

## **MÖVENPICK RESORT EL QUSEIR**

### **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, 140 km south of Hurghada, 70 km north of Marsa Alam and 220 km east of Luxor. Built in traditional Nubian bungalow style, this relaxed resort instantly makes you feel at peace.*

*The hotel has introduced a programme 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 its guests, hotel owners, business partners and employees in equal measure in achieving these goals.*

*The architect has drawn the resort and built in such a natural way in the landscape, mainly natural materials have been used for all the property. We encourage and support environmentally conscious operation management to reduce the pollution of the environment and safeguard the economic future of this operation. We encourage training and awareness development of our employees in the matter of environmental protection.*

*Mövenpick Resort El Quseir is an environmentally conscious business offers the following advantages:-*

- *Security of the business enterprise.*
- *Cost reduction of energy and fresh water consumption for a better return.*
- *Reduction of waste disposal problems and costs*
- *Strengthening of customer relations and encompassing new customer groups*
- *Securing of competitive prominence and market position*
- *Achieving a pioneering position with signalling effect*
- *Encouraging employee motivation*
- *Encouraging a qualitative and environmentally oriented consumer consciousness*
- *Keeping year to year improvement in our environmental*
- *Commitments to local employment*
- *Commitments to local purchasing and supporting local community*

*Today, it has been clear that the environment is the most important production factor next to labour and capital and has become an orientation factor and quality criterion of a business for a wide ranging customer target group.*

*Business dealings, which are oriented towards the environment, do not reduce but rather open up new marketing opportunities and innovation possibilities and furthermore they have a motivating effect on both employees and guest.*

**The management plans based on considerations 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 and 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 measured by authorities

**3. 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.

**4. Noise and Vibration**

Adequate measures have been taken for controlling noise and vibrations through authorities.

**5. Occupational Safety and Health**

For general safety requirements and measures we refer to the local legislation, labour laws and insurance requests that all might be applicable and eventually exceed our internal standards.

Regular inspection on Food & beverage done by SGS & the other safety issues inspected by civil defense.

Inspection for electricity distribution panels, fire alarm system, water analysis done by 3<sup>rd</sup> party.

Hotel planning to be HACCP certified by 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 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.

**9. Transport Systems**

There is Proper parking places 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.

**10. Recovery reuse of waste products**

Efforts made to recycle or recover the waste materials to the extent possible. So we have 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.

**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. Fire fighting equipments and other safety appliances are kept ready for use during emergency situation.

## **Environmental Sustainability (awareness, stewardship and control)**

### ***Policy***

*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.

### **Actions**

- 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, shredder m/c & selling used oil.
- Implement bio-degradable alternative chemical products.
- Decide for sustainable construction solutions.
- Reduce CO2 emissions by minimize the energy consumption 5% less than 2010, Gas analysis for boilers & generators.

### **Key Performance Indications (KPIs')**

#### **Energy Saving**

- Replacing incandescent 80 W light bulbs with efficient 11 W compact fluorescent bulbs.
- 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 equipments and appliances with low environmental impact.
- Installation of the new dish washing machine saves up to 80% of the detergent and the energy with the heat isolation panels and usage of final rinse for pre wash.

#### **Water Saving**

- Automatic water stopper.
- Knee controlled sinks.
- Guest & employees information signs.
- Water saver in main source.

- Daily check for leaking.
- 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**

Implementing a rewarding program for repeater guests over 10 time stay, through planting an olive tree with the name of the guest. Over 117 Olive trees are planted till now.

### **Paper Saving**

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

### **Plastic Reduction**

- Using degradable garbage bags of local products.
- Garbage bins in guest rooms and offices without plastic bags

### **Chemical Reduction**

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

### **Water saving in the dive base (Extra Diver)**

Extra Divers company changes the water basins to rinse the diving material and saves 50% of the water (before putting changes in place: 4,000 L / Day). All in all 1/5 of whole diving station is being saved by new measures.

Instead of having each diver rinsing the leased material after each dive, employees clean the material when the material is returned at the end of the vacation.

## **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 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.*

### **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 productions and handicrafts.
- Encourage team members to volunteer.
- Identify and support registered local and international charities.
- Support and empower countries and communities we are in for self help.

## **Key Performance Indications (KPIs')**

### **Quality Team**

Weekly cleaning the area around the hotel with a radius of 1 Km from the beach till the main road

### **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 Shirts 1753 , Trousers 2015 , Blouse 856 , Short 732, Baby cloth 325 , Child Cloth 668 and Shoes 534 plus 150 Kg Clothes in our stores haven't sorted yet . all the mentioned was distributed for Resala Charitable, El Refaei Charitable & El Quseir Church

### **Orphan Day**

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

### **Habitat for Humanity**

- Collecting money from guest for Habitat initiative.
- Amount of money collected till year to date EGP 85,580.00 which built 12 houses

**Out of Order Linen**

- Fixing out of order bed sheets and distributing to El Quseir Hospital.
- 150 bed sheets were distributed to Quseir Hospital.

**Ramadan Iftar for Quseir People**

- Cooperation with Resala Social Association for preparing 25 iftar meals daily.
- 750 meals during the month of Ramadan.

## **Employer Sustainability (trust, fairness & transparency)**

### ***Policy***

*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.*

### **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 (KPIs’)**

#### **The wall of inspiration**

The wall of inspiration is a large white board located in the back of house area to collect our talent ideas and suggestions to improve our sustainability contribution as well as the quality of service. We work with post-it notes .By reading them, every one becomes enthusiastic to react and to come up with ideas themselves. If there are too many notes, they will be categorized and analyzed by L&D manager. Choose a winning contributor to the wall of inspiration every quarter. A continuing success.

#### **Nursery for hotel employees’ children**

The hotel 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 17 children in El Qusier Learning & Development Center.

#### **Employees’ Activities**

Being 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 volley ball matches interdepartmental competition, guest participate and management-team member.

### **Sustainability Workshop**

65% of our employees participate in sustainability work shop and create a lot of idea to be implemented in three fields of Sustainability.

### **Employment Loyalty**

- 70% of HODs are local.
- Turn over percentage YTD is 0.68 at 2011 compared by last year 1.48.
- Total number of employees are 306 , 85 employees work with us more than 15 years , 54 employees above 10 years and 47 above 5 years which means 60 % of our employees are above 5 years.
- Total Egyptian employees are 294 out of 289 and 142 employees from El Qusier itself
- We have 5 handicapped employees.
- 150 employees from El Qusier, housing allowances are provided.

### **Learning & Development**

- 6 trainees from the German Schools in El Gouna, The hotel is paying all the study expenses as well as offers a practical study within the entire hotel operational department.
- Cross training & cross Exposures are being offered to the talented employees. 25 employees completed their cross training program internally well as 3 employees completed it externally last year.
- Total training hours for off Job training only 700 hours YTD (2010) and total trainees are 800 YTD.
- Task force, Training manager participated in the opening of Mövenpick Accra/ Ghana and also another Task force in El Sokhna.
- Assistant Reservation Manager spent one month task force in MP El Sokhna.
- We hosted the personal assistant of GM Mauritius to cross train at L&D department the promoted as Training Coordinator.
- EAM went to Mövenpick Resort El Sokhna in a task force as GM during September & October 2011.

### **Welcoming & fare willing with a personal Touch**

Created keys chain for the 7 hospitality keys plus welcome pack with personal touch for welcoming our newcomers as well as a farewell party with HODs & GM for resigned people.

### **HR& L&D recognition program**

- The best departmental trainer is acknowledged monthly based on his/her performance against the L&D monthly audit.
- Cherished employees who collected the most valuable guest preferences.
- Special Health insurance with El Gouna Hospital for all employees.
- Annual Party with valuable prizes.
- Employee of the month with financial prize.
- Best Groomed Competition.

### **Quality**

- Mövenpick is highly interested in quality; it is one of our values and strategic objectives, Quality for us means.
- 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, VEOS , Green Globe plus , Trip Advisor , internal actions such as internal audit with check list , ten minutes training daily , monthly meeting of quality assurance.
- Guest satisfaction index to achieve 60 % (2011) compared by 56 % (2010) last year.
- Food Hygiene & Sanitation – to get HACCP certificate by 2011.