

Lemon & Soul Hotel Egypt Sustainability Report and Commitments

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(Lemon & Soul Makadi Garden) hotel strives to embrace sustainability elements into our business operation while delivering the best hospitality and services to our guests. We are proud to be certified by Travelife, an international company that recognizes the accommodation sustainability initiatives in the areas of environment, society and governance. The hotel continuously improves and develops new programs to enhance a positive environmental management, fair labor practices, human rights and community support. Through many impactful initiatives, we ensure that we treat our environment, people and community with respect and continuously find ways to improve the key indicators for the better future.

Please learn below more about our sustainability commitments, goals and progress.
Together we care!

- We are committed to reducing our greenhouse gas emissions and to protecting and supporting biodiversity.

- As part of that commitment, in 2025 we set ourselves a target of reducing our greenhouse gas emissions from energy, water and waste by 10% before the end of 2028 through:

1- Raising awareness within the local community about the importance of environmental preservation and waste reduction.

2- Using natural gas instead of electricity in the kitchen in 2025 - 2026.

3- Installing self-closing valves for all shower taps at the swimming pool, which will reduce water consumption.

4- Installing control switches to turn off air conditioning when the balcony door is opened in rooms, which will reduce electricity consumption.

5- Finding more local suppliers who utilize more sustainable production methods.

6- Improving signage and training employees on waste reduction.

7- Single-Use Plastic Reduction:

To support global efforts in combating plastic pollution, we are steadily working to reduce single-use plastic materials with the goal of becoming free of single-use plastics in our guest areas. In this way, we save a significant quantity of single-use plastic cups at our hotel and contribute to environmental protection.

- We know that there is more work to for us to do and in 2025 we are implementing a number of new initiatives such as:

1- Ensuring the support of all contracted suppliers and stakeholders, their awareness of the importance of the sustainability file to us, and their commitment to our procurement policy.

2- Encouraging recycling, composting, and the use of reusable products.

3- Fundraising, employee education, and volunteering.

4- Reviewing our colleagues' wages in line with the actual inflation in 2025.

5- Supporting minorities in the governorate and community participation.

- We encourage our valued guests, colleagues and visitors to support us by following the reminders we have provided throughout the hotel about saving water and energy, as well as minimizing waste.

- In 2025 our focus will be on supporting more charitable institutions in Egypt.
You will find a donation box on the reception desk as part of our community project, if you would like to donate to this important project.

- Lemon & Soul Makadi Garden Hotel is committed to respecting and protecting human rights. We believe that everyone should be treated fairly and with respect. As part of this commitment, we regularly train our staff about preventing discrimination and how to report.

- We are also committed to safeguarding the welfare of children and young people. We have a policy of always reporting suspected instances of child exploitation and abuse to the police.

Our progress towards our sustainability goals:

We're proud to share some of our key sustainability achievements from 2023-2024:

- **Adopting Renewable Energy:**
Full reliance on renewable energy by using 100% solar power instead of diesel for water heating in boilers.
- **Recycling Materials:**
Such as wood, metal and stainless steel and reusing them in cabins, decorations and solar energy tanks.
- **Carbon Emission Reduction:**
In 2024, overall carbon emissions from waste decreased by 17.34 kg CO₂e, a 0.2% reduction compared to 2023.
- **Spread Awareness:**
Increasing our colleague's awareness regarding sustainability file with 100% of our new hired talent are attended "sustainability – Travelife" awareness session as its one of the important topics on our talent orientation agenda.
Lectures were held for department managers on Travelife requirements and the role of each department and how to integrate them into operational practices.

In line with our commitment to continuous improvement, we welcome feedback from our guests, community, and talents concerning our ongoing efforts to enhance our environmental and social impact, including suggestions about how we can improve. Please feel free to share your comments and ideas with us by emailing guestrelation.lemonandsoul@mphotelseg.com

Lemon & Soul Hotel is committed to achieve our sustainability commitments and goals, while inviting you to support us in realizing them.

Signature: Ahmed Roushdy

Name & Position: Ahmed Roushdy (Cluster Hotels Manager - Egypt)

Date: 1/2/2025