

ROBINSON® CLUB SOMA BAY

Community Policy Statement

The managers and owners of hotel ROBINSON CLUB Soma Bay share the commitment to ensure relationships between ROBINSON CLUB Soma Bay and the local community and its business. ROBINSON CLUB Soma Bay ensures its social and economic impacts are positive and beneficial to the local community wherever possible. ROBINSON CLUB Soma Bay also strives to minimize and eliminates instances of negative impacts.

Our Community Policy and primary goals are therefore as follows:

1. Certification

In order to satisfy broader sustainability criteria including the socio-economic impacts and staff welfare, Travelife Gold have been achieved by ROBINSON Club Soma Bay 2012, 2014 as well as ISO 14001, ECO Resort and TUI Environmental Championship for several years.

2. Promotion of Responsible Tourism in the Area

ROBINSON CLUB Soma Bay is member of the HEPCA, Soma Bay Environmental Forum and Egypt Hotel Association. Through this forum, we are able to promote and improve greater economic and social benefits for the residential and business community. The Hotel also works with local schools and colleges upon request to provide accommodation and where possible, work experience opportunities.

3. Purchasing

ROBINSON CLUB Soma Bay purchases and promotes produce from the local area, whilst ensuring that quality of food does not compromise the comfort of our guests. This will help reduce CO₂ emissions from transportation of products from international destinations. Wherever possible, we pay our suppliers within the credit terms they request. Whenever possible, we buy in bulk to avoid waste.

4. Employment

The hotel recognizes the importance of recruiting local people as preferred employees understanding that the majority of wages will therefore be spent locally, providing secondary economic benefit to other business in the community. Additionally, it encourages local residents to stay within the community, rather than seeking employment outside of the community. We believe

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this policy helps preserve the vital community fabric that forms part of our unique hospitality product in ROBINSON CLUB Soma Bay.

5. Donations and Charity

It is policy of ROBINSON Club Soma Bay that whenever items such as furniture or linen that is no longer suitable for use within the hotel, to local organizations that may benefit from them (e.g. schools, local hospitals, community groups, etc). The hotel also carefully considers how it may help the local community by the provision of in-kind support such as auction prizes, etc.

Odysseas Michailidis
General Manager

Ulrich Thöne
Deputy General Manager

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Human Resource Management Policy Statement

It is the shared commitment of the management and owners of Hotel ROBINSON Club Soma Bay to ensure that all our employees are afforded excellent possible working conditions at all times. We believe our employees are our greatest assets, and recognize our ethical as well as legal responsibilities to take care of them. We believe that by treating our employees well, they in turn will continue to take the very best care of our customers.

The primary goals therefore related to our human resource management are as follows:

1. Certification

In order to satisfy broader human resource management criteria, Travelife Gold award standard will be achieved by ROBINSON Club Soma Bay since 2010.

2. Recruitment

Hotel ROBINSON Club Soma Bay will ensure that a fair system is in place so that all applicants for available positions are fairly considered. Hotel ROBINSON Club Soma Bay will not discriminate in any way and welcomes applications from all candidates regardless of their race, age, sex, nationality, disability or religion.

3. Contract

Throughout the period of employment, all Hotel ROBINSON Club Soma Bay will have a contract that meets as a minimum the regulations as stipulated by national law.

4. Induction and Training

Hotel ROBINSON Club Soma Bay will ensure that all new employees are provided with appropriate induction and training. This will cover such areas as company philosophy and culture, product knowledge, employee welfare and benefits, health and safety, performance management, etc.

5. Development and Promotion

All employees of Hotel ROBINSON Club Soma Bay will be encouraged to further develop their skills and opportunities for promotion will be provided wherever possible. All employees will have individual objectives, and individual development plans will be agreed with managers/supervisors to review objectives and agree new targets.

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6. Compliance

All employees of Hotel ROBINSON Club Soma Bay got trainings from our crew training manager in charge for compliance. Further we have monthly communication meetings by Mr. Remon Safwat and a communication box which is checked on a regular base. Also a TUI-brochure concerning compliance exists.

7. Career

Open positions are offered primary to the in- house employees. All of the staff is qualified for the position is offered outhouse or via the head office in Hannover. All staff got on a regular base training for improvement so that they have the chance to get a higher position.

Odysseas Michailidis
General Manager

Ulrich Thöne
Deputy General Manager

HEALTH, SAFETY and ENVIRONMENT Policy Statement

The Health and Safety of our employees are of utmost importance to our Company. ROBINSON Club Soma Bay is committed to the administration of a comprehensive program that promotes the health and safety of each of its employees and the environment. Protecting the wellbeing of employees and the public will always take precedence over the desire for expedience.

Safety is a twofold commitment; a partnership wherein both parties share the burden of responsibility and accountability. The success of ROBINSON Club Soma Bay's safety program relies not only on management's commitment to provide a safe work environment, but also on the individual commitment of each employee to uphold safe working practices. Good physical health and a serious safety attitude are key contributions, which employees must make in order to reduce injuries and promote an environment marked by safety consciousness.

ROBINSON Club Soma Bay will continue to do its best to create and provide the necessary programs, information, and environment, which will promote an injury free workplace. Together we can achieve a safe and healthful work environment, which protects the wellbeing of ROBINSON Club Soma Bay's employees, customers, and the environment.

It is the company's policy to establish, maintain and continually improve an effective HSE Management System that complies with ISO 14001.

Odysseas Michailidis
General Manager

Ulrich Thöne
Deputy General Manager

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Purchasing Policy

Dear valued Vendor, Supplier, Contractor to ROBINSON Club Soma Bay,

The ROBINSON Club Soma Bay is committed to purchasing environmentally preferred „Green“ products and services.

Preference is given to both products and services that have a reduced impact on human health and the environment when compared to competing products or services that serve the same purpose. We seek to purchase products with minimized and recyclable packaging and packaging made from at least 50 percent post- consumer materials.

Packaging made of non- recyclable or non- reusable materials. Packaging made of non- recyclable or non- reusable materials is strongly discouraged. We also seek to develop relationship with vendors/contractors who promote environmental stewardship and where unused product and product packaging may be returned to vendors/ contractors for reuse.

ROBINSON Club Soma Bay encourages all vendors/contractors to seek out and secure environmentally preferred products/ practices and will give preference to those vendors/ contractors who are successful in that endeavor.

Documentation that the products, vendors and contractors are environmentally preferred is required, for example:

- “Isis, Ecolab, Kouroum Organic Vines of Egypt, etc.” labeling.
- Product labeling indication the extent of post- consumer recycled components.
- Product recycling labeling.
- Product Material Safety Data Sheets (MSDS).
- Letters from manufacturers stating why their product(s) are environmentally preferable.
- Letters from Vendors and contractors explaining their environmental efforts and stewardship.
- Articles or letters from nonprofit environmental organizations that support / promote products, vendors or contractors.
- Written Environmental Management Plans from vendors or contractors.

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Exceptions to this purchasing preference will be made under the following conditions:

1. The environmentally preferred product/ service is not available at a reasonable price.
2. The environmentally preferred product/service is not available within a reasonable time frame.
3. The environmentally preferred product/service does not meet appropriate performance standards, e.g. Guest service. The product/service must uphold ROBINSON Club Soma Bay high quality of guest service.

Thank you for your attention to this policy. Your assistance will help ROBINSON Club Soma Bay meet or exceed our greening and sustainability goals.

Odysseas Michailidis
General Manager

Ulrich Thöne
Deputy General Manager

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Social Policy

The Community Policy Statement and all his actions of ROBINSON Club Soma Bay share the commitment to ensure positive relationships between the hotel and the local community and its businesses.

ROBINSON Club Soma Bay ensures its social and economic impacts are positive and beneficial to the local community wherever possible. Hotel ROBINSON Club Soma Bay also strives to minimize and eliminates instances of negative impacts. Our Community Policy and primary goals are as follows:

1. Certification:

In order to satisfy broader sustainability criteria including the socio- economic impacts and staff welfare certifications like Travelife Gold, Gallup Award, ECO Resort, ISO 14001 was reached, exposed and communicated to the employees and guests by us - ROBINSON Club Soma Bay.

2. Promotion of Responsible Tourism in the Area:

ROBINSON Club Soma Bay is a member of the “Soma Bay Environmental Forum” and member of the “Egypt Hotel Association”, “Tourism Union” and HEPCA. Through these forums we are able to promote and improve greater economic and social benefits for the residential and business community. The Hotel also works with local schools, common councils of Safaga and Hurghada, or the children orphanages in Qena and Nagaa’ Hammadi together. We provide these local organizations work experi- ence opportunities, donations and invitations to our facilities.

3. Purchasing:

ROBINSON Club Soma Bay purchases and promotes products from the local area, whilst ensuring that quality of food does not compromise the comfort of our guests. This helps reducing CO₂ emissions from transportation of products from international providers. Wherever possible, we pay our suppliers within the credit terms they request. Whenever possible, we buy in bulks to avoid waste.

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4. Employment:

ROBINSON Club Soma Bay recognizes the importance of recruiting local people as preferred employees. This increases the likelihood of money being spent in the local community.

Additionally, it encourages local residents to stay within the community, rather than seeking employment outside of the community. This policy preserves our destination and makes it more attractive to our guests.

5. Donations and Charity:

ROBINSON Club Soma Bay donates items and equipment (like, computers, dishes, bed linens, clothing, and mattresses) that is no longer suitable for use within the hotel, to local organizations that may benefit from them.

6. Open for local communities:

ROBINSON Club Soma Bay aims to improve its local community relationships by selling local products in our shops and allowing use of our onsite sports ground to local people.

Odyseas Michailidis
General Manager

Ulrich Thöne
Deputy General Manager

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Sustainability Policy

A balanced link between economic goals on the one hand and social and ecological needs on the other is one of the fundamentals of sustainable economic success. In the Robinson Club Soma Bay responsibility for the society, employees and the environment represents an important guideline for corporate actions both in strategic planning as well as in day- to- day business has been taken.

Environment, nature and ecological responsibility
Strategic Cooperation

Robinson Club Soma Bay activities supporting sustainable development and nature and environmental protection focus on dialogue and cooperation. Robinson Club Soma Bay is actively involved in numerous committees promoting national (HEPCA, School- Project) and international (Reef Check, TUI EcoResort), dialogue on the important topic of sustainability. Within the framework of local Agenda 21 and international conventions, such as the Convention on Biological Diversity (CBD), we cooperate with various interest groups to discuss the opportunities and duties involving sustainable development, and to combine forces and develop and implement strategic solutions (Robinson Environment Management).

Cooperation and the exchange of information with cooperation partners in our holiday destinations, provides us with valuable information on local environmental problems and highlight any potential or existing conflicts of interest between nature protection and tourism. We acquire valuable feedback and joint means of finding solutions, not to mention competent support in the planning and implementation of nature protection projects complying with the principles of sustainable development. This form of cooperation boosts the ability of all involved to achieve the desired goals and is therefore an important facet of the Robinson Club Soma Bay.

Employees: In the World of TUI the focus is on people

We rely on our well trained and highly motivated employees, for only through their hard work and dedication was it possible for our Hotel to consider the needs of our guests as well as the needs of nature above and under water. After all, holidays as a product are a pure service, and the quality of holidays as such depends on these people, who time and again give all they've got. With an overwhelming commitment these people in the Group face up to the challenges that are presented every day in a dynamic company.

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Robinson Club Soma Bay social commitment

Putting a smile on people's faces – this is not only an important part of our corporate philosophy but also our mission towards society, which we fulfill with a high degree of commitment.

Social responsibility is for Robinson Club Soma Bay, an important part of business dealings, and this applies to strategic operations as well as to everyday business.

The focus of our commitment is on the support of children and young people as well as supporting charitable projects in education.

General commitment

The Robinson Club Soma Bay Management believes in the following action guidelines:

- We undertake to treat all departments in a manner fitting to the principle of sustainability and to orient ourselves in our actions based on recognized national and international guidelines and agreements.
- We are prepared to invest our know-how in the interests of sustainable business operations.
- We want to pro-actively shape at an early stage the political decision-making process as regards sustainable development by working out concrete and innovative solution strategies.
- Transparency and open dialogue are part of our understanding of sustainable development.
- We support the initiative and innovative power of business for sustainable development.
- We want to expand our know-how within the area of sustainable development and as an active partner support and accompany other companies, private households and public offices in achieving more sustainability.

Within the spirit of these guidelines we want carrying out suitable concepts and methodical action, to help open up for the present as well as future generation fair opportunities for development and an existence worth living in a safe future.

Robinson Club Soma Bay environmental principles

Avoidance..., Reduction..., Utilization..., Care..., Communication..., Understanding... The Robinson Club Soma Bay environmental commitment in six words to minimize its environmental impacts:

Avoidance...

Portion packaging, yoghurt cartons, cans, plastic bottles and bags are incompatible with the Robinson Club Soma Bay philosophy. Food is bought locally, avoiding unnecessary transport packaging and guaranteeing fresh produce. The cuisine served benefits and at the same time mountains of plastic waste can be avoided from the outset!

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Reduction...

Saving energy, protecting precious resources and still enjoying every comfort: From eco-prelatures to moisture sensor systems to LED technology, modern technique make possible to reduce water and electricity consumption.

Utilization...

From cardboard packaging to the crates used for the fresh fruit and vegetables delivered daily – all raw materials are collected and re-used or recycled. The water from bathroom showers is even used for watering gardens.

Care...

The landscape shapes the architecture of buildings; environmentally friendly building materials and a discreet, traditional approach to construction have priority. In the carefully looked after parks and gardens of the club facilities the original vegetation of the region is tended and protected.

Communication...

Encounters between cultures are very important at Robinson Club Soma Bay. In addition to creating jobs for people locally and supporting the local economy and agriculture by purchasing local produce, Robinson Club Soma Bay creates a bridge of understanding to the guest country.

Understanding...

Living with each other - being there for each other. The staff of Robinson Club Soma Bay takes responsibility for ensuring that guests enjoy their holiday as much as expected. They also inform guests extensively about the environmental activities of the Clubs.

Odysseas Michailidis
General Manager

Ulrich Thöne
Deputy General Manager