

FLAMENCO BEACH AND RESORT GOES GREEN



Sustainability Progress Report





Sustainability Progress Report 2023



TABLE OF CONTENTS

Introduction

Management Statement

Sustainability Policies

SUSTAINABLE MANAGEMENT OBJECTIVES AND RESULTS

1. Waste Management (liquid & solid)
2. Energy Saving
3. Water Saving
4. Pollution Control & Prevention (air, water, soil)
5. Social Responsibility
6. Local Community Support
7. Personnel Status
8. Health, Safety & Wellness
9. Guest Communication & Awareness
10. Awards & Recognition

Sustainability Report 2023 | Flamenco Beach & Resort | The management of Flamenco Beach & Resort launched the implementation of the international 'Travelife' Sustainable Management System in 2013



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Introduction

The management of Flamenco Hotels & Resort launched the implementation of the international 'Travelife' Sustainable Management System in the year 2013. Aiming to incorporate a sustainable basis in the hotel's operation and development. It was the result of the Hotel's commitment to offer high quality services and respect the cultural and natural environment of the local destination in conjunction with the recognition of the increased concern about social and environmental issues by guests and tourist partners. A sustainable policy was developed and a professional ECO-audit was conducted by a specialized external 'Travelife' consultant. Areas of improvements were identified and the best possible practices applied to achieve measurable goals according to the Sustainability Policy commitments. Since 2013, results have been kept regularly. Follow up inspection as well as improvement measures are conducted twice a year. A sustainable management coordinator was assigned together with a "green team"

Management Statement



Herbert Damboeck

Hotel Manager

Flamenco Beach

& Resort Hotel

"Dear Friends and Colleagues,

The current state of the natural & human environment challenges the future of our world and requires immediate action. The last years we, at the Flamenco Beach and Resort Hotels, are actively working to be the change we wish to see in the world. The purpose of this report is to inform you about our efforts and results during this journey and to evaluate their meaningful contribution to the resorts' quality and social responsible profile. We are learning from our implemented responsibilities to preserve nature and habitats. As we are going deeper in the understanding of our daily operation's connection with the natural and social environment of the destination, we realize that there is always room for improvement. The coming years, we are committed to achieve better results with the involvement of our staff, guests, partners, suppliers, aiming to generate values for the destination and the local community as well as to strengthen the economical pillar of our hotel's sustainability performance.



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Sustainability Policies

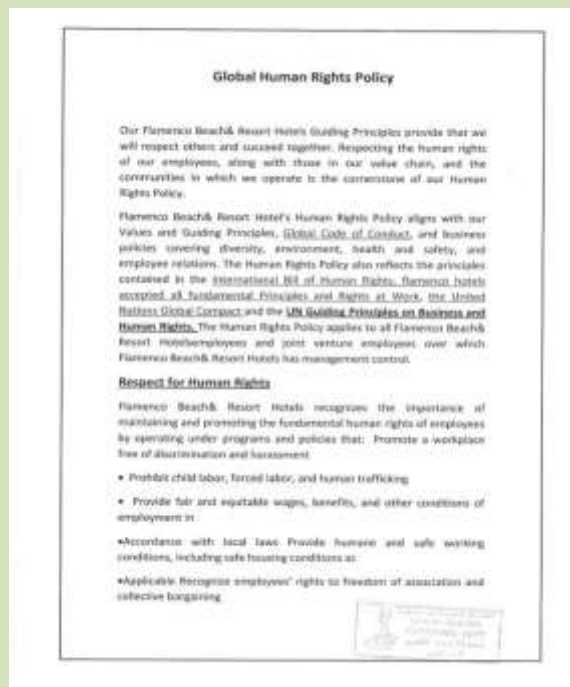
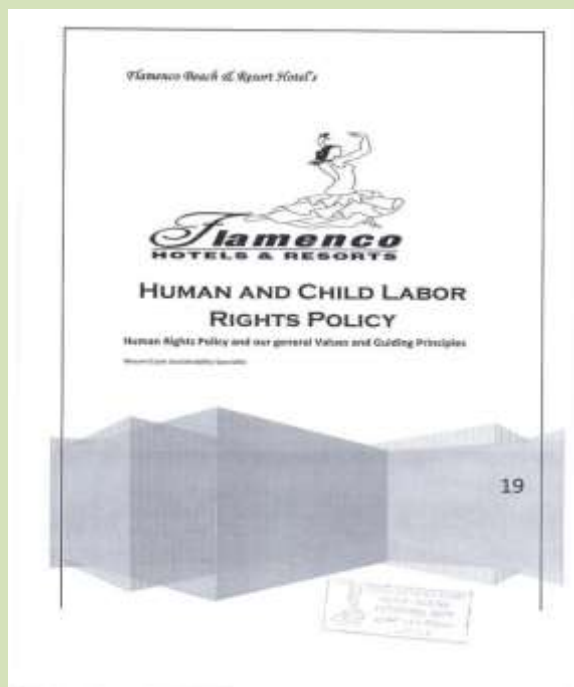
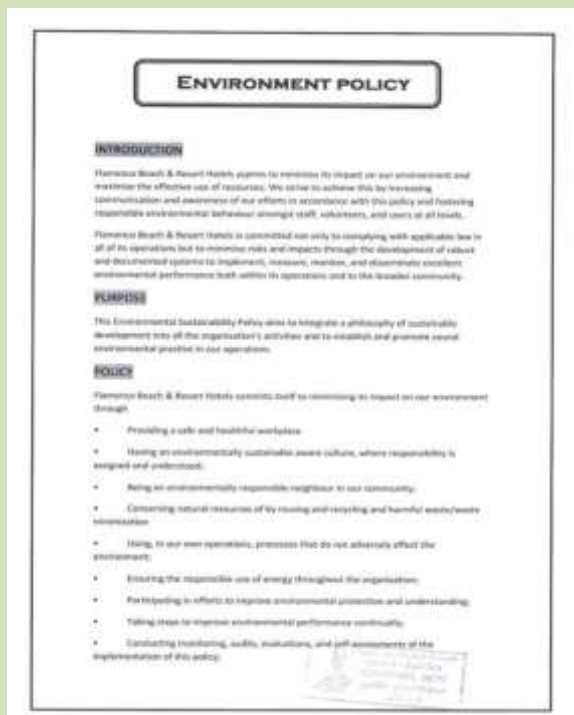
They include the basic principles and guidelines of sustainability, for environmental protection, personnel management and social responsibility which Flamenco Beach & Resort Hotel sustainable management abides. They were established in 2013 and renewed in September 2022. Flamenco Beach & Resort Policies Objectives:

- Reduce the operation's impact on the environment by improved water/energy/waste management and the application of an improved environmental friendly purchasing policy
- To meet local, regional and national legislation
- Operate more efficient and reduce costs by improving monitoring the above mentioned aspects according to annual turnover
- Operate with respect towards the hotel's staff and the local destination
- Operate in compliance with the required Health & Safety principals adding an additional value to the offered quality services
- Keep up with competitors and offer guests a sustainable holiday environment to stay in.



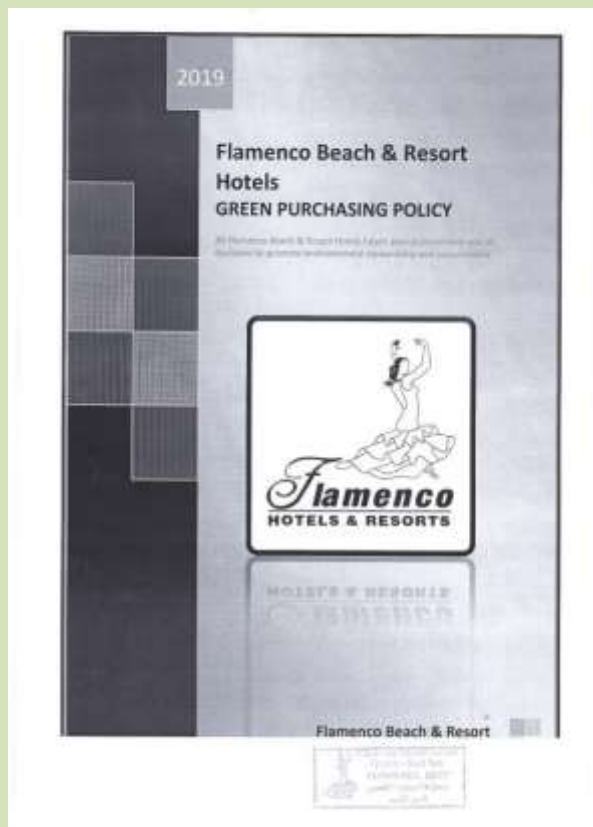


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1 Waste Management (liquid & solid)

Objective: To reduce waste production and to minimize the relative pollution of natural resources (water and soil.)

Liquid Waste (waste water):

The Flamenco Beach & Resort Hotels operates its private sewage-treatment plant. The unit is based on a three-stage process with active silt and a ventilation system with specific filters allowing part of the “final” wastewater to be used for irrigation purposes including sprinklers. A secured underground disposal slash tank is used to store the rest of the treated last wastewater as to avoid the pollution of the underground water. The Flamenco Beach and Resort contracted licensed company to removes the remains from the tank monthly including cleaning. A daily inspection of the unit’s proper operation is conducted by the hotel’s maintenance department and chemicals and microbiological tests are performed regularly by an accredited private laboratory.



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Sewage
plant

Clear water
production for
Irrigation



Solid Waste Management:

Objective: Garbage separation in the production and public areas of the property for solid waste reductions. Environmental friendly purchasing principles are in place where it is possible.

Measurable Goals by end of 2023 should be confirm with the goals • 10% increase of returnable packaging • 60% reduce of disposable/single-use items • 50% decrease of plastic bags, bottles and cups • Used cooking oil recycling and packaging recycling 100% • Hazardous waste recycling, 80% out of the 100% that should be applied annually.

The waste management procedures and recycling infrastructure in the local and regional area are still in a developing stage. Some positive measures were taken in all shops and for hotels in 2023 to reduce plastic bags and bottles. Apart from daily life consumptions, tourism, especially during the high season continually increases the quantity of waste production. On the other hand, the capacity of the available landfill decreases, which leads to enormous difficulties in waste collection and disposal increasing the threat of natural resources pollution. The hotel's financial contribution to the Municipalities waste management system is not affected by their relative waste production. Measuring waste generated per year has become one of the objectives of the hotel's sustainable management. Also recycling is an integral part of the Flamenco Beach & Resort policy reducing waste wherever possible.

1. The discontinuation of purchasing disposable items such as cocktail decorations, cups, plates, glasses and, wherever their use is necessary, biodegradable or reusable products were preferred

2. Paper cups are purchased to reduce one way plastic cups (to go cups)





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Garbage separation in public areas



Garbage pickup car with separation box



- 3. Cotton bags are offered for purchase in the hotel to avoid carrying plastic bags in the hotel property
- 4. Increased use of acrylic glasses and paper cups in all the F&B open areal outlets to reduce paper and one way plastic cup.



14 Water refill stations are placed in all hotel floors, lobby, outside area, in staff accommodations and all bars



5. In compliance with Red Sea legislation the hotel has a contract with the city government to remove our garbage the city council has a recycling plan for these materials.

6 The supply companies for hazardous waste such as, energy saving light bulbs, electrical & electronic equipment, ink cartridges, rechargeable batteries, lubricants, tires and used cooking oils are picking up the used products.



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2 Energy Saving

Objective: The Flamenco Beach & Resort Hotel efforts are oriented towards improving energy efficiency. To reduce non-renewable energy consumption without affecting the service quality.

Energy is a very important and costly factor for any hotel operation. Electricity is the main energy source for almost all Hotels' facilities and services. Oil is used complimentary only as soon the power supply is cut off from the main supplier. Solar energy is used for water heating. For this purpose, the following technologies and measures were implemented in the Flamenco Beach and Resort Hotel to save energy.



The Owning Company from Flamenco Beach and Resort Hotel has invested in a new high tec. desalination plant which is producing more water with less power consumption.

Old pump production	170m3	amp 150
New pump production	220m3	amp 55

Global environmental problems are directly related to the burning of fossil fuels for the supply of our energy needs.

Measurable Goals 2022/2023

5% overall energy reduction per day per room KW

2022 amp 50 2023 amp 47

5% overall water reduction per day per room m3

2022 0,8 2023 0,75

1100 Energy-saving lamps (60amp change to 5 amp) in all the hotel public areas, rooms, and external grounds. The use of these lamps accounts for 80% of total lighting needs. Additionally, timer switches are used in all interior and exterior spaces.

- Air-conditioning is switched off when opening windows or doors from rooms and is set to 21c. The chiller motor is stopping automatically when the water is reaching 6c and is starting to work when exceeding 12c.



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- Gas is a natural resource in Egypt. It was decided early 2019 to connect and operate most of the equipment in the kitchen and Laundry with gas instead of using electricity.
- Improve insulation of pipes containing hot/cold fluids
- Improve burner/boiler maintenance, control and performance measurements by external accredited technician
- Regular repair and maintenance from a contracted company is taking place twice per year, permanent monitoring from consumption is performed.
- Trainings for the above points are hold in all related departments to assure that all staff adopts energy saving actions into their daily activities.

3 Water Saving

Objective: To reduce water consumption and alleviate the hotel's water supplies.

Most of the Red Sea Regions like El Quseir typically face water shortage problems, especially during the summer period, due to increased tourism and daily human activities. Thus sustainable development requires concise planning and proper management in the use of the daily produced water. During the year 2023 a new High Tec Desalination Plant from Salino Company was installed to increase the production of water. The Flamenco Beach and Resort Hotel has implemented the following practices in order to achieve the 5% less consumption per guest goal:



- Water save sticker has been placed into the guest shower and bath rooms



- Guest info sticker to minimize water consumption and towel change, reducing laundry and thus save on the use of water and detergents.



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- Automatic underground irrigation systems have been installed to ensure that watering is performed with the least possible waste of water.
- Treated wastewater is used for hotel garden irrigation.

- Regular maintenance checks in order to repair faults and leaks as soon as they occur



- Training of the housekeeping and kitchen staff to ensure the reasonable use of water during their daily.

4 Pollution Control & Prevention

Objective: To apply all necessary measures and guidelines for avoiding and reducing harmful gas and liquid emissions in the environment.

The Flamenco Beach and Resort Hotel operates in a coastal area, thus it is in their benefit to protect the natural resources as well as to ensure the quality of water (marine and fresh) and soil, the main components of the coastal ecosystem.

1. Regular chemical/microbiological analysis of drinking, pool and treated waste water throughout the year by a private accredited Laboratory.
2. Apart from the substances that have been recorded under law as hazardous, there are a number of products used in the hotels' operations that can become hazardous if mishandled or disposed improperly. The Flamenco Beach and Resort Hotel established a recycling program to collect and safely dispose all recyclable hazardous wastes and a better management (MSDS check & filing, control use and storage) of other chemical products such as disinfectants, pool chemicals, paints, varnishes & solvents, detergents, etc.
3. Preference is given to oxygen based bleaching products and less acidic salt removers (e.g. citric acid and vinegar instead of phosphoric acid, etc.) as well as detergents that demand less water for their



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rinsing. The Hotel is has contracted International silenced Companies such as Diversey to supply chemicals in all areas.

Hazardous chemical list with ingredients and consumption from the agriculture department.

5 Social Responsibilities

Objective: Support the local community whereas promoting and preserving local culture and traditions. In addition, we work to provide a healthy, safe and fair environment for our employees and guests; increasing awareness amongst them, our partners, locals and other members of the tourism industry.

Goals by 2023: Increase F&B show activities by 20%



- To increase local and international dishes of the total F&B menu offerings, purchasing fresh regional market products from the season accompanied by chef garden herbs and flowers



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• The Flamenco Beach and Resort Owning Company has contracted in 2019 a luxury wellness company operating the Health Club and SPA to improve the wellness SPA services. Not animal tested herbal oils and creams used are environmental friendly oriented and from the region.

- To improve guest information to participate festivals, culture & natural heritage

What is Ramadan?

Ramadan is the ninth month of the Islamic lunar calendar. Every day during this month, Muslims around the world spend the daylight hours in a complete fast. Fasting is not merely physical, but is rather the total commitment of the person's body and soul to the spirit of the fast.

Each day before dawn, Muslims observe a pre-fast meal called Sohour. At sunset, families take the fast-breaking meal known as Iftar

During the blessed month of Ramadan, Muslims all over the world abstain from food, drink, and other physical As a time to purify the soul, refocus attention on God, needs during the daylight hours from sunrise to sunset... just not eating and drinking. "**fasting**" literally means "to drink, but from evil actions, thoughts and words.

21:30

and practice self-sacrifice, Ramadan is much more than refrain" - and it means not only refraining from food and



Happy Ramadan

Iftar
Served daily at the Flamenco Beach Buffet

Sohour
From 18:30 till
Served daily at the Carmen Lounge

Ramadan Café at the Alibaba Tent

From midnight till 03:00am

Coffee, Shisha, Drinks, Dessert,
Entertainment
From 20:00 onwards



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Local Community Support

Applied Actions and respective results and certificates for 2023 are listed below.

- Donations, sponsorships and memberships in the areas of social, cultural and environmental protection are documented in the below table.

- 1 The Flamenco Beach and Resort Hotel has permanently 2 rooms available to host regional Doctor's for free. Room rate LE 2300
- 2 Government business lunch has take place 4 tomes this year. Total guests 40, LE 12000
- 3 Annual Iftar Ramadan free food and beverages for local community Total guest 150, LE 13000



Certificate from the Secondary Industry School for girls



Secondary School class picture 2023



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7 Personnel Status

As an employer, the Flamenco Beach and Resort Hotel shares a great reputation in the local tourism market due to the following reasons:

- Constant support of the local economy by creating employment opportunities with paying salaries and taxes LE 450.000 and Insurance 1000.000,00. The total annual payroll is approximately LE 400000, 00
- To create a work environment free of discrimination or harassment, offering equal employment opportunities to all staff qualified to work.

Flamenco Beach & Resort Hotels prohibits any type of discrimination or harassment based on age, race, sex, color, national origin, religion, gender identity, disability, sexual orientation, pregnancy status, or any other status protected by applicable law.

- Employment comparison 2022/ 2023

DEMOGRAPHIC STATUS EMPLOYEES 2022

Total Employees 171
110 Local, 60 Regional, 1 Foreigners
160 Male 4 Female 7 Handicaps

DEMOGRAPHIC STATUS EMPLOYEES 2023

Total Employees 184
117 Local, 62 Regional, 1 Foreigner
171 Male 6 Female 7 Handicaps

- During the high tourism period, the amount of full time employees makes 100%; 3 part time employees are permanently working: 1 Nurse, 1 Hygiene and Safety Trainer and 1 Industrial Safety
- The hotel has a turnover rate in personnel of 15 %. A number which is below the average in many resort properties in the region.
- A pleasant and fair working environment is better ensured by listening to the opinion of all our staff and taking into consideration future actions based on the departmental opinion survey. The Human Resources Department conducts Department meetings to collect essential points from employees, discussed the hotel's management. This aims towards staff satisfaction and to solve problems before time.
- During the summer season, around 20 young students are on training from Hotel, Tourism and Industrial Schools.



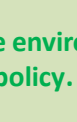
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- Internal departmental meetings are held by the managers of each department to inform all relative staff regarding the hotel’s daily operation.

Restaurants and Bars 15 Minute Training

 Food Beverage area Washbasin Guidelines - Washbasin that is covered when not in use - Washbasin should be cleaned regularly - Washbasin should be covered when not in use	 Responsibility of service - Greeting, smiling, beverage order, food order, and so on - Washbasin, cleaning, wipe the glass	 Breakfast Menu - Cleaning, presentation, food order, and so on - Washbasin, cleaning, wipe the glass	 Menu - Presentation of food, food order, and so on - Washbasin, cleaning, wipe the glass	 Responsibility of service - Greeting, smiling, beverage order, food order, and so on - Washbasin, cleaning, wipe the glass	 Top setting - Arranging, cleaning, wiping, and so on - Washbasin, cleaning, wipe the glass
 Clean as you go - Clean as you go - Washbasin, cleaning, wipe the glass	 Wine bottles - Presentation, food order, and so on - Washbasin, cleaning, wipe the glass	 Responsibility of service - Greeting, smiling, beverage order, food order, and so on - Washbasin, cleaning, wipe the glass	 Responsibility of service - Greeting, smiling, beverage order, food order, and so on - Washbasin, cleaning, wipe the glass	 Food and Beverage - Presentation, food order, and so on - Washbasin, cleaning, wipe the glass	 Responsibility of service - Greeting, smiling, beverage order, food order, and so on - Washbasin, cleaning, wipe the glass
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8 Health, Safety & Wellness

Ensuring a healthy and safe environment for our guests and staff is among the core goals of our Quality and Sustainability policy.



In the past and now we conducted several Health & Safety audit to define the areas of improvement and additional implementation all over the hotels’ areas and services. A Safety policy was developed stipulating that the hotel must maintain its health and safety system with specific measures, committees, staff training and practical review of the effectiveness and reporting. The system is implemented and monitored by the maintenance and human resources management. We will continue to improve our performance to ensure our hotel is safe for each of our employees and guests.



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- The Flamenco Beach and Resort Hotel has accredited a food hygiene and safety manager to support the hotel operation in all the hotel's bars & restaurants and hygiene training.
- Hotel SPA: the products used are ECO friendly.
- Operating License and Fire Safety Certificate for all hotel infrastructure is available.
- Application of safety measures and regular laboratory tests to minimize the risk of legionella bacterium development.
- The Flamenco Beach and Resort Hotel has contracted a nurse to guarantee the highest level of health and safety for all guests and employees. A practical Doctor is doctor 24h stand by available for the Hotel guests and employees. The Hotel has its own examination room.
- All food handling staff is examined and certified.

9 Guest Communication & Awareness

Objective: To motivate our guests to share responsibility for their holiday's destination as well as, to inform about our actions and earn their recognition for every award which is achieved.

- The Flamenco Beach and Resort Hotel is rated from International Rating Sites (Holiday Check, Trip adviser, Booking.Com.) Due to constant improvement in the hotel the rating has significantly increased with over 100%.

2023 Holiday Check results and Profile Visits actual

#6 of 51 hotels in your city
#34 of 198 hotels in your region
Room Nights 819/Guest 137
Suns 5.2 of 6.0 / 91%

Holiday Check results and Profile Visits compare with past 6 month

#9 of 30 hotels in your city
#35 of 131 hotels in your region
Room Nights 611/Guest 111
5.1 / 6.0 / 91%

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To increase sustainability knowledge and awareness among hotel staff, guests and locals by organizing specialized activities, various environmental activities inside the hotel and support the conservation of local nature.

- Interactive / Experiential Activity



A beach up cleaning, within the framework of the environmental awareness is organized monthly by the Hotel Management Team. Bags with plastic remains along the coastal area beside the Flamenco Beach Resort Hotel was collected by the by the hotel guests and staff. Weekly guest cocktail with environment awareness speech.

- Display of Environmental policy in the lobby, guest area, and activities from Flamenco Beach and Resort and business partner Diving DE.



The Environmental Policy established from the Flamenco Beach and Resort includes all local and regional legislation and is clearly posted in the hotel lobby.



The hotels business partner Diving DE is selling environmental friendly bags, supporting with the collected money the organization www.theoceancleanup.com



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9 Awards & Recognitions

Travelife Gold award 2015/2017/2019/2021

Recommendation on Holiday Check 2019/2023/2023

Fisher Travel Outstanding Customer Feedback 2018/2019

Trip Adviser recommended hotel 2012/2022/2023

L Tour travel award Palme 2009

Thomas Cook Marque of Excellence 2006/2007

Wohlfuehlhotel Category Club – Tauchen 2002



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What will we do 2023?

- Reduce the electricity, water and gas consumption by best possible 5% per room per day.

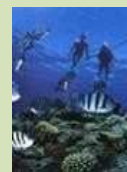
	2021	2022	2023
Electricity amp	62	42	33
Water m3	1.46	0.83	0.82
Gas	0.01	0.01	0.01

- Improve information and training packs for sustainability issues such as climate change, sustainable food, Human rights, etc. Strengthen the hotel's external marketing based on its solid sustainability profile
- Improve in-house marketing and awareness. Print the Flamenco Hotel and Resort Green Booklet for all rooms
- Flamenco Hotel and Resort Green Team conduct on regular bases an energy, diesel, HLP meeting and share with the staff, file minutes.
- Improve measurement goals regarding water, energy saving and recycling Improve hazardous substances record and monitoring system Introduce green-cultural interactive activities for adults and children.
- Install an efficient preventive maintenance system to save water changing water saving shower heads, set the toilet flush with lower capacity, and implement the 2nd day policy for bead linen and beach towel cleaning
- Work on sustainable Food and Beverage offerings

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Flamenco
BEACH & RESORT