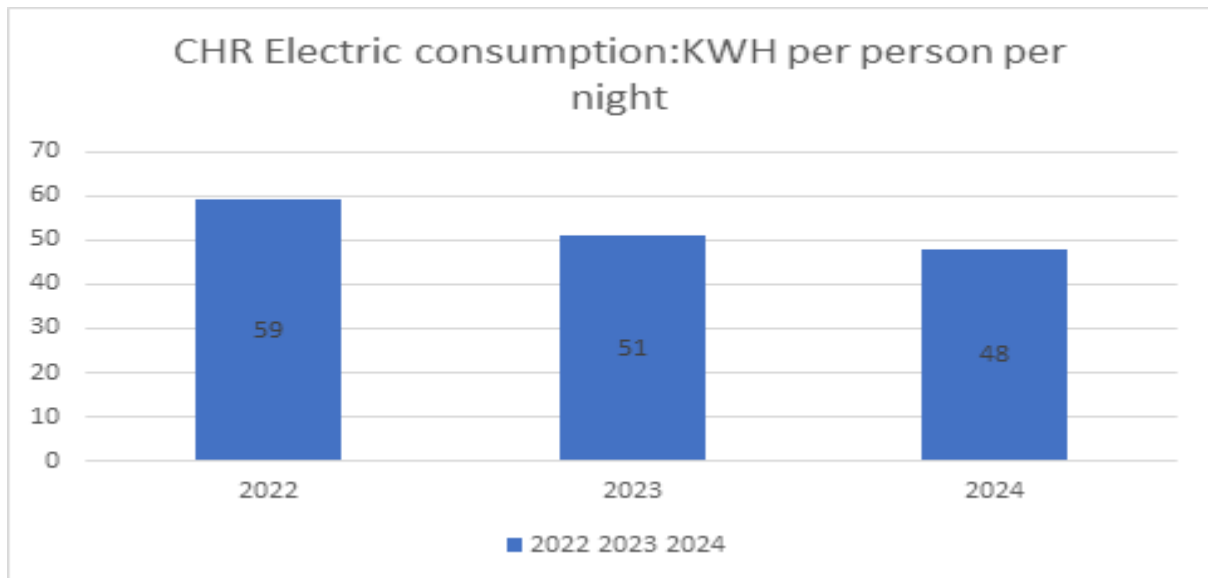
The occupancy increased from 133276 guest nights in 2022 to be 145129 guest nights in 2024.

We have a target for 162145 guest nights in 2024.



Electricity

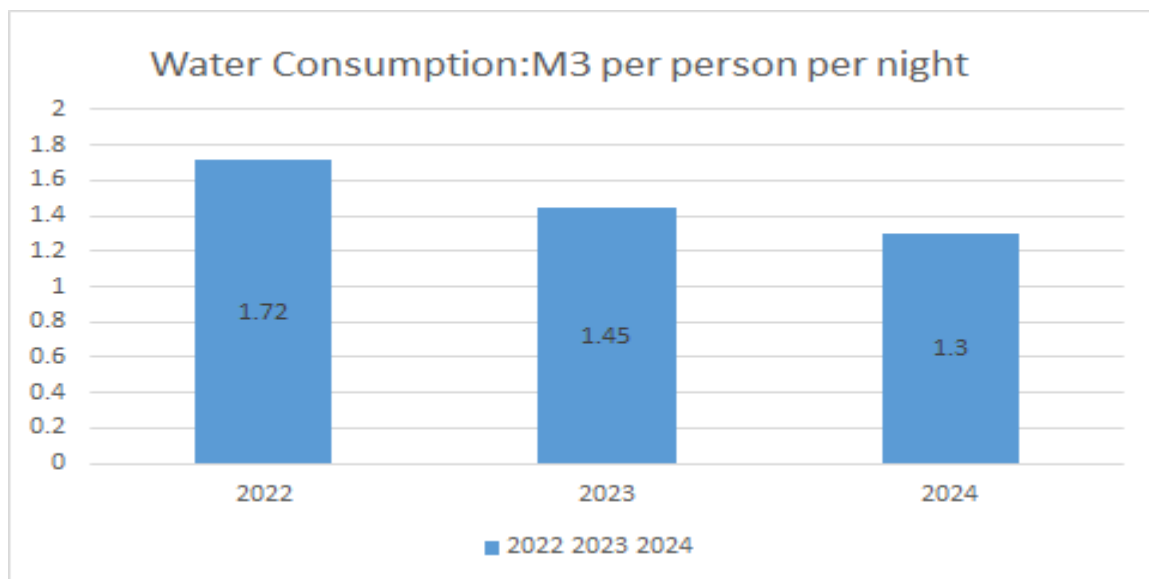
According to our saving programs such as installing photocells, timers are activated for all pools filtration pumps in addition to activating on/off schedule conducted based on many factors of operation and existing of meters. Thus, our target for 2024 is to maintain the Electricity consumption to be 48 KWH per guest per night.



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

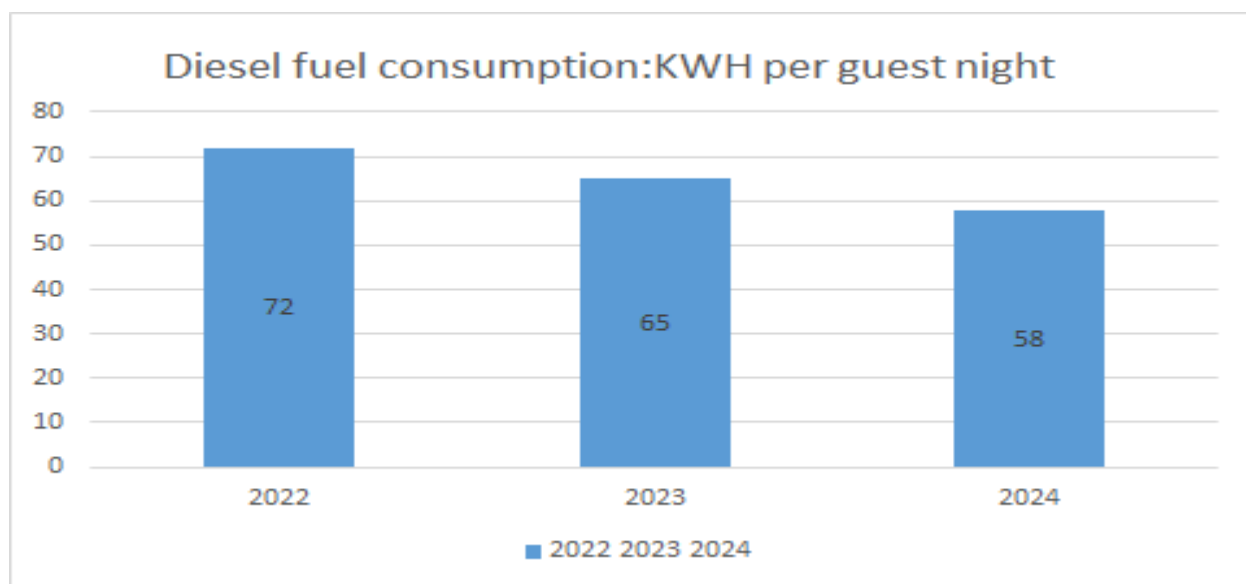
WATER

We succeeded to finish installing push button release valves of public showers have been equipped with push button release which reduces water flow to be 10 liter/ minute; moreover periodic inspections checking for water leakages are implemented and forwarded to maintenance staff for corrective actions. Our target for 2024 is to maintain the water consumption to be 1.3 M3 per guest per night. This target will be achieved by encouraging the guests to save water and through additional trainings for the hotel's staff.

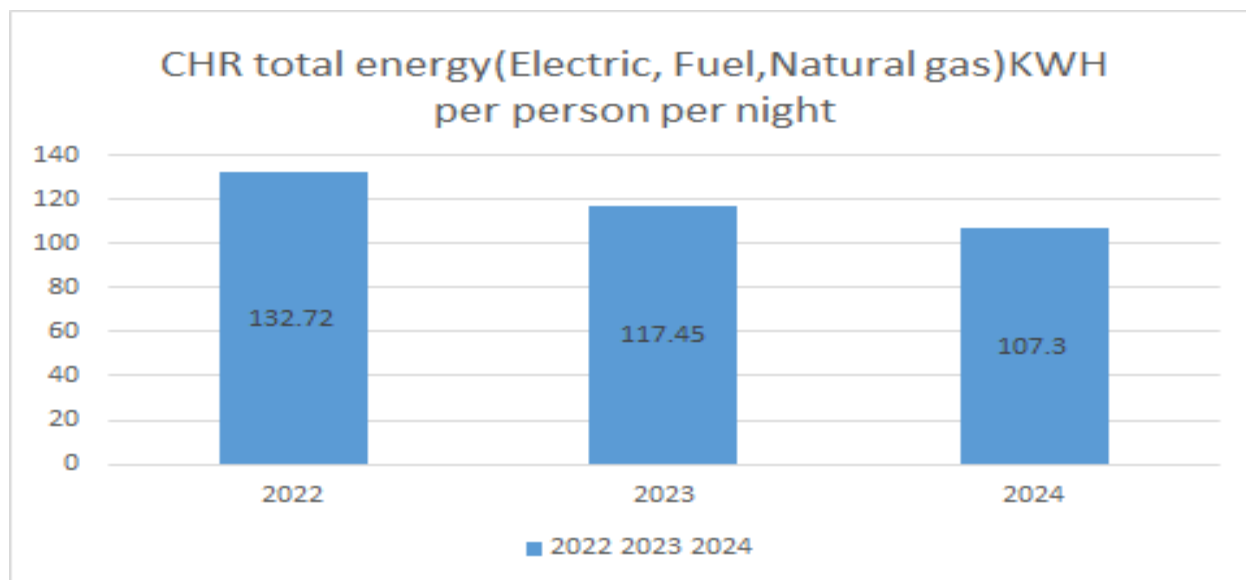


- Installation flow control devices for the rational use of water.
- Staff training and awareness regarding the water conservation
- Proper inspection and maintenance of the pools.
- Regular checks for leaks and repaired if required.

Fuel



Total Energy



Proposed energy and water saving best practices to be implemented in 2024

1. Installing new water softener for the laundry equipment main waterline in order to improve the washing water quality and reduce the total hardness and minimize the bleaching chemical consumption accordingly
2. Replacing the local made poor terminal clips of all guest room split air condition units into a better quality heavy duty readymade ones in order to ensure better performance and minimum compressor damage which will impact on reducing the downtime and cutting the repairing cost .

Certifications and Awards

We have achieved our Travelife gold certification for accommodation sustainability through the respect for our natural environment, our contribution to the local community, the proper treatment and evaluation of our workforce and our attitude for the responsibility towards fellow human beings and environment.



Future plans:

- Our future plans for improving and enhancing our performance include: ▪ Increase our social participation by organizing the guests to participate not only the team member, donation **SUNSHIN Orphanage**.
- Arranging clean up days to increase team member and guests awareness of the environment.
- We well managed the hotel gardens to be visible for guests as well whereby to increase awareness.
- Arranging the international earth day (Activity sharing in house guests caring for plant earth).
- We replaced 95 % of the normal bulbs into LED and ongoing to achieve the rest during 2024
- Reducing water, electricity and fuel consumption as it is started in the environmental policy
- Raise team member and guest awareness on social and environmental issues.

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

Shoukry Moried , ,
General Manager

July 2024

Hassan Bastawy
Environmental Manager



KAISOL
Romance Resort
———— Sahl Hasheesh ————

General Policy



KAISOL
Romance Resort
— Sahl Hasheesh —

Environment Policy

The KAISOL Resorts have recognized that its tourism – related business has positive and negative impact on the environment. We recognized that our business and the environment will be positively affected when applying all environmental management practices which will also have a direct positive impact on our guests and the local community and reduce our negative impact on them.

In this regard, The KAISOL Resorts Management and Staff are committed to the following actions:

- We have implemented systems to save fresh water in our resort and control consumption yearly
- We have implemented a program to reduce energy consumptions yearly
- We are treating the wastewater by our own sewage treatment plants and reuse the water to irrigate our gardens.
- We don't discharge any wastewater into the sea
- In all guestrooms we have energy saving systems that switch the electricity on only when inserting the room key card.
- We have garbage separating and recycling systems and we are cooperating with a company which takes care of the correct recycling procedures.
- We are taking care of the sea life and gardens by regular clean- ups
- We implemented a purchasing policy, which gives preferences to goods and services with less environmental and social impacts.
- 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 them.
- All our actions concerning the environment are displayed in the guest areas and staff compound to ensure that the information is passed on to our guests and colleagues.
- 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.
- Fully comply with all environmental laws, regulations and other requirements related to our business.
- Monitor and record our environmental performance related to our policy, objectives and targets.

Shoukry Moried , ,

General Manager

July 2024

Hassan Bastawy

Environmental Manager



KAISOL
Romance Resort
— Sahl Hasheesh —

Local Relation & Labor Policy

KAISOL Resorts team strongly believes that supporting and cooperating with the local Egyptian community is a valuable and needed action to strengthen the community and the local economy in order to improve living quality and contribute to the development of the country.

In this regard, the **KAISOL Resorts Management** and all employees are committed to the following actions:

- We are giving priority to Egyptian citizens when hiring.
- We don't discriminate between job applicant based on religion, sex or race
- We give internal trainings in order to increase knowledge & improve skills and open perspectives to higher positions.
- We are committed to protect and promote local culture through our activities.
- We participate actively in social projects and sponsor social initiatives.
- We are enhancing our guests to book excursions to local destinations
- We are giving preference to buy local products
- We are out-sourcing services to the local community.
- We are creating additional working places for the local community.

Shoukry Mourid,
General Manager
July 2024

Hassan Bastawy
Environmental Manager



KAISOL
Romance Resort
— Sahl Hasheesh —

Quality Policy

The Management of KAI SOL Resorts is committed to achieve a leadership position in hospitality industry while providing the most efficient service, facilities and environment that meets the needs and expectations of our guests and surrounding society by applying its Quality Management system and to ensure that it is safe and wholesome for the better safety and satisfaction of our customers & Employees through.

- Continual training to improve employee performance.
- Continual improvement of Quality Management system.
- Establishing, reviewing and updating quality objectives for all levels to meet guests' needs, increase guest satisfaction and continual improvement.
- Continuous monitoring of performance rates to identify and achieve the continual improvement chances to keep the effectiveness of the quality management system.
- Make sure that the approach of this policy is communicated through the hotel.
- The policy is periodically reviewed and updated to ensure it meets our guest needs.
- Fully comply to all statutory and regularity requirements related to our business.

The system is the responsibility of line management, with the active support of all concerned employees.

Shoukry Mourid,
General Manager
July 2024

Hassan Bastawy
Environmental Manager



HEALTH AND SAFETY POLICY

- 1 · Assessing risks for the purpose of their elimination or mitigation at the workplace.
- 2 · Providing and ensuring a safe and healthy environment, keeping workplaces under suitable conditions in terms of safety and health of customers and employees in order to eliminate or minimize accidents and diseases.
- 3 · Providing information and training to our employees on the performance, responsibilities and obligations relating to health and safety arising from the performance of their duties.
- 4 · Consulting and effective cooperation with relevant authorities and our employee representatives in promoting and developing measures to ensure the safety and health at work of our employees and customers.
- 5 · Evaluation and review of this policy, checking the effectiveness of programs and actions for continuous improvement and maintenance of safe working conditions.

Our policy has been communicated to all our staff and is available to the public, customers and our employees.

The Hotel of KAISOL Romance Resort aware of the need the development of its activity to be conducted safely and to preserve the health and safety of its customers and employees, is committed to compliance with the following principles:

The system is the responsibility of line management, with the active support of all concerned employees.

Shoukry Mourid,
General Manager
July 2024

Hassan Bastawy
Environmental Manager



Biodiversity Statement policy

- Biodiversity and hotels Statement policy

Integrating biodiversity considerations in planning and operational decisions for hotel and resort is important not only for the continued viability and conservation of the ecosystems, but also for the long-term financial success

of the KAISOL Romance Resort depends strongly on healthy ecosystems, because those ecosystems and the wildlife, habitats, landscapes and natural attractions that comprise them – are often the very thing that draws tourists to the destination in the first place.

THE PRINCIPLES

1. We will incorporate ESG issues into investment analysis and decision-making processes.
2. We will be active owners and incorporate ESG issues into our ownership policies and practices
3. Adopt an ecosystem-based approach in tourism development planning
4. Manage impacts on biodiversity from hotel development and attempt to achieve an overall positive contribution
5. Design with nature and adopt nature-based solutions
6. Respect, involve and support local communities
7. Build collaboration among stakeholders

While specific practices will vary depending on the resource concerned or the specific area of the hotel, there are some key approaches that apply to all actions designed to minimize biodiversity impacts:

the sustainable use of biological resources in hotels and resort

Shoukry Mourid,
General Manager

July 2024

Hassan Bastawy
Environmental Manager



Anti -discrimination Policy

- KAISOL Romance Resort Anti-discrimination policy

The Anti-Discrimination Policy emphasizes creating a safe and inclusive workplace by preventing discrimination based on protected characteristics. It details the behaviors considered discriminatory and the actions taken against such behaviors, ensuring fairness and equality for all employees.

Our anti-discrimination policy explains how we prevent discrimination and protect our employees, customers and stakeholders from offensive and harmful behaviors. This policy supports our overall commitment to create a safe and happy workplace for everyone.

Our company complies with all anti-discrimination laws,

- including of the Civil Rights Act
- the law Disabilities Act
- Age Discrimination in Employment Act

Our company explicitly prohibit offensive behavior (e.g. derogatory comments towards colleagues of a specific gender or ethnicity.)

Scope

This policy applies to all employees, contractors, visitors, customers and stakeholders.

Policy elements

Discrimination is any negative action or attitude directed toward someone because of protected characteristics, like race and gender. Other protected characteristics are:

Age

Religion

Ethnicity / nationality

Disability / medical history

Marriage / civil partnership

Pregnancy / maternity/ paternity

Gender identity / sexual orientation

Discrimination and harassment

Our anti-discrimination and anti-harassment policies go hand-in-hand. We will not tolerate any kind of discrimination that creates a hostile and unpleasant environment for employees, interns or volunteers.

To ensure that our conduct and processes are fair and lawful whenever

Shoukry Mourid,

General Manager

July 2024

Hassan Bastawy

Environmental Manager



Crisis management / preparedness policy

The Hotel: **KAISOL Romance Resort**

Security & Emergency Plan:

Crisis management and disaster preparedness are crucial aspects of ensuring the safety, security, and resilience of hotels in the face of unforeseen events.

Types of Hotel Crises

This section delves into the various types of crises that hotels may face. It explores the unique challenges posed by each type of crisis and highlights the potential impacts on guests, employees, and business operations. Understanding the different types of crises is vital for developing effective response strategies.

The Importance of Crisis Management

Effective crisis management is crucial for minimizing the impact of crises on hotels. This section explores the importance of crisis management in maintaining guest safety, protecting the hotel's reputation, and ensuring business continuity. It also discusses the consequences of inadequate crisis management and highlights the need for preparedness.

Developing a Comprehensive Crisis Management Plan

A well-structured crisis management plan is the cornerstone of effective crisis management. This section discusses the process of developing a comprehensive crisis management plan. It includes risk assessments, the formation of crisis management teams, communication protocols, and the role of leadership during crises. Case studies of hotels that effectively managed crises due to their well-structured plans are showcased.

Communication and Stakeholder Engagement

Communication is critical during crises to provide timely updates, reassurance, and guidance to guests, employees, and other stakeholders. This section explores the significance of effective communication in crisis management. It includes the use of various communication channels and the role of technology in facilitating communication. The section also discusses the importance of transparency and accuracy in communication.

Guest Evacuation and Safety Protocols

Guest safety is paramount during crises. This section focuses on the importance of guest evacuation plans, safety protocols, and training for hotel staff. It discusses the challenges and considerations involved in safely evacuating guests during emergencies. The section also emphasizes the significance of regular drills and simulations to prepare both staff and guests for potential crises.

Proactive Disaster Preparedness

This section delves into the importance of proactive disaster preparedness measures. It includes risk assessments to identify vulnerabilities, implementing mitigation strategies, and establishing early warning systems. The role of technology in disaster preparedness, such as remote monitoring and emergency notification systems, is discussed. Case studies of hotels that demonstrated resilience due to proactive disaster preparedness are showcased.

Staff Training and Resilience Building

Hotel staff play a vital role in crisis management. This section explores the significance of staff training in handling various crises effectively. It discusses resilience-building initiatives to help employees cope with stress and trauma during emergencies. The importance of cross-training and having designated crisis management roles for staff is emphasized.

Learning from Past Crises: Post-Incident Analysis

Learning from past crises is essential for continuous improvement. This section discusses the significance of post-incident analysis and debriefing sessions. It explores the process of identifying lessons learned and implementing corrective measures to enhance crisis management strategies.

Case Studies of Effective Crisis Management in the Hotel Industry

This section showcases case studies of hotels that effectively managed crises and mitigated their impact on guests, employees, and business operations. It includes examples of hotels that handled natural disasters, health emergency.

Shoukry Mourid,
General Manager

July 2024

Hassan Bastawy
Environmental Manager



KAISOL
Romance Resort
— Sahl Hasheesh —

Being an adult only hotel, we are still well-aware of the children protection policy

The Management of KAISOL Romance Resort –are committed to achieve the optimum safety, welfare and protection of all children within the resort and under the compliance of the Egyptian laws. For the purpose of the policy, children are those aged under 18 years.

KAISOL Romance –has a duty of care to safeguard all children within the resort. All children have the right to protection, and the needs of under 18's must be taken into account

KAISOL Romance–is responsible to ensure that all staff are suitably qualified skilled or vetted to work with children, and encourage each person to make informed and confident to specific welfare issues and that these are recorded promptly and securely.

Promoting Good Practice

It is important to understand that, abuse, of any kind can create strong feeling, but it is imperative that of staff and guests do not allow these feeling to interfere with their judgment about the appropriate action to take .All suspicions of poor practice or allegation of inappropriate behavior towards a child should be reported following the guidelines in this document.

There is however, general good practice guidelines that all adults involved with the organization should follow .which could succinctly be summarized as follows.

- Treat all children with equal respect and dignity.
- Always ensure that the welfare of the child is paramount.
- Maintain a safe and appropriate relationship with each child

As there are general good practice guidelines that ought to be followed, there are equally general guidelines that all employees and guest should avoid.

These are as follows.

- Engage in rough physical or sexually provocative games, including horseplay.

- Allow or engage in any form of inappropriate touching.
- Make sexually suggestive comments to a child, even in fun.
- Reduce a child to tears as a form of control.
- Allow allegation made by a child to go unchallenged ,unrecorded or not acted upon
- Do things of a personal nature for children that they could do themselves.
- If we have food poison ,throwing ,shaking we choose person speak same language and inform hotel doctor and their parents
- If we have personal injury, hitting, burning we contact our doctor, inform parents, and fill in guest incident report.
- If we have drowning case the life guard exerts and starts to do the first aid procedures and inform our hotel doctor.

Incidents that must be recorded /reported

If any of the following occur, you should report this immediately to the management KAISOL Romance Resort –and record the incident .The management will make the necessary contact with the child’s parents or the police if necessary to identify the most appropriate course of action to follow:

- If you accidentally hurt a child.
- If the child appears distressed in any way.
- If the child behaves in a sexually inappropriate manner towards you, other children or indeed other people.
- If a child misunderstands or misinterprets something you have done/said and is unwilling to accept your explanation and wishes to make a complaint.

How to report an incident

- If any staff member suspects a child is at risk be must inform his manager at once.
- It’s the responsibility of the manager to inform the top management and our local relation officer.
- The top management and local relation officer shall contact the child parents to investigate the case and decide whether to call the police or will suffice with a warning for the responsible person or terminating his services if he is one of the employees
- Each reported case and action will be recorded at the front office department.

Training

The safeguarding process includes training after recruitment to help staff to:

- a) Analyze their own practice against established good practice, and to ensure their practice is likely to protect them from false allegations.
- b) Recognize their responsibilities and report any concerns about suspected poor practice or possible abuse.
- c) Respond to concerns expressed by a child.
- d) Work safely and effectively with all children.

Hot line for Children rescue 16000

Shoukry Mourid
General Manager

Hassan Bastawy
Environmental Manager