

**Sustainability Progress Report**

**INTRODUCTION**

This report details the progress we have made in the last three months against our 2021 Sustainability objectives and targets. The last report was circulated on 30<sup>th</sup> December 2021.

**ENVIRONMENTAL IMPACT**

One of our environmental impact targets was to reduce water use by 20% in 2022 through the following initiatives:

<b>Initiative</b>	<b>Status/Update</b>
Training for laundry staff on the most water efficient way to operate machines.	Completed one session on 21 <sup>st</sup> February 2022.
Signage in front of staff restaurant to remind them with water saving	Completed on 25 <sup>th</sup> February 2022.
Signage in staff housing and training the staff housing team to check daily at the beginning of each shift	Completed on 5 <sup>th</sup> March 2022.
Water flow restrictors to be installed in all staff housing rooms and hotel rooms	hotel rooms have been completed, and 60% of staff housing rooms deadline 15 <sup>th</sup> of June

**2021/2022 Comparison of Water Use during the Reporting Period**

<b>Month</b>	<b>Water Use Per Guest Night in Cubic Liters (m3)</b>		<b>% Change</b>
	<b>2021</b>	<b>2022</b>	
January	4.96	4.10	17 %
February	6.21	4.94	20.45 %
March	2.86	3.15	-10.13%
<b>Three-month average</b>	<b>4.67</b>	<b>4.00</b>	<b>9.21%</b>

**Conclusion**

For the first quarter we are doing well, by continuous training and follow up we can reach our target in 2022



## Baron Palace Sahl Hasheesh Hotel

### 2021/2022 Comparison of Energy consumption during the Reporting Period

Month	Energy Use Per Guest Night in KWH		% Change
	2021	2022	
January	633.12	558.13	11.84%
February	876.56	730.20	16.69%
March	485.37	410.15	15.49%
<b>Three-month average</b>	<b>665.01</b>	<b>566.16</b>	<b>14.67 %</b>

### Conclusion

Our target is to reduce the consumption by 20 % per quarter, failing to achieve the target in the first quarter needs more efforts

### Recommendations

- More training to our staff on how to save energy either in the hotel or the staff housing
- More signs to be posted in all staff areas and in staff housing
- To install timers for the other outlets that are operated and closed manually

### LABOUR & HUMAN RIGHTS

One of our human rights goals was to train all staff on how to report a complain. A 20-minute training session was rolled out at department meetings and has now been completed with the following results:

Department	Training Date	Trainer	Attendees	% Attendance
Front Office	5 <sup>th</sup> February	Mr. Abdallah	9	70%
Housekeeping	13 <sup>th</sup> February	Mr. Abdallah	20	85%
Engineering	14 <sup>th</sup> February	Mr. Abdallah	30	65%
Food & Beverage	14 <sup>th</sup> February	Mr. Abdallah	70	70%
Kitchen & Stewarding	17 <sup>th</sup> February	Mr. Abdallah	44	63%
Laundry	20 <sup>th</sup> February	Mr. Abdallah	10	60%
Security	21 <sup>st</sup> February	Mr. Abdallah	20	75%
Accounting	23 <sup>rd</sup> February	Mr. Abdallah	30	83%
Garden	23 <sup>rd</sup> February	Mr. Abdallah	8	73%
		<b>Totals</b>	<b>241</b>	<b>72%</b>

### Conclusions

Considering staff annual leave, sickness absence and shift work, there was an excellent Attendance rate for the training. Many staff commented that they found it interesting and it has increased awareness.

## Baron Palace Sahl Hasheesh Hotel

### Recommendations

- The training is incorporated into the induction of all new staff.
- Refresher training is held every Quarter.
  - Training objectives:
    - Raise awareness of the hotel employees.
    - All workers are aware of environmental policies.
    - Train all departments of the hotel once per year in sustainability.

Yearly Training Plan 2022					
Training Topics	Food and Beverage	Kitchen and Steward	Front office and House Keeping	Engineering	All back of the house department
Saving water	21 <sup>st</sup> January	11 <sup>th</sup> February	10 <sup>th</sup> January	5 <sup>th</sup> February	10 <sup>th</sup> March
Saving electricity	15 <sup>th</sup> February	3 <sup>rd</sup> March	15 <sup>th</sup> March	11 <sup>th</sup> April	20 <sup>th</sup> May
How to use the Chemicals	6 <sup>th</sup> June	20 <sup>th</sup> April	20 <sup>th</sup> May	10 <sup>th</sup> October	5 <sup>th</sup> June
Dealing with the chemicals hazard.	10 <sup>th</sup> August	11 <sup>th</sup> July	10 <sup>th</sup> November	20 <sup>th</sup> November	10 <sup>th</sup> December

### COMMUNITY ENGAGEMENT & SUPPORT

Our 2022 community goal was to do clean-up day quarterly and to announce this to our guests to share, we did it in the first quarter and 100 Kg or waste were collected from the beach and the nearby places

### Conclusions

The guests gave great feedback about this activity and appreciated our initiatives to do that

### Recommendations

Due to the positive feedback from staff and guests, it is recommended that we continue doing that and announcing that to our guests to be habit for both our guest and staff

Baron Palace Sahl Hasheesh is aware of the need to carry out its activities with appropriate respect for the environment and committed to comply with the following environmental goals:

1- To rationalize and make good use of natural resources, to reduce the

## **Baron Palace Sahl Hasheesh Hotel**

impact on the environment, by minimizing the consumption of resources and promoting energy-saving and efficiency in its facilities.

2- To continuously improve and prevent pollution, by implementing the necessary measures to reduce environmental effects and prevent potential accidents with an environmental impact.

3- To continuously update the environmental program, by setting objectives and goals as part of our environmental management system.

4- To continuously adapt to the applicable environmental legislation and regulations, in addition to other requirements which must be met by the company.

5- To promote environmental education and awareness amongst our employees, as well as our customers and collaborators in relation to environmental protection, by providing information about all the actions carried out within our company.

### **Our Objectives**

To achieve our environmental goals we will:

Achieve and maintain our Travelife for Hotels & Accommodation award

#### **Energy and Water**

- We seek to reduce the amount of energy & water used as much as possible.
- Lights and electrical equipment will be switched off when not in use.
- The energy consumption and efficiency of new products are taken into account when purchasing.

#### **Supplies**

- We evaluate the environmental impact of any new products we intend to purchase.
- We favor more environmentally friendly and efficient products wherever possible.
- We reuse and recycle everything we are able to Maintenance and Cleaning
- Cleaning materials used will be as environmentally friendly as possible.
- Materials used will be as environmentally friendly as possible.
- We only use licensed and appropriate organizations to dispose of waste.

Our policy has been communicated to our entire team and is available to the public, our customers and our collaborators



## Baron Palace Sahl Hasheesh Hotel

### GUEST SATISFACTION

300 guests completed the guest feedback cards during the reporting period, which represents 5% of guest occupancy. The results were as follows and have been compared to the same period in 2017:

Area	Average Score out of 5 (1 = poor/5 = excellent)	
	2021	2022
Friendliness of Staff	4	5
Helpfulness of Staff	4	4
Food Quality	3	4
Room Cleanliness	4	5
Beach toilet	2	4
Value of money	3	4
Entertainment	3	4
<b>Three –months average</b>	<b>3.2</b>	<b>4.2</b>

### Conclusion

The average score of 4 out of 5 is excellent, yet still there are rooms for improvement

## Supporting local community

As part of Hurghada community Baron Palace Sahl Hasheesh is aware of its influence and responsibility towards the people and institutions around us. Therefore, we are committed to support and improve Hurghada community by being integrated in the following projects:

### MAKING VOLUNTARY CONTRIBUTION TO LOCAL CHARITIES



#### Supporting Orphan Houses

Every child should have a family and safe place to live– for many children, however, the reality is quite different. The death of their parents rob many children of the right to a loving family. We believe that supporting orphans gives a second chance at having a loving family. Supporting orphans allows children to enjoy the beauty and blessings of being raised in a nurturing family environment, and in being raised with parents who pledge their unconditional love and protection. Indeed, this support is a journey of mercy to ease the plight of orphans. It is with these thoughts and beliefs that our work with orphans began in Baron Palace Sahl Hasheesh. We hope that our work brings awareness for the need to maximize all efforts to draw the smile on those orphans' faces.

## **Donations to Charitable Associations**

**In Baron Palace Sahl Hasheesh we believe that the one who donates willingly and happily reaps more benefits than the one who donates under pressure or with the expectation of return. We train our staff that Charity is to give to others that which belongs to you. When you give to charity, you experience happiness because when you let go of something that you love, you give happiness to others.**

Our donations program includes moral and financial aids to the local associations around us either in Hurghada or Safaga.



## **Clean Environment**

Keeping your community clean and well-kept can sometimes feel like fighting a losing battle. It can be expensive and time-consuming, and it can take an exhausting amount of commitment. But in the end, keeping your community roads in good condition can be as simple as keeping them swept, and it will be well worth the time and energy.

Healthy and clean community, this is our main concern in Baron Palace Sahl Hasheesh, with the continued efforts of our staff and voluntary guests we arrange a monthly Cleanup days to clean the surrounding areas, roads, and beaches



## Baron Palace Sahl Hasheesh Hotel

### Renovation to Public Schools

As a part of social responsibility towards our community, Baron Palace Sahl Hasheesh participated in the renovations of Belal Ibn Rabah School more than once.



### SUPPORTING LOCAL BUSINESS

- Choosing local products /suppliers/ services

### TREATING PEOPLE FAIRLY

- Providing our employees a safe and healthy working environment
- Adhering to all national laws and regulations regarding the employment
- Giving our employees the opportunities and training to develop their careers

### IMPROVING GUESTS AWARENESS

- Encouraging guest to explore the destination beyond boundaries of the hotel either by excursions to Luxor and Aswan or exploring the Coral Sea
- Informing guests about local culture and customs

### Recommendations

To focus more on the entertainment specially at the infinity pool and the specialty restaurants at night, moreover the animation program

Please tick then initial below when you have read and approved the report. Please return a signed copy of this page to Mr. Abdallah

Tick	Title	Initial by Hand
	General manager	
	Assistant general manager	
	Human resources manager	
	Food & beverage manager	
	Executive Housekeeper	
	Director of Engineering	
	Financial controller	

