

2025

BEYOND HOSPITALITY

HAPPY
New year

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MESSAGE FROM TEAM HMH

As 2024 comes to a close, we reflect on an extraordinary year and an exciting Q4 filled with achievements and memorable events. From award recognitions to community initiatives, our journey has been marked by growth and innovation.

As we step into 2025, Team HMH extends warm wishes for a Merry Christmas and a Happy New Year. May the festive season bring you joy, and the new year, opportunities to thrive together. Thank you for being part of our journey.

Team HMH



MYSTERY SHOPPER EXCELLENCE ACROSS HMH HOTELS

This quarter, HMH-managed hotels participated in the Mystery Shopper exercise, conducted by an external auditing company. Hotels across the UAE and Jordan showcased their commitment to excellence, achieving outstanding scores above 80, surpassing the industry benchmark. This achievement reflects our dedication

to delivering exceptional guest experiences and maintaining the highest hospitality standards.

We are proud of our teams for their consistent efforts and focus on service excellence, ensuring memorable stays for all our valued guests.

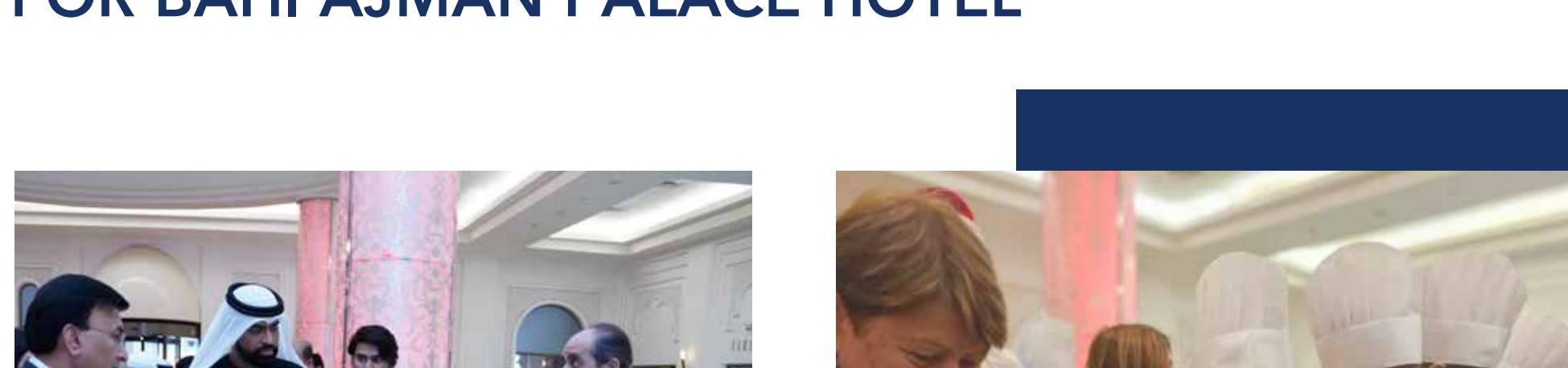
HMH ACHIEVES SUCCESS IN ISO:9001 QUALITY MANAGEMENT AUDIT



HMH successfully completed the ISO:9001 Quality Management Audit conducted by URS Middle East. The audit highlighted HMH's dedication to maintaining the highest standards in quality management systems, and we are proud to announce

that Team HMH passed with flying colours! This achievement reflects the team's relentless commitment to continuous improvement, operational excellence, and delivering value to our stakeholders.

HMH HOTELS – ISO 22000:2018 CERTIFICATION RENEWAL



We are thrilled to announce the renewal of our ISO 22000:2018 Certification for 2025 for our hotels, Bahi Ajman Palace Hotel, Coral Beach Resort Sharjah, Coral Dubai Deira Hotel, and Corp Amman Hotel.

This recognition reaffirms our unwavering commitment to food safety management and

operational excellence. By maintaining the highest standards, we continue to provide safe and quality experiences for our guests. Together, we uphold the principles of trust, care, and hospitality in every aspect of our service.

EXCEPTIONAL ACHIEVEMENTS IN Q4 FOR BAHI AJMAN PALACE HOTEL



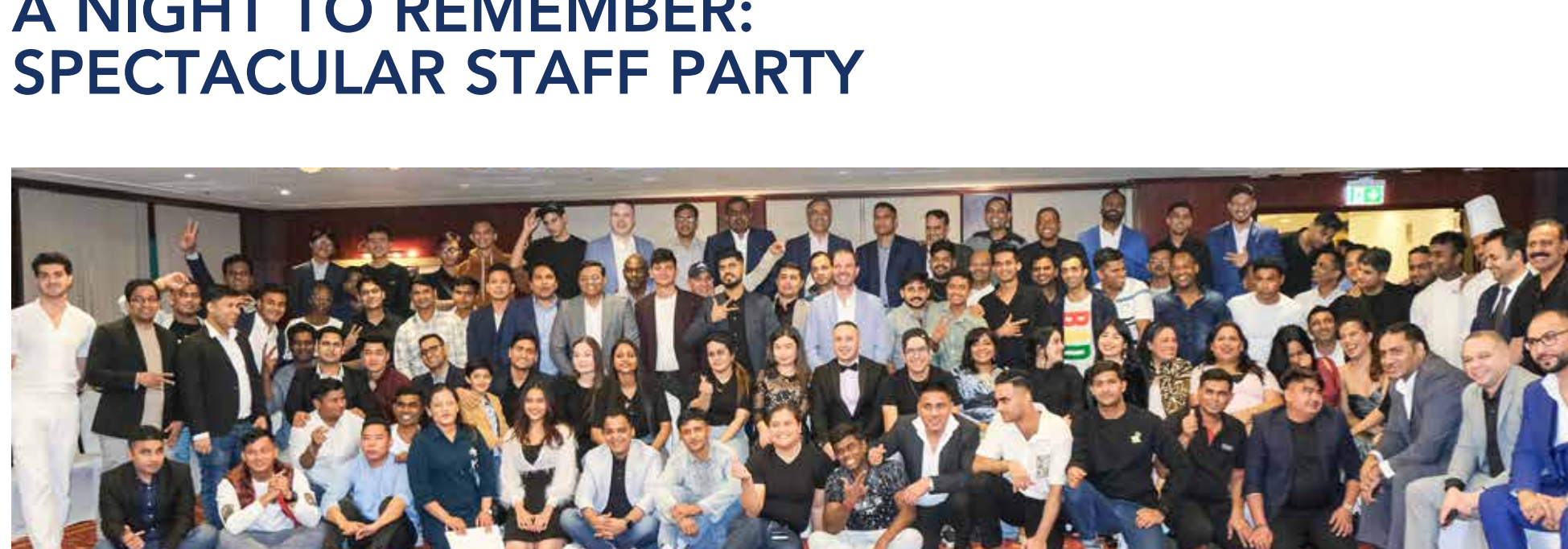
Bahi Ajman Palace Hotel has shone brightly this quarter! Assistant F&B Manager Soumajit Chaki was recognised as one of the Hospitality Best 30 – F&B Leaders in the Middle East 2024.

The hotel also proudly received the Tripadvisor



Travellers' Choice Award 2024 on 23rd November. Further adding festive cheer, the hotel hosted a vibrant Christmas Fruit Cake Mixing ceremony. In addition, to celebrating the UAE's heritage and creativity at the TESLAM Season 3 Art Exhibition, featuring 26 talented artists. Together, they created memories to cherish.

A QUARTER OF RECOGNITION AND WELLNESS

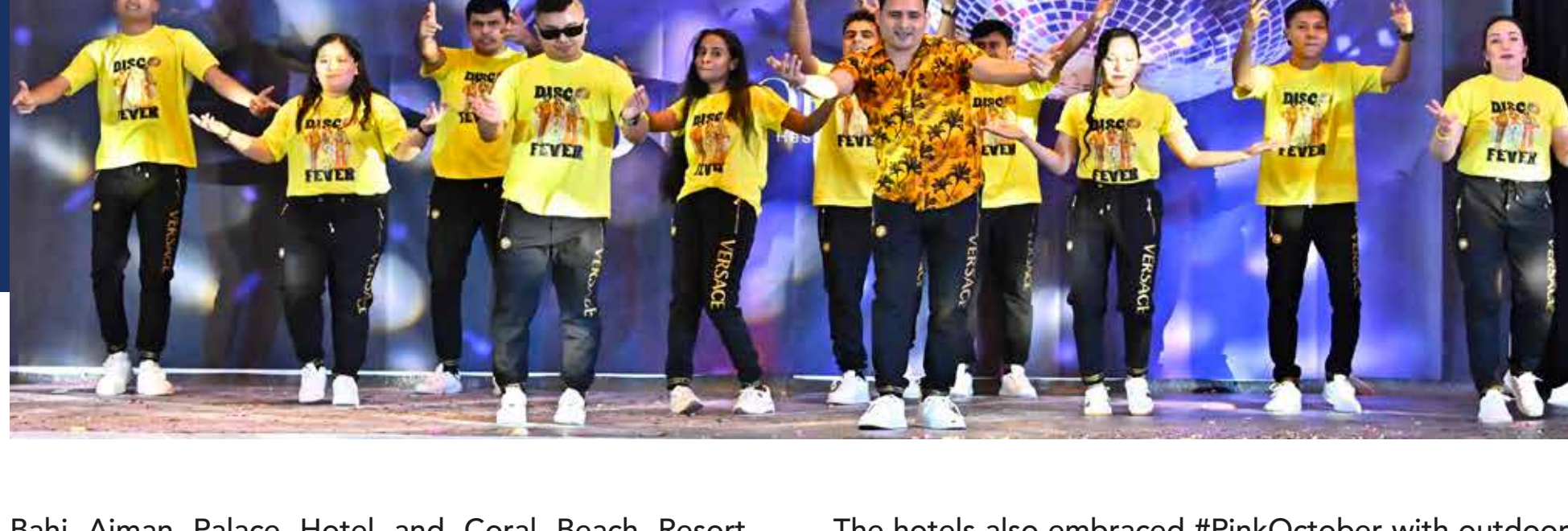


This quarter, Coral Beach Resort Sharjah emphasised excellence and wellbeing. The resort proudly earned the Tripadvisor Travellers' Choice Award 2024 for Al Dente and Casa Samak, marking four consecutive years of excellence.

The team embraced mindfulness with rejuvenating yoga and meditation sessions, promoting relaxation and mental clarity.

On 25th November, festive vibes soared with a delightful Christmas Fruit Cake Mixing ceremony. The hotel continued to celebrate achievements and enhance guest and team experiences, staying true to our hospitality promise.

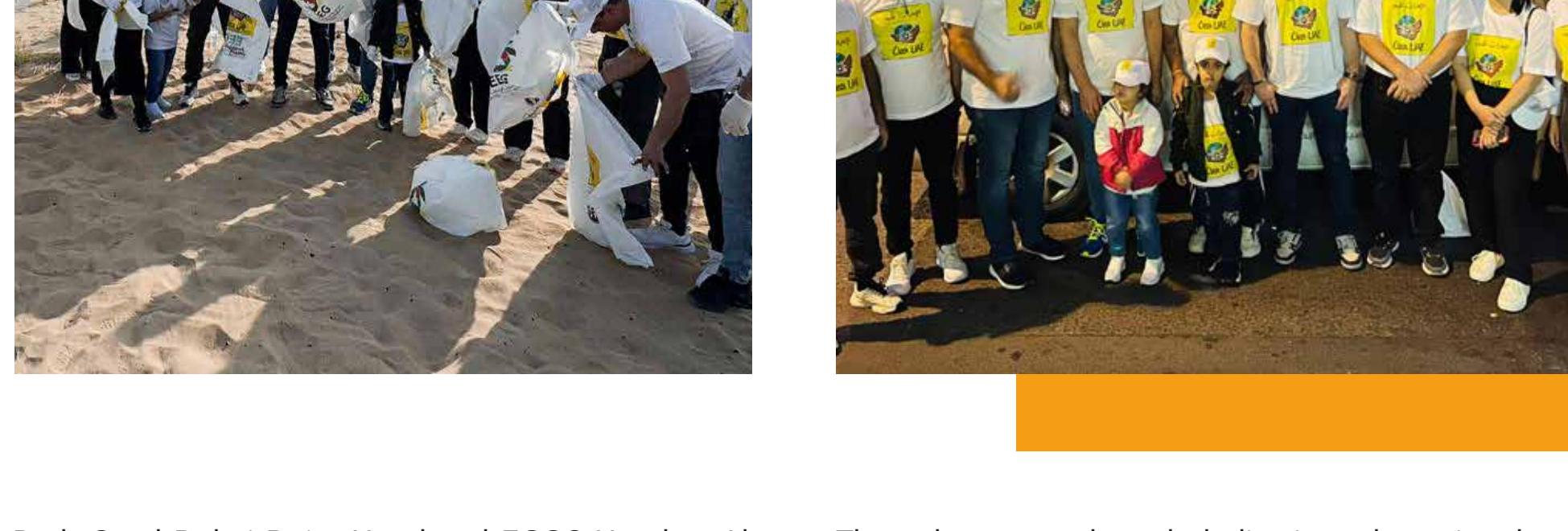
A NIGHT TO REMEMBER: SPECTACULAR STAFF PARTY



Coral Dubai Deira Hotel (CDD) and ECOS Dubai Hotel at Al Furjan joined forces for a spectacular staff party held at CDD's Al Majlis and Al Diwan halls. The event featured a glamorous Hollywood theme, creating an evening full of excitement and camaraderie. The highlight of the night was a surprise performance by the Heads of Departments, which delighted everyone in attendance. Awards for outstanding team

members were presented, with Ms. Tina from ECOS Dubai Hotel at Al Furjan and Mr. Arshad from Coral Dubai Deira Hotel earning the prestigious title of "Star Employees of the Year." The celebration concluded with a sumptuous gala dinner, leaving everyone feeling inspired, appreciated, and ready to continue achieving excellence.

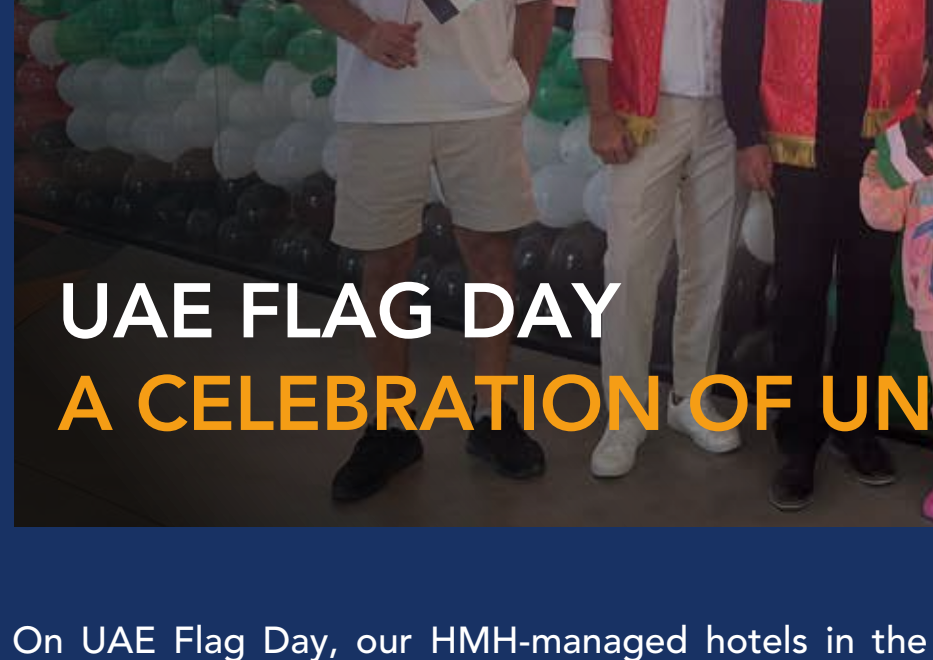
CELEBRATIONS & UNITY



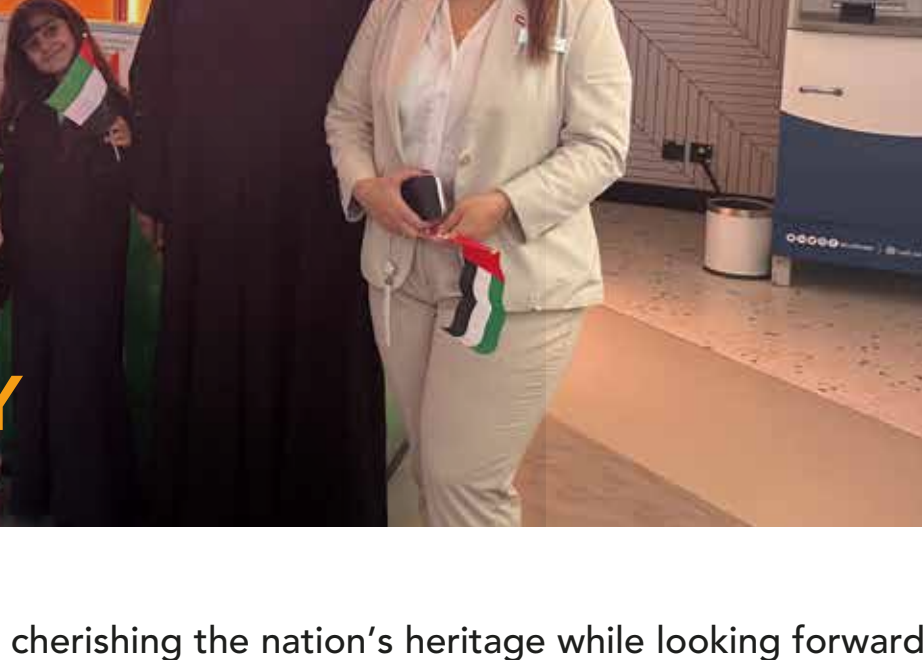
Bahi Ajman Palace Hotel and Coral Beach Resort Sharjah celebrated 'International Housekeepers Week', recognising our housekeepers' vital contributions through fun activities and an award ceremony. The staff from both the hotels joined for the Staff Disco Gala lit up the 'Annual Staff Party' with performances and awards.

The hotels also embraced #PinkOctober with outdoor activities for breast cancer awareness and joined November by hosting men's health sports events. These initiatives strengthened our community spirit and showcased our commitment to health, unity, and gratitude for our dedicated teams.

SUSTAINABILITY AT THE CORE

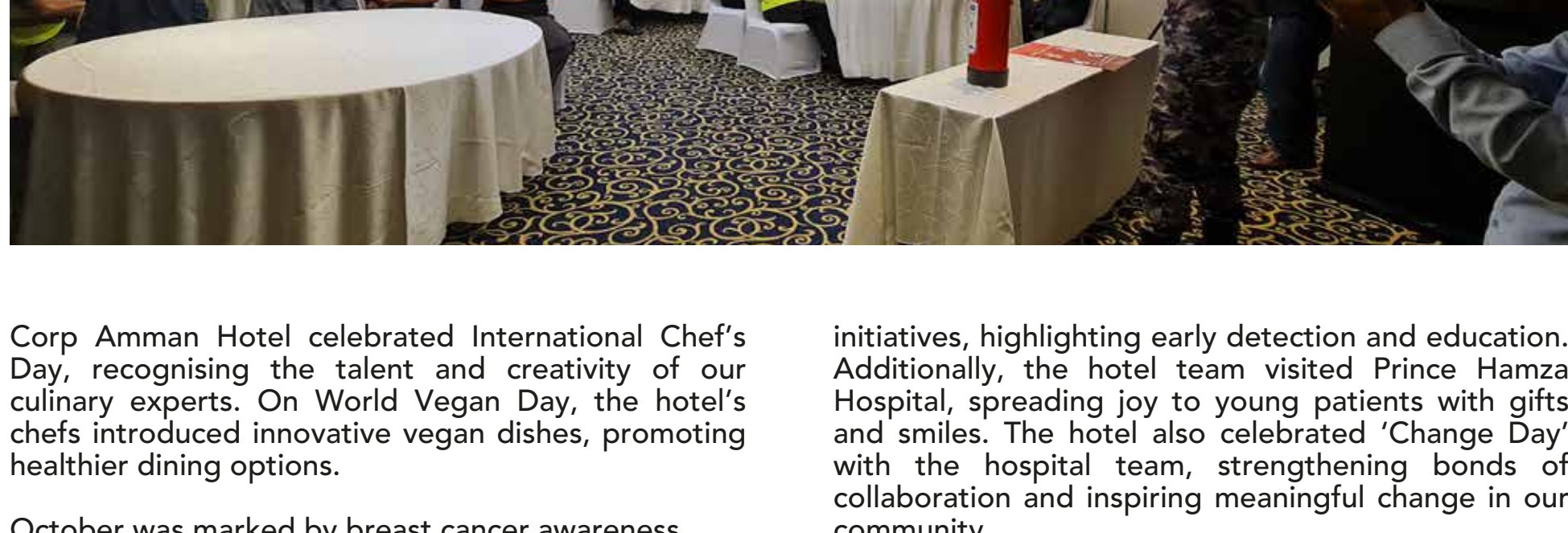


Both Coral Dubai Deira Hotel and ECOS Hotel at Al Furjan team joined to participate in the in the Clean UAE Project, collaborating with the Ministry of Climate Change and Environment to promote sustainability. By actively contributing to a cleaner and greener UAE, they reaffirm their commitment to environmental welfare and the future of our planet.



Through teamwork and dedication, they aimed to inspire collective action for a sustainable tomorrow, proving that every small step counts in protecting our environment and nurturing our community's wellbeing.

UAE FLAG DAY A CELEBRATION OF UNITY



On UAE Flag Day, our HMH-managed hotels in the UAE proudly raised the UAE flag in a heartfelt tribute to the nation's legacy and boundless aspirations. This symbolic gesture united our teams in celebrating the UAE's visionary achievements and promising future. Together, we stand with pride and dedication,

cherishing the nation's heritage while looking forward to limitless possibilities ahead. With unity as our foundation, we remain inspired to contribute to the UAE's continued growth and success.

CULINARY & COMMUNITY ENGAGEMENTS



Corp Amman Hotel celebrated International Chef's Day, recognising the talent and creativity of our culinary experts. On World Vegan Day, the hotel's chefs introduced innovative vegan dishes, promoting healthier dining options. October was marked by breast cancer awareness

initiatives, highlighting early detection and education. Additionally, the hotel team visited Prince Hazza Hospital, spreading joy to young patients with gifts and smiles. The hotel also celebrated 'Change Day' with the hospital team, strengthening bonds of collaboration and inspiring meaningful change in our community.

CORP YANBU HOTEL WELCOMING NEW LEADERSHIP



Corp Yanbu Hotel warmly welcomes Jamal Elayyan as the new Operations Manager. With extensive experience at prestigious hospitality brands such as IHG, Nacissus, and Radisson hotels in KSA, Jamal brings expertise in revenue analysis, customer satisfaction, and event management. His leadership

promises an exciting new chapter for Corp Yanbu Hotel as we continue to enhance guest experiences. We are thrilled to have Jamal on board and look forward to achieving new milestones under his guidance.

ECOS DUBAI HOTEL AT AL FURJAN COMMUNITY & CELEBRATION

ECOS Dubai Hotel at Al Furjan, was delighted to host the Al Furjan Community Event, welcoming ladies from the neighbourhood for an exclusive show-around of the hotel's facilities. On 2nd December, the hotel joined the UAE in celebrating the 53rd Eid Al Etihad. This special

occasion highlighted the nation's remarkable journey and unity, filling the day with joy and gratitude. We remain committed to fostering community connections and celebrating the values that define our incredible UAE heritage.