

Cleopatra Luxury Resort Sharm



Sustainability Report

2026

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Purpose

At Cleopatra Luxury Resort Sharm, we are committed to save our planet and be part of the solution!

At **Cleopatra Luxury Resort Sharm El Sheikh**, we firmly believe that luxury hospitality and rigorous environmental conservation must coexist harmoniously. We are fully dedicated to protecting South Sinai's delicate desert ecosystems, conserving Red Sea marine biodiversity, and driving green hospitality leadership across Egypt.



Executive Environmental Commitments:

- **Regulatory Compliance:** Full compliance with Egyptian Environmental Law 4/1994 and international ESG frameworks.
- **Resource Optimization:** Rigorous daily monitoring of energy, fuel, and freshwater consumption metrics.
- **Pollution Prevention:** Zero single-use plastics, comprehensive waste segregation, and non-hazardous chemical usage.

Both executive management and all associates at Cleopatra Luxury Resort Sharm embrace the structured duty of actively monitoring, controlling, and mitigating our operational environmental footprint. Environmental stewardship is embedded as a foundational objective within our core business strategy.

Scope

The scope of this Sustainability Management Plan (SMP) encompasses all operations, guest facilities, back-of-house departments, and external activities associated with Cleopatra Luxury Resort Sharm. It establishes unified environmental and social standards across all associates, guest touchpoints, suppliers, corporate partners, and resort ownership.

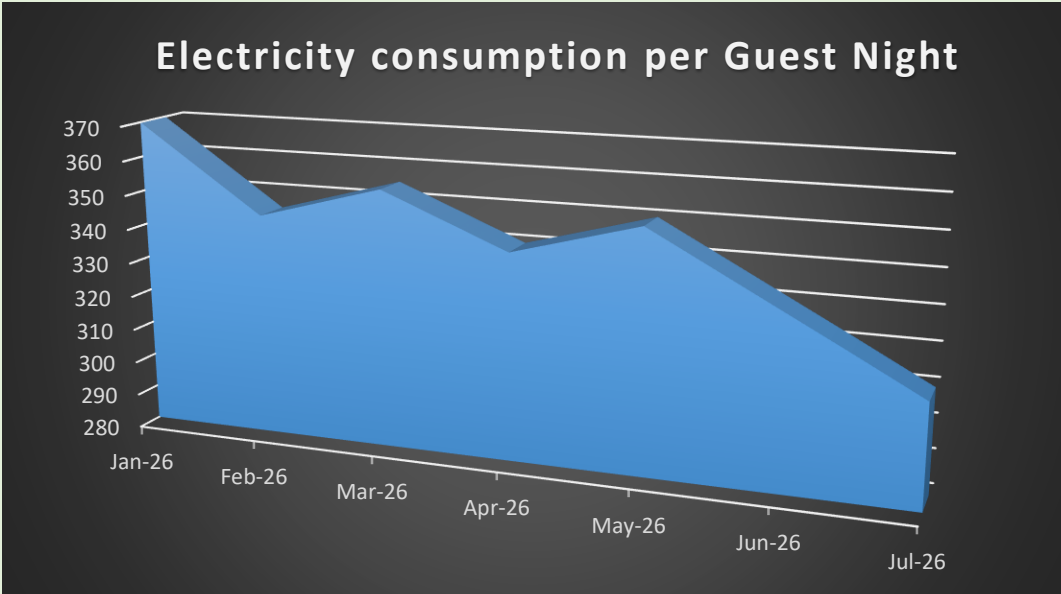




Key Environmental Achievements:

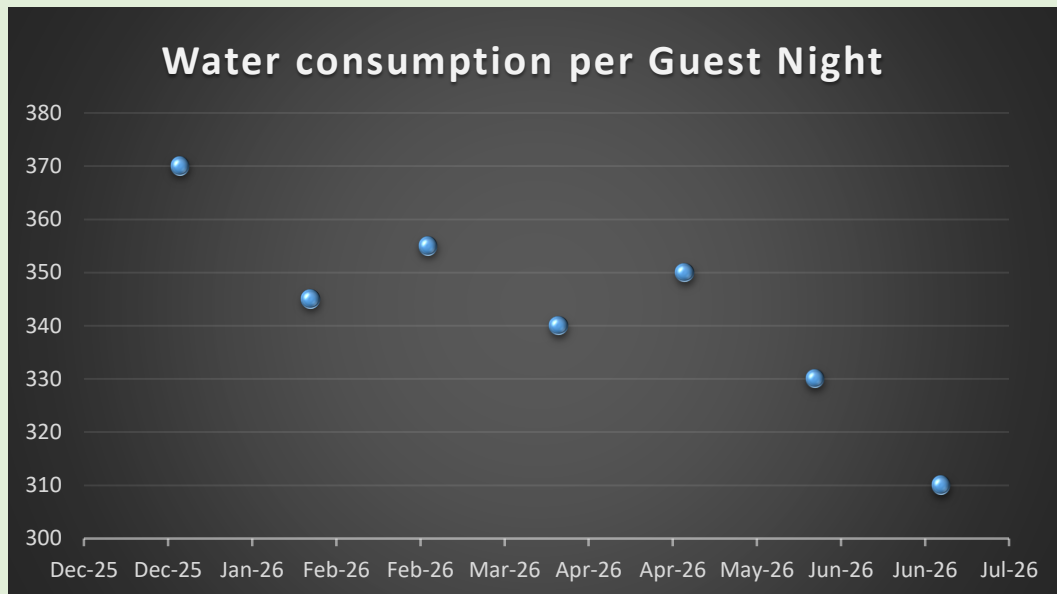
1. Energy Efficiency & Carbon Footprint Reduction:

- Daily technical monitoring shows a consistent downward trajectory in electricity consumption per guest night to less than 35 kWh in 2026. This was accomplished through smart building energy automation, retrofitting 100% LED fixtures across guest rooms and public zones, and optimizing chiller plant efficiency.



2. Water Stewardship & Recycling Infrastructure

Water is a critical natural resource in South Sinai. Cleopatra Luxury Resort Sharm enforces rigorous water management protocols to eliminate leakage and ensure total circularity.



- ✓ At Cleopatra Luxury Resort Sharm Elsheikh, we know that water is a limited but essential resource for life, so years ago we started to develop the code of best practice for its responsible management and use. Today, we continue to work to minimize water wastage and to maximize its reuse through the water saving and recycling systems at our establishment.
- ✓ Efficient water saving measures implemented at Cleopatra Luxury Sharm Elsheikh Resort:
- ✓ Timer Push buttons on the urinals flush Half push button on Toilet flush of room toilets
- ✓ Mixer taps in showers to improve temperature regulation and use water efficient Tap.
- ✓ Water flows: Guestroom and bathroom taps = 4 l/min---Guestroom showers = 8 L/min
- Watering at cooler times of day to reduce evaporation.
- Waste water is treated and reuse in watering the green area inside the hotel
- Periodical inspections of machinery and water distribution devices to prevent leaks and water loss Showers in all refurbished and new-build hotels.
- Native plants to the region except in the areas surrounding pools.
- Drip and sprinkler irrigation with pressure regulators.
- Water-saving toilets (6 L/flush)
- Swimming pools backwash filters operation instructions to save waters we have 6 swimming pools.
- The excessive of sand filters backwash may lead to an increase unsatisfactory water use must therefore follow the following points to be put into consideration in the process of backwash sand filters
 - backwash must be done only when the pressure arrived at 2 bar, but in some cases when the guests present number of swimming pool a few, the backwash daily is necessary and advisable in this case that we do this work from two days to three days, depending on the number of guests.

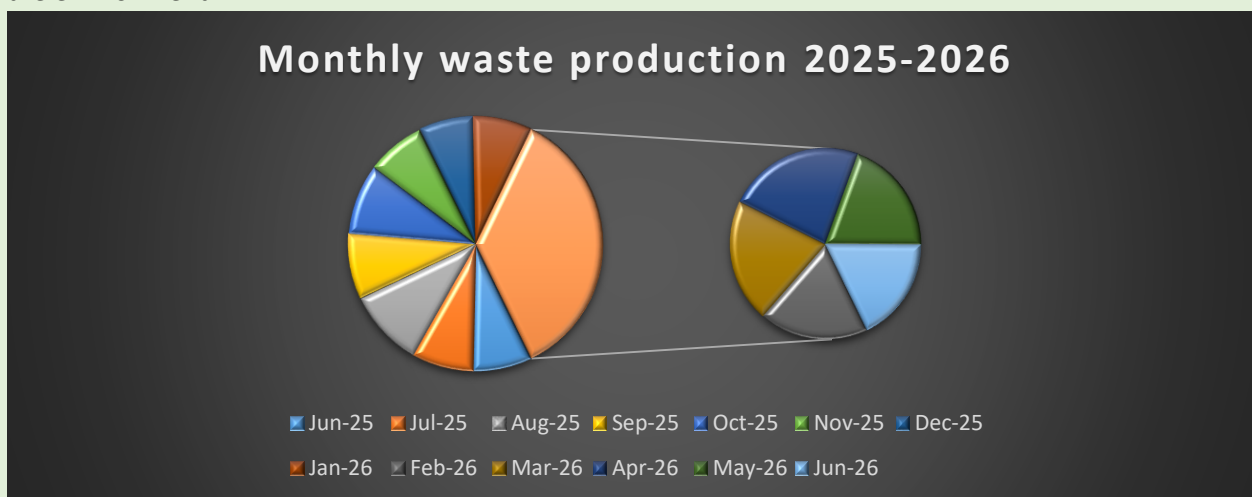
- It is important that the Technical staff who responsible for backwash to avoid significant loss of water does not happen.

3. Waste Minimization & Single-Use Plastic Elimination:

We enforce source segregation across all operational areas to maximize circular waste management.

Single-use plastics have been systematically eradicated across F&B, Housekeeping, and Front Office outlets.

- We reduce the amount of waste we produce as much as possible and we manage it responsibly by separating waste that can be recycled and reprocessed.
- Sustainable measures applied in Cleopatra Luxury Sharm Elsheikh Resort to reduce waste and its impact on the environment:



- ✓ Buying products in bulk, which reduces packaging waste.
- ✓ We select packaging made with recycled or biodegradable materials.
- ✓ The hotel have facilities to separate recyclable waste.
- ✓ A special protocol for the disposal of hazardous waste.
- ✓ Rules regarding the treatment of chemical products, Paint, Solvents, light bulbs and Batteries.
- ✓ There are waste containers in the hotels' communal areas for paper, glass, plastic and biodegradable waste, which allows waste to be classified according to whether it is biodegradable or not.
- ✓ We have installed signs for guests to learn about and follow the hotels' practices.
- ✓ Reducing plastic Waste: Plastic pollution is the accumulation of plastic objects (e.g.: plastic bottles and much more) in the Earth's environment that adversely affects wildlife, wildlife habitat, and humans.
- ✓ We are 'Cleopatra luxury resort starting to share to protect our environmental by internal plan as fellow:-
 - ✓ By using the paper straw (no plastic)
 - ✓ Carton cup food grad (no plastic)
 - ✓ Wooden spoon, fork, knife food grad (no plastic)
 - ✓ Cloth bag (no plastic)
 - ✓ Ice cream carton cup (no plastic)
 - ✓ Water dispenser (to reducing the plastic bottle)
 - ✓ Guest rooms as well no plastic
 - ✓ Separation for all the public area to collect the material

- ✓ We carry out training sessions with our teams regarding recycling and waste management.
- ✓ Arrange Monthly Cleanup day.

We are very aware that sustainability is an ongoing journey; therefore, the Sustainability Management Plan is being reviewed annually.

Our Sustainability Management Plan is supported by the following Policies and Procedures along with other supporting documents:

- ❖ **Health, Safety and Environmental Policy**
- ❖ **Waste Management Plan**
- ❖ **Purchasing Policy**
- ❖ **Recruitment Policy**
- ❖ **Code of Business Conduct and Ethics**

Sustainability Management Plan core pillars:

I. Environmental pillar:

Resource conservation, carbon reduction, Red Sea biodiversity preservation, wastewater recycling, and monthly beach/dive cleanups.



II. Socio-Cultural Pillar

Cleopatra Luxury Resort Sharm will be involved in corporate social responsibility actions, community development, local employment, fair trade, support local entrepreneurs, respect local communities, implement a policy against commercial exploitation, equitable hiring, employee protection and last but not least, that our business do not jeopardize the provision of basic services, such as water, energy, or sanitation to neighboring communities.

III. Quality and economic pillar

Any activity that can sustain itself economically through creating competitive advantages within the industry with inspired service that not only meets, but exceeds guest expectations; it continues to contribute to the economic well-being of the surrounding community through local ownership, employment, buying local products, etc.

IV. Health & Safety

Cleopatra Luxury Resort Sharm complies with all established and local health and safety regulations, and ensures that both guest and colleagues are safe and secure in the environment they work and visit

Implementation of Sustainable Management Plan:

Cleopatra Luxury Resort Sharm Hotel shall establish and maintain the SMP complying with requirements included in this section. There are a number of elements that make up the SMP as shown below:

Legal Compliance

Cleopatra Luxury Resort Sharm Hotel is licensed according to Egypt law and in compliance with all relevant international or local legislation and regulations, including health, safety, labor, environmental aspects, and insurance policies.

Employee Learning

We carefully recruit the best employees to work for Cleopatra Luxury Resort Sharm Hotel, we train and stimulate our fellow employees and ourselves so that the service we give will be performed with courtesy and an ever-increasing degree of intelligence, care and pride, but without waste or extravagance.

Staff training new skills (Italian course, POSI and TOT)



Service Quality & Customer Satisfaction

At Cleopatra Luxury Resort Sharm Hotel “We treat others as we wish to be treated”, this is our Golden Rule.

We have dignity and a need for pride and satisfaction in what we do. Because customer satisfaction depends on the united efforts of many, we are most successful when we work together cooperatively with everyone, and respect the contribution and importance of our fellow workers.

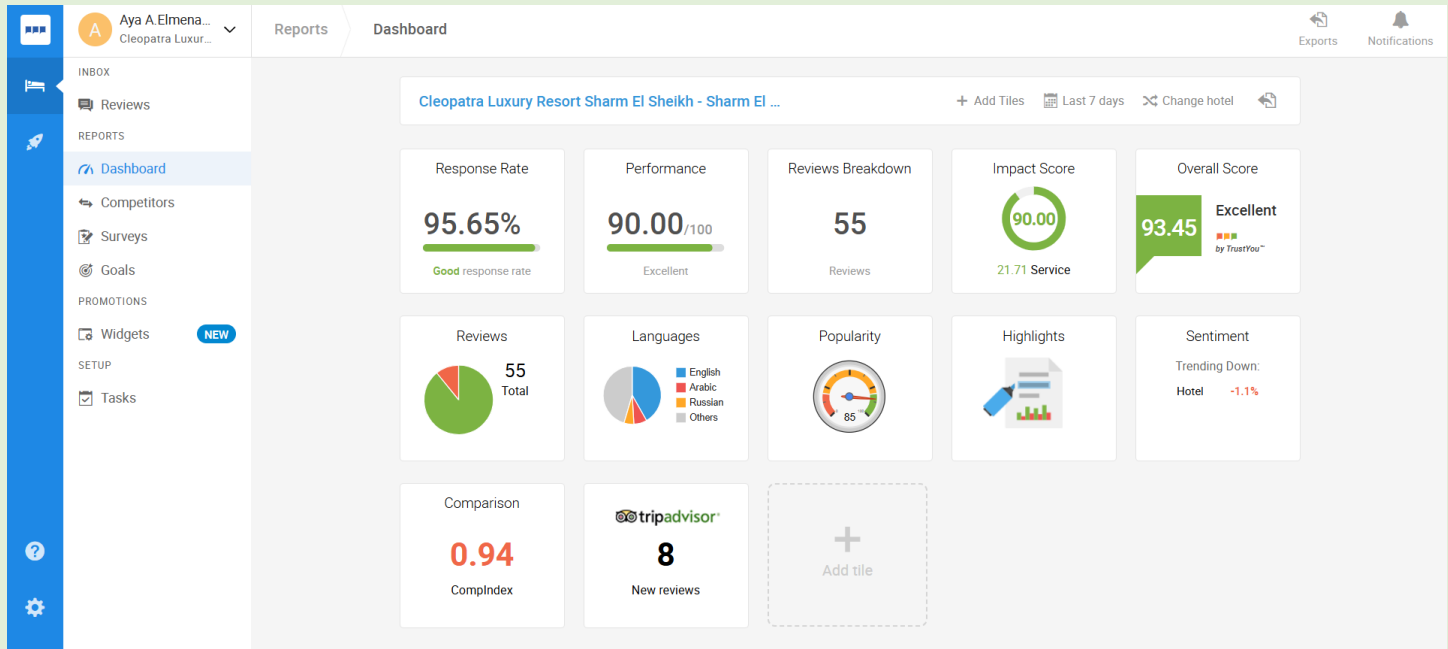


We consider every guest who visits our hotel an extremely important person. It is our job to provide each guest with a level of service that is consistently excellent

We will seize every opportunity to get our guest right and wow them if we can.

We have our internal system (Trust YOU) to evaluate our performance and ensure that we exceed the expectations of our guests, this system allows managers to observe employees and provide constructive feedback whenever needed.

Guest feedback is highly valuable for us and it helps us to improve every day, therefore, we have online “Guest Satisfaction Survey” that our guests receive upon their departure (Trust You), it consists of some questions about how the stay was and what we can do to make them even happier.



Accuracy of Promotional Materials

All communication regarding promotional material at Cleopatra Luxury Resort Sharm goes through the Sales, PR and Marketing team and is in line with Cleopatra’s guiding principles, local regulations and cultural norms. Any dissatisfaction from our guests is tracked through the guest feedback forms thorough many channels.

Communications Strategy

All colleagues will receive training on environmental challenges and how to be part of the solution. Awareness training is being conducted for new joiners as part of their induction program, employees receive more training in their respective areas in the hotel as well as the housing, in how to use energy and water efficiently and how to reduce the waste.

We communicate with our guests and visitors to the hotel and the website in a comprehensive manner. Our implementations, plans and strategy for a sustainable operation are clearly defined, as well as our involvement with the local community and other charity work. Our sustainable operations involve our guests, employees, suppliers and stakeholders.

Health and Safety

Our Goal: work safely at all times; think about hazard prevention in all that we do; minimize accidents so that we, as Staff Members, can feel comfortable and confident at all times in our work environment and be proud of our commitment to safety.

The management of Cleopatra Luxury Resort Sharm has developed a comprehensive Accident and Injury Prevention Program, the goal of this program is to minimize the frequency of and severity of accidents involving



staff members and to comply with the local laws and regulations that relate to our hotel. The program has been designed to eliminate physical hazards from the work environment and to train staff members in safe work practices.

Accident prevention is a vital element of any successful organization, we recognize that accidents does not only cause physical and mental pain to staff members, but are also costly in terms of lost productivity and profit. Efficient accident prevention can be directly related to increased profitability for our business, which is something that benefits all of us.

While the final responsibility for the safety program lies with the managers and supervisors, the program cannot succeed without the full cooperation of all staff members. Everyone must be on hundred percent safety conscious in everything he or she does while on the job. We are confident that with a sincere and concentrated effort from everyone, our safety goals can be achieved.

As per the Egypt law, we follow strict security, environmental, health and safety laws, regulations and procedures to conserve and protect the environment and create a workplace where we bring the best out of our colleagues whilst avoiding the risk of injury.

Colleagues are appropriately trained so as to make them aware the health and safety issues while working and guests are made aware of hazards by using appropriate signage and other form of communication.

Cleopatra Luxury Resort Sharm' colleagues in all departments have been trained on basic First Aid & Life Support, and our pool attendants are certified as life guards from Egypt Red Crescent.

Purchase and operating policy for all mechanisms, equipment and facilities is that they be as environmentally friendly as possible: low emission and consuming minimum energy. We have an experienced team of engineers and technicians who maintain the facilities etc., so that we have constant check on them being in good working condition.

All necessary and mandatory safety requirements for the same are in order, such as Method Statement, Risk Assessment, and Personal Protective Equipment.

Local Law enforcement agencies frequently visit the premises to ensure all emergency systems are in order, besides, there are audits conducted to ensure that the hotel clinic is up to the standards, HACCP audits are conducted to ensure compliance to the Food Safety Management System. New kitchen staff is trained on safety and procedures, and must undergo a mandatory basic food hygiene course in food handling and, we have regular meetings to discuss any area of improvement in the above.

First aid training and Lifesaving training



Social/Economic

At Cleopatra Luxury Resort Sharm, we are committed to save our planet and be part of the solution!

We have built our Green Team, a group of passionate Champions from all departments who are driving all environmental and green activities in our hotel.

Green Champions are responsible for:

- The first assignment was obtaining the Green Star Certification.
- Spread the awareness about the environmental challenges, the issues that our planet is facing and the importance of being part of the solution.
- To come up with creative green ideas in all areas to save energy & water and to reduce the waste.
- Driving internal and external green activities.
- To be part of the local environmental communities and non-profit organizations.
- Participate in all environmental activities when organized by local organizations.
- Ensure having consistent and proper communication between all colleagues about all environmental activities.
- Give back to our community by participating in charity and donation events.





Al-slam and Nubian mosques cleaning and donation with cleaning supplies.

Local Employment

Supporting a robust companywide National Development program, Cleopatra Luxury Resort Sharm proactively supports the recruitment and development of Egypt nationals within Egypt at various managerial level positions across its operational and support function, with a view that such Egypt nationals will be supported, mentored and guided to grow and move into leadership positions across the company.

Fair Trade

Cleopatra Luxury Resort Sharm Hotel is committed to deal with authorized suppliers and official distributors who offer supplies with the highest quality in the market.

Our priority is to select the suppliers who provide eco-friendly products and ensure they have certifications.



Local Entrepreneurs

We have chosen to specialize within the hospitality industry, by offering only experiences of exceptional quality.

Our objective is to be recognized as the company, which operates the finest hotels & resorts wherever we are located, and to do so profitably. To achieve this distinction, we must excel in all areas of our business.

Meanwhile, at Cleopatra Luxury Resort Sharm we do engage in organizing events and activities that portray the local culture, especially during Ramadan, Eid, and Egypt National Day.



Badawi sales their product every oriental day in front of main restaurant





Exploitation

Cleopatra Luxury Resort Sharm is in strict compliance to the Egypt Labor Law and its relations. Hence, appropriate policies are in place against the employment of children, discrimination, sexual harassment, and exploitation. The element of exploitation is supported by:

- Equal Employment Opportunity & Diversity
- Ethical Behavior Policy
- Code of Business Conduct and Ethics



Equitable Hiring

Cleopatra Luxury Resort Sharm promotes diversity and equality on all levels of the business, and no employees or applicants are discriminated against in any way. All positions are filled on the basis of competence. Our hotel adheres to all local laws and regulations concerning labor laws, and offer conditions and wages superior to the minimum requirements.

Employee Protection

Salaries and benefits meet national regulations, and all payments required by law into insurance and holiday funds are made on behalf of all employees. Overtime is paid for hours worked beyond the established work in accordance with Egypt labor law. Week hours and working hours do not exceed the legal maximum established by the labor law, but being a hospitality industry at times a need might arise to work additional hours, colleagues are accordingly remunerated as per the policies outlined.

Basic Services

The activities of the business have not impacted or jeopardized resources or services in the local area or neighboring communities in any negative manner. The activities of the business generate a number of secure jobs and reflects positive influence in the community

Culture Heritage

The staff at Cleopatra Luxury Resort Sharm is trained to guide guests towards the cultural sights and events and/or entertainment/ restaurants that the guests are most interested in. Local Egypt culture and idiosyncrasies can be explained and discussed with guests.

Historical and archeological artifacts are not sold, traded, or displayed. Business complies with laws, standards and regulations concerning the protection of historical sites and cultural heritage. Cleopatra Luxury Resort Sharm places great emphasis on being a part of the local environment in regards to cultural and social activities, as well as incorporating use of local food and competencies from local businesses.

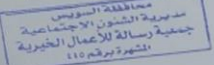


السادة / فندق كليوباترا للمنتجات الفاخرة / شرم الشيخ
تحية طيبة وبعد...

تتقدم جمعية رسالة والأعمال الخيرية والتي تقوم علي تقديم المساعدات للحالات الاولى بالرعايه بخالص الشكر إلي إدارة فندق كليوباترا شرم الشيخ للمنتجات الفاخرة لتبرعكم للجمعية بالاصناف التاليه :-

م	اسم الصنف	الكميه	الحاله
١	بشكير بحر تركواز	٢٠	مستعمل
٢	قوطة	٣٠	مستعمل
٣	بشكير	٣٠	مستعمل
٤	ملايه كبيره	٢٠	مستعمل
٥	كفر لحاف كبير	٢٠	مستعمل
٦	ملايه صغيره	٢٠	مستعمل
٧	كفر لحاف صغير	٢٠	مستعمل
٨	روب	١٨	مستعمل
٩	بنطلون بيج	١٣	مستعمل
١٠	قميص ليني	٢٩	مستعمل
١١	قميص بيج	١	مستعمل
١٢	سكاكين	٦	مستعمل

شاكرين لسيداتكم حسن تعاونكم الصادق معنا
رئيس مجلس الإدارة
/ محمد سيد علي موزوق



مديرية أوقاف جنوب سيناء
إدارة أوقاف شرم الشيخ

السيد الأستاذ/ مدير فندق كيلو باترا شرم الشيخ
تحية طيبة وبعد....

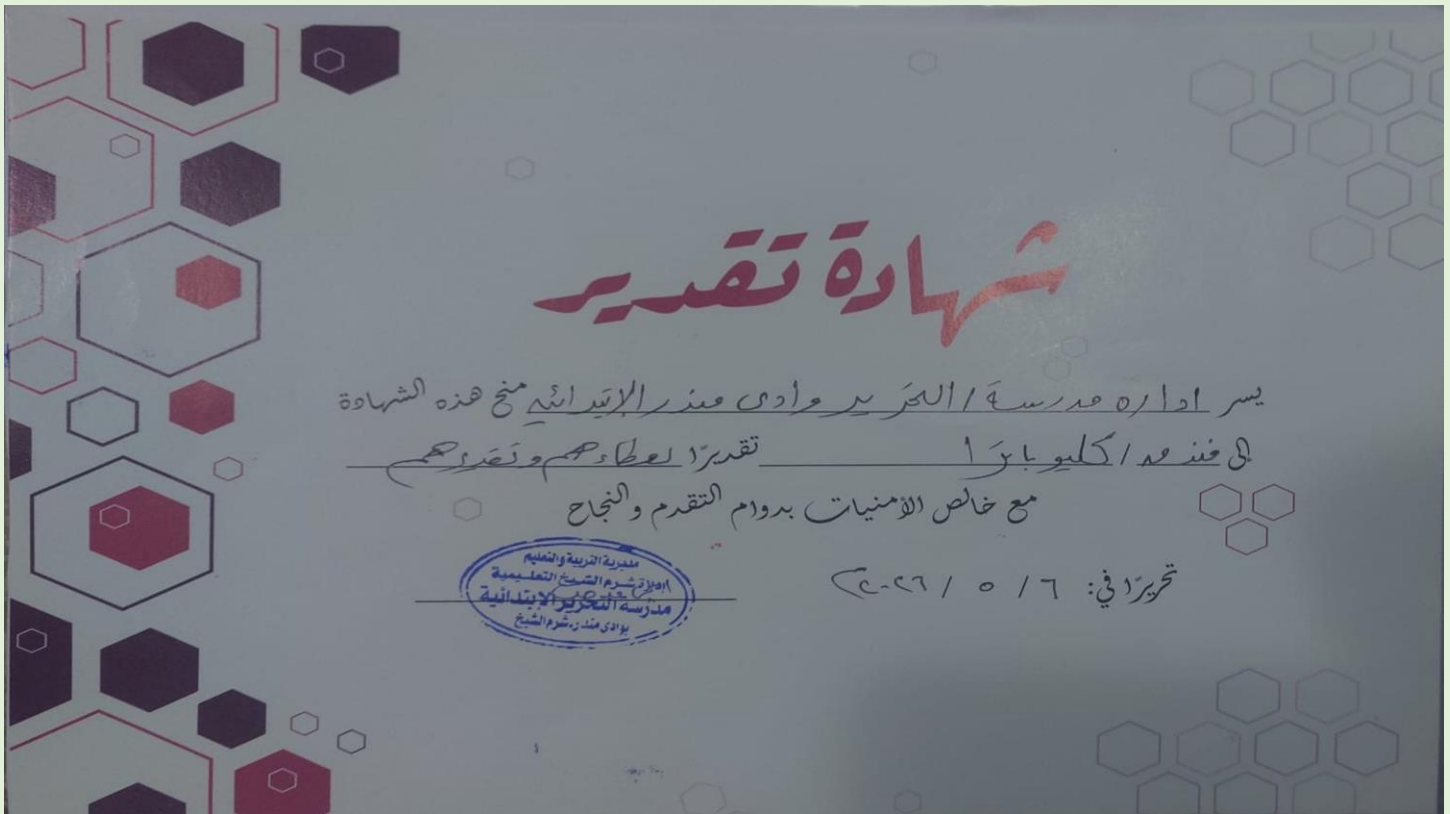
ردا على كتاب سيادتكم بخصوص المشاركة في نظافة بعض مساجد الإدارة بمدينة شرم الشيخ بداية من يوم الخميس القادم ٢٠٢٦-٢٠٢٢م بمساجد القرية النوبية - ومسجد الصحابة بالسوق القديم - ومسجد حي النور بحي النور

نحيط سيادتكم علما بأن الإدارة ليس لديها مانع على ألا يتم تصوير أي مادة فلميه في الدعاية وخلافه

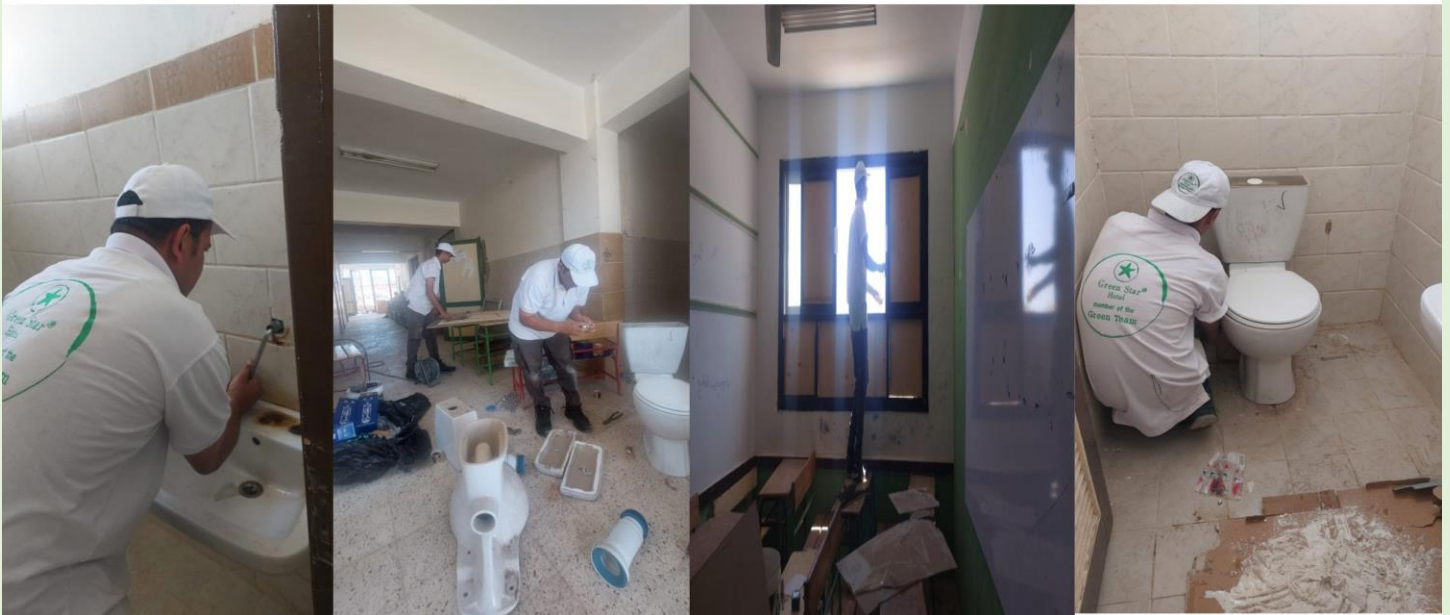
مع خالص دعائنا لكم بالقبول والإخلاص

مفتش المساجد
/ محمد سيد علي موزوق





Wadi Mander school (installation of new toilet seats and water taps and fixation of windows)

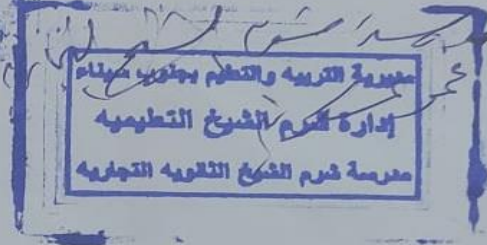


خطاب شكر

السادة مسنولي فندق كيلوباترا لأكشري شرم الشيخ
تحية طيبة وبعد

يسر ادارة مدارس التحرير بوادي مندر بشكر سيادتكم علي دعمكم الدائم لابنائكم الطلاب من
خلال توفير الادوات اللازمة للنظافة وكذلك القيام باصلاح السبابة في المدرسة وتوفير قواعد
حمامات و محابس جديدة للمدرسة وذلك لحرصكم لدعم ابنائكم الطلاب

ادارة مدارس التحرير بوادي مندر



CLEOPATRA

LUXURY RESORT - SHARM EL SHEIKH

Monthly Donation from Hotel to 57357 Hospital

The image displays eight identical donation receipt forms from Cleopatra Hotel to 57357 Hospital. Each form is a PDF document with a header in Arabic and English. The main body contains a table with the following data:

Item	Amount
Donation Amount	4,530.00
Donation Date	2022/04/22
Donation Type	Monthly
Donation Purpose	Supporting the hospital's operations
Donation Amount (in words)	Four thousand five hundred and thirty Egyptian pounds

The forms are signed by the hotel's representative and the hospital's representative. The bottom of each form has a section for the donor's name and address.

Earth day 2204-2026



A photovoltaic system for electricity production



A solarpowered garden lighting system



Shadding of A/C units



A solar water heating system at staff housing and guest rooms.



Environmental Awareness



At Cleopatra Luxury Resort Sharm, we are taking major steps to increase the awareness between our colleagues and make them behave and act every day while thinking about our environment and its challenges, and how we can be part of the solution.

Our Green Champions are taking vital initiatives in all departments to ensure we are using all resources of energy in efficient way, reduce water consumption as well as reducing the waste.

Green Champions Initiatives:

- Garments biodegradable wrap instead of plastic wrap (Laundry Department)



- Room Keys made of PVC recycled plastic (Front Office Department)
- Replacing plastic take away boxes with either biodegradable (F&B Department)
- Decrease the amount of displayed plastic water bottles (F&B Department)



Using recycle water gallon for operation instead of small bottles.



Monthly Beach Cleaning



- Quarter coastal Water Cleaning (Dive Base)



Guest instruction on how to preserve environment and coral reef



Staff outing



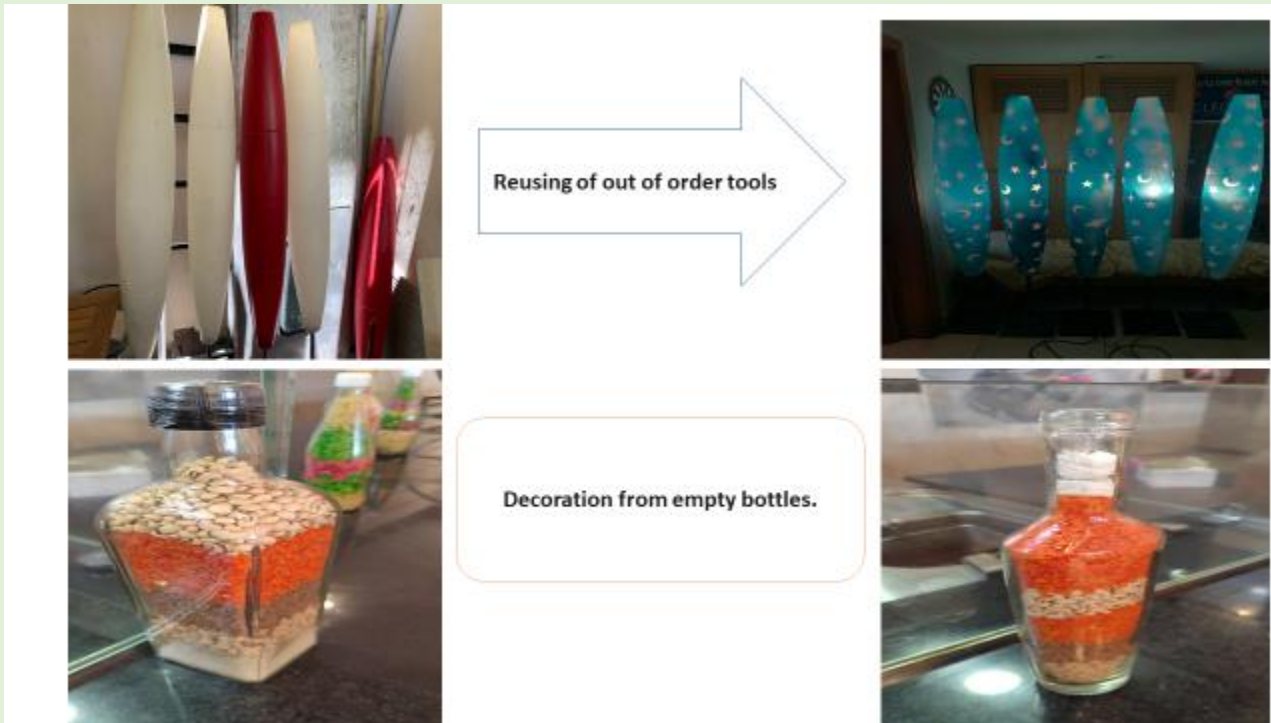
2026/05/08 22:16



Waste Segregation at Guest Areas



Recycling of the glass bottle.



Future Sustainability Initiatives – 2026-2028

As part of our continuous commitment to sustainability, Cleopatra Luxury Resort Sharm is planning to implement the following initiatives:

- **Smart Rooms:** Implementation of smart room technology to optimize energy consumption by automatically controlling lighting, air conditioning, and other in-room systems based on occupancy.
- **Infrared Water Taps:** Installation of infrared sensor-operated water taps to minimize water consumption, improve hygiene, and eliminate unnecessary water wastage.
- **Sensor Soap & Tissue Dispensers:** Introducing automatic soap and tissue dispensers in public areas to reduce paper and chemical consumption while improving hygiene standards.
- **Digital QR Codes:** Replacing printed menus and business cards with QR codes to reduce paper consumption, minimize waste, and provide guests with instant digital access to information.

Our Commitment

Together, these initiatives will help us reduce our environmental footprint, conserve natural resources, and enhance our guests' sustainable hospitality experience.