



SUSTAINABILITY REPORT
2022
– ROBINSON MALDIVES –

A NOTE FROM OUR CLUB DIRECTOR



A beautiful island in the middle of the Indian ocean,
amazing blue seas,
and white beaches
– all the ingredients for your perfect holiday.

Enjoy pure luxury in paradise at ROBINSON Maldives.
Experience an unforgettable holiday snorkeling at our coral reef,
participating in a Body & Mind course on one of the gorgeous beaches,
and indulging in fine cuisine.

Our core values lay a specific importance
on the sustainability for the bigger betterment.
With this as one of our key goals we continue to evolve
our sustainability approach for the improvement
of our resort and the local community.



INTRODUCTION TO ROBINSON

The ROBINSON history

In December 1970 Touristik Union International (TUI), Hanover, and Steigenberger Hotel AG, Frankfurt, established ROBINSON, each with a 50% shareholding. TUI and Steigenberger pooled their know-how to create the Club, and the connection of Germany's largest hotel chain with the biggest German tour operator paved the way for ROBINSON's progress from a small beach hotel to the club market leader in the German-speaking market.

The ROBINSON story started with the "Jandia Playa" on Fuerteventura – the first ROBINSON Club.

Clubs were then opened around the Mediterranean, in Egypt, the Alps, Germany and, in 2008, Morocco and Portugal, in 2009 in Turkey and Maldives. In 2022, ROBINSON will have 26 Clubs around the world and employs approximately 4,500 ROBINS in them. Around 95 people work for ROBINSON Club GmbH in Hanover.

The ROBINSON philosophy

ROBINSON imparts a positive feeling for life in a secure environment where guests find harmony, enjoyment, independence and togetherness. This positive underlying ambience creates a relaxed and communicative atmosphere. Communication with each other on a basis of informality underlines the uncomplicated way we act together, free of formalities and possible pressures, and encourages individuality within a varied range of experiences.

The ROBINSON employees, the ROBINS, are an essential element of this. They make sure that guests feel welcome and are part of the family and at the same they take responsibility for the environment and surroundings. The ROBINSON atmosphere is characterised by tolerance, zest for life, generosity and mutual empathy, as well as the equal balance of inactivity and activity, participation and watching.



7 PILLARS OF ROBINSON CONCEPT

I. Hotel

Holiday complexes designed in the style of the host country, well-tended gardens and established natural surroundings, comfortable rooms in which our guests enjoy a feeling of well-being.

An extensive range of high-quality cuisine is offered. In the restaurants and bars we spread ROBINSON atmosphere. The eight-seater restaurant table, for example, is a "communication aid".



II. Entertainment

Being together, being there, joining in. Everyone can, but nobody must. A range of professional entertainment is provided during the day and in the evening. Around 4,500 ROBINS are active in our Clubs around the world and they make the most important contribution to creating this unmistakable, informal ROBINSON atmosphere. Every ROBIN is an excellent host.



III. Family

For our "little guests" nearly every ROBINSON Club has a ROBY CLUB, where the children are looked after by specially trained ROBINS.

IV. Sport

Well-kept sports facilities with first-class equipment available in sufficient quantity, top-grade cooperation partners, ROBINS as licensed trainers and qualified staff familiar with the latest training methods guarantee a key success factor in the corporate concept. Events made by ROBINSON represent a special form of holiday activity.



V. WellFit

Derives from **Wellness** and **Fitness** and means a healthy and enjoyable way of life. WellFit is built on 5 pillars: Group Fitness & Workout, Personal Training, WellFit-Spa, Body & Mind and WellFood.



VI. Communication

A fundamental goal of the Club idea is to make it easier for guests to get together and communicate. The ROBINS play an important role in this. Holidays with people on the same wavelength: - together at sport, on the beach, in the restaurants, at the bar and in the theatre. ROBINSON guests want to talk to each other. The concept behind the facilities encourages this with a few special features, e.g. the eight-seater restaurant table or the "chessboard" as a central meeting place.



VII. Environment

Intensive environmental management in accordance with ISO 14001. All Clubs are connected to fully biological sewage treatment plants. Environmental activities are taking place on site.



We at ROBINSON act responsibly,

so we are

ROBsponsible

Environmental awareness as part of our corporate philosophy

ROBINSON is one of the few companies which on its establishment declared that protecting the environment would be one of the main pillars of its corporate philosophy. Right from the outset environmental compatibility has held key importance at ROBINSON: for example, all facilities are connected to modern, fully biological sewage treatment plants. What's more, ROBINSON always chooses the most environmental energy supply and waste disposal in the region.

Renewable energy and energy saving

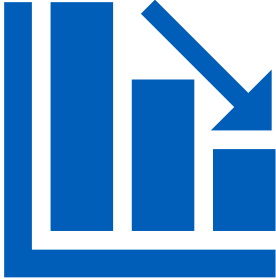
ROBINSON has been using renewable energy for many years. Today, more than half of the Clubs have solar power systems or biomass power plants, which supply up to 100 percent of the hot-water and heating needs. In addition, numerous measures are taken to steadily reduce the energy consumption of the Club facilities. Examples include low-energy lights, energy-saving mini-bars which consume very little electricity and central power switch off in the guest rooms.



ROBonsible in 3 Rs

Reduce, Recycle, Reflect – The ROBINSON Maldives environmental commitment in 3 words to minimize its environmental impacts:

REDUCE



Reducing the carbon footprint by:

- Reducing energy consumption
- Reducing water consumption
- Reducing emissions (such as gases)
- Reducing waste

RECYCLE



- Longest possible use of products
- Waste avoidance through re-use
- Dismantling into original materials & then recycling
- Use of digital solutions

REFLECT



- Know-how transfer
- Involve local partners in work processes
- On-site activities – We take responsibility
- Constant self-reflection on our ROBonsible actions



STEPS TAKEN TOWARDS SUSTAINABLE ENVIRONMENT

At ROBINSON Maldives we have taken the following actions to be a step closer to sustainability:

- ✓ ROBINSON Maldives features its own water bottling plant to fill the in-house produced drinking water into glass bottles. This has eliminated the need to transport and dispose of around 480,000 plastic bottles a year.



- ✓ We are cooperating with the initiative Parley for the Oceans – a worldwide organisation that is collecting plastic and recycling it into useful items such as cloth, shoes, bags etc.



- ✓ All guest rooms at ROBINSON Maldives contain a note to encourage guests to put towels on the rack which informs the housekeeping staff not to change the towels on a daily basis. It has been observed that majority of the guests do not want to get their towels changed on daily basis. Therefore, we set up a towel policy. If our housekeeping team finds a towel on the rack, it will not be exchanged, if the towel is placed on the floor, it is the sign to get exchanged.



STEPS TAKEN TOWARDS SUSTAINABLE ENVIRONMENT

- ✓ Our Watersports team also conducts frequent ocean clean ups where everybody is welcome to help.
- ✓ Our Watersports Base offers a coral adoption program. They plant metal frames in the sea with small pieces of corals that broke apart from the main coral – in this way they can grow in a protected habitat again that also offers shelter to young fish.



- ✓ Every Sunday evening our Watersports Team informs the guests about the underwater world during a presentation at our Main Bar.
- ✓ All people residing on the island are getting proactively informed about the correct handling of the beautiful reef surrounding us in order not to harm the reef and its precious underwater creatures.



STEPS TAKEN TOWARDS SUSTAINABLE ENVIRONMENT

- ✓ All guests and staff have access to an information channel where essential information about the resort such as safeguarding our environment and care of corals is communicated.
- ✓ We are participating in environment action such as the World Environment Day 2022.



- ✓ Regular clean-up actions are taking place where you can see our colleagues from all departments – from the General Manager to the Gardener – diligently cleaning up the whole island.
- ✓ We are offering weekly club tours where our guests are getting informed about our island, our life and our measures towards sustainability.



STEPS TAKEN TOWARDS SUSTAINABLE ENVIRONMENT

- ✓ We are actively promoting the local culture by featuring local Fridays from local dishes to local art including music, dances and palm leave art to traditional clothing. Besides, local performers are getting regularly invited to the island to perform on stage for our guests. Plus, guests can enjoy local language classes.
- ✓ Collecting funds during annual guest tombolas enables us to give back to our local community. This year, based on the donations by our guests for our New Year's tombola, we were able to gift a required wheelchair to a class of students with physical challenges who are living on our neighbor island Thinadhoo.
- ✓ We are actively hiring with focus on local applicants creating jobs for people locally and supporting the local economy.
- ✓ We are engaging in the local community by frequently meeting with the respective island councils and local authorities to discuss common goals such as education programs, waste management, energy generation and local employment.
- ✓ In our Boutique guests can find a range of local products including the national Sarong – the local clothing – as well as sun protection products that are not harmful to the ocean and its inhabitants.



STEPS TAKEN TOWARDS SUSTAINABLE ENVIRONMENT

- ✓ The landscape shapes the architecture of buildings: In the carefully looked after gardens of the club the original vegetation of the island is tended and protected – you might see from time to time a tree in the middle of a bathroom.
- ✓ We are actively supporting the planting of new trees by gifting coconut tree seedlings to our guests for special occasions.
- ✓ In our herbal garden including a hydroponic high cultivation system for salad we are harvesting a selection of herbs and vegetables that are used on the directly on the buffet and the bar for cocktails.

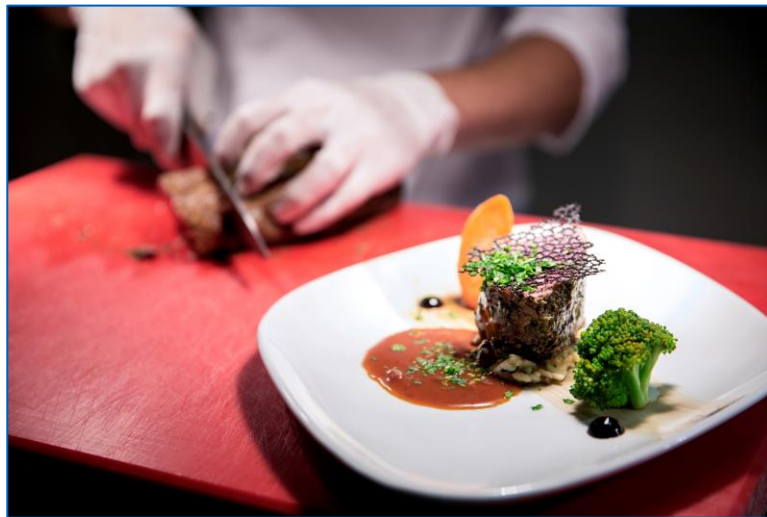


- ✓ The island is mainly equipped with LED lights. These lights are having a long-life span and consume less energy – about 75-80% less energy than a common light bulb. In addition, lights which are on the roads and jetties are operated on a timer.
- ✓ All rooms are equipped with electronic key cards to ensure electricity will be cut off once guests are leaving their rooms.
- ✓ At ROBINSON Maldives we follow our own club time in order to save day light and make use of it.
- ✓ All departments are recycling paper and dual side printing of paper is encouraged.
- ✓ We have stopped the use of plastic straws. Instead the same has been replaced by paper straws.



STEPS TAKEN TOWARDS SUSTAINABLE ENVIRONMENT

- ✓ Our Purchasing team gives first priority to local suppliers to ensure that freshness is maintained and less packaging and transfer are involved. Among the artificial and chemical products of everyday use, preference is always given to those with the least damaging effects on the environment and human health. We are very fortunate to have the possibility to receive fresh fish directly from the ocean in front of our doors. Plus, fruits like watermelon, vegetables like cabbage, spinach are locally purchased from this island Vadhoo within the atoll.
- ✓ A delivery by boat consumes around 6,000 l of diesel, so we are careful not to place small orders every week, but rather a large one every 2-4 weeks depending on the occupancy.
- ✓ Due to our special concept of "chef's dishes" – directly serving the dish on the plate from our manned buffet, there are hardly any leftovers.



- ✓ In addition, to avoid producing unnecessary waste, we are ordering in large quantities and produce everything ourselves as far as possible – even the bread and ice cream are homemade.
- ✓ All toilets are fitted with dual flushes to save water use.
- ✓ Garbage is thoroughly segregated, stored and disposed of according to law. A composting system is in planning.
- ✓ Grey water after having been treated in our on-site sewage treatment plant is getting reused to water our Gardens.



TARGETS FOR 2022 / 2023

- To implement heat pump boilers replacing the current electric boilers to reduce energy consumption by 2% as against the year 2021
- Solar power to be implemented for back of house by 2023 to reduce energy consumption by another 2% as against the year 2021
- To fix water tap sensors to reduce water consumption by 2% as against the year 2021
- To complete the set up of composters by October 2022
- To provide reusable drinking bottles for all staff
- To reimplement island cleanings at least on monthly base
- To increase the local manning percentage by 2% as against the year 2021
- To increase the female percentage by 3% as against the year 2021
- To revise the day program featuring local culture to promote local heritage stronger
- To have again an inhouse Boduberu crew to play regularly every second Friday
- To achieve a value of at least USD 4,000 to donate to local communities in 2023
- To achieve TRAVELIFE Gold 2022 certification to prove our support in sustainable practices



MONITORING OUR ENVIRONMENTAL IMPACT

Monitoring our energy and water consumption enables us to track changes in consumption patterns and to take appropriate corrective action – always attempting to continuously reducing the consumption towards a more sustainable impact.

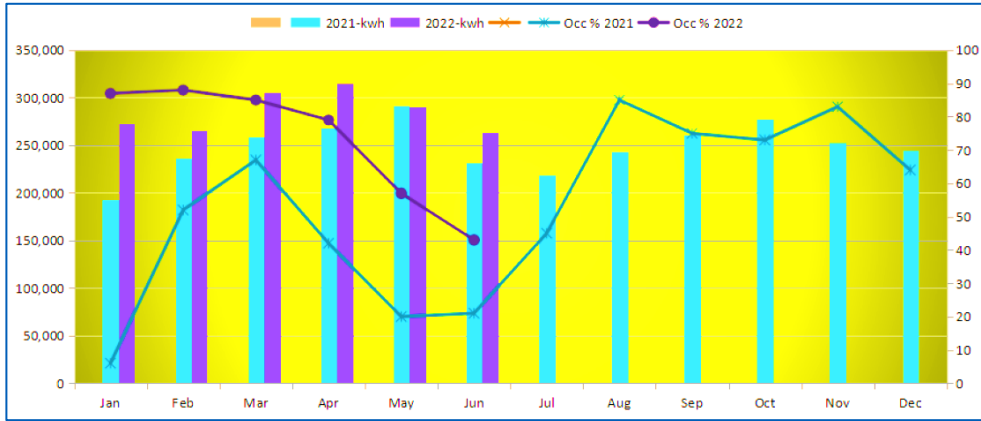


Figure: Total electricity consumption of ROBINSON Maldives



Figure: Total diesel consumption of ROBINSON Maldives

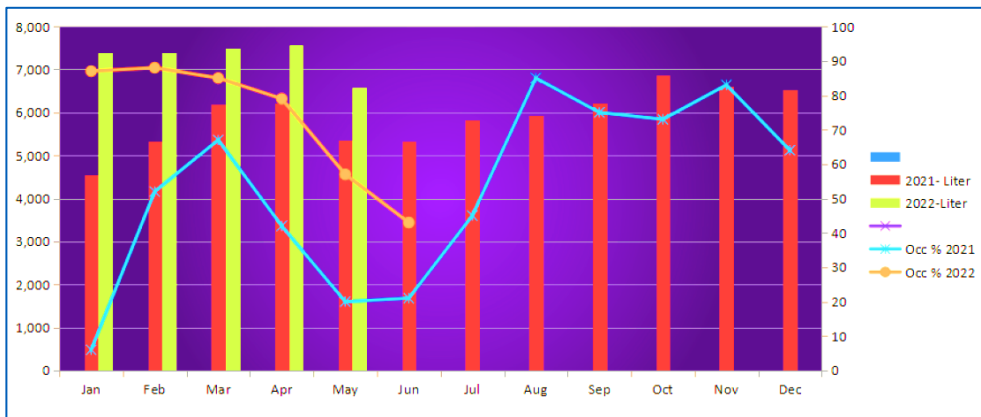


Figure: Total water consumption of ROBINSON Maldives



ENVIRONMENTAL POLICY

One of the seven Pillars of ROBINSON Corporate philosophy and concept is protecting the environment. Hereby ROBINSON Maldives strictly adheres in safeguarding and in the preservation of the land and the seas, the flora and fauna as well as the beaches, the reefs, the lagoons and all areas in this island.

The Management of ROBINSON Maldives commits to ensure optimal environmental management in its operation and ensures that ROBINSON Maldives' guests and staff comply with the Environmental Protection and Preservation Act of the Republic of Maldives and the Environmental Laws and Environmental Regulations implemented by the Environmental Protection Agency.

The following guidelines and procedures are implemented and enforced within the bounds of Funamaudua Island to reduce the environmental impact:

1. Our vision & mission:

It is ROBINSON Maldives' vision and mission to safeguard, protect and preserve the environment – referring to all living and non-living things that surround and affect the lives of human beings in the island and the surrounding areas.

2. Environmental Impact Assessment (EIA):

Due to its natural setting, making a change to the island reef could harm the islands surrounded. It is affecting the ecosystem and distress to the formation of the islands. Hence, in any project for the development of the island, an impact assessment study is being carried out and submitted first to the Ministry of Planning, Human Resources and Environment before such project is implemented. This is to check and review its impact on the surrounding environment. This will be handled by the Chief Engineer.

3. Specific prohibitions to all guests and staff:

a. On the seas: Coral reefs and all sea creatures are not to be touched nor taken as souvenir. All sorts of fishing within the island are strictly prohibited. Besides, no one is allowed to feed underwater creatures.

b. On the land: The landscape forms the architecture and environment. Sand rotation takes a natural movement. To protect erosion, no sand is to be taken from the beach and put inside island as the sands protect and maintain the beaches, the reefs and the lagoons – unless a special permission has been issued by the local authorities.

c. On flora and fauna: Care for the gardens on the grounds and the original vegetation of the island are also given priority. No trees are being cut without the permission from the Ministry of Environment. Trimming or cutting of branches to beautify and propagate plants are allowed.

4. Goals & targets:

Recognizing the impact of tourism on natural resource availability and climate change, ROBINSON Maldives will incorporate energy saving devices where possible, ensure responsible waste management, avoid pollution, and encourage customers to respect and participate in the efforts to minimize the environmental impacts of the operation.

The primary goals related to environmental management are therefore as follows:

I. Electrical saving initiatives

Throughout the operation, ROBINSON Maldives will ensure optimal energy efficiencies by undertaking the following:

- To take renewable energy sources like solar electricity into account for the back of the house



- To purchase only equipment that is rated as energy-efficient
- All accommodation will feature flat screen TV's with low standby consumption (maximum 25 W/h) and low energy inverter refrigerators
- A/Cs will be set at standard temperature of 26°C
- A/C units will be serviced and cleaned once a month
- We begin purchasing inverter A/Cs rather than conventional models
- To replace conventional electric boiler with heat pump water boilers. Heat pump water heaters use electricity to move heat from one place to another instead of generating heat directly. Therefore, they can be two to three times more energy-efficient than conventional electric resistance water heaters.
- To train all staff on energy conservation and sustainable behavior once a year

I. General water saving initiatives

ROBINSON Maldives will, without compromising guest comfort or health and safety, further incorporate water saving devices and procedures to minimize overall water consumption. The target for water consumption will be set at 300 m³ liters per day.

- Gardens will be irrigated from water provided by the on-site sewage plant
- All accommodation taps and showers will be equipped with water flow restrictors, as follows:
 - o 6 liters per minute for taps
 - o 12 liters per minute for showers

II. Resource consumption

To reduce carbon emissions, energy and water use and waste production by the end of 2022 through implementation of following points:

- Regularly recording and monitoring the amount of energy and water used
- Taking immediate corrective action as soon as figures are unreasonable

III. Waste management

The hotel will minimize solid waste production in all areas of the hotel and encourage customers to join the recycling program. Specifically, it will:

- Monitor waste production and investigate if figures are unforeseeably high
- Install the two purchased food waste composting machines
- Minimize the use of paper and plastic for customers
- Aim to recycle or compost all glass, paper, cardboard, oils, plastic and food waste

IV. Local environment

To have a positive impact on the local environment by taking the following steps:

- To plant minimum one coconut tree a month
- To plant minimum one coral adoption frame once a year

V. Certification

In order to satisfy broader sustainability criteria including the socio-economic impacts and staff welfare, Travelife Gold award standards shall be received in 2022 and maintained.

In order to encourage guests to contribute, they will have transparent access to the actions of ROBINSON Maldives to reduce and minimize its environmental impact.



HUMAN & LABOR RIGHTS POLICY

With the implementation of this policy, ROBINSON Maldives aims to continue the work towards creating a better work environment for staff, a safe and enjoyable environment for the guests, and ensure that fundamental human rights are protected within the process.

The policy reflects the commitment to conduct business in a manner consistent with below outlined principles and to protect human rights within the company's sphere of influence. We are committed to responsible workplace practices, and endeavors to conduct its business operations in a manner that is free from complicity in human rights abuses. Our core values and culture embody a commitment to ethical business practices and corporate social responsibility.

We ensure that fair labor practices and human rights, in general, are promoted and supported by our internal standard operating procedures base on the following:

Ethical business conduct

We at ROBINSON Maldives have adopted comprehensive ethics and related policies applicable to its employees that require its business be conducted with honesty and integrity, and in compliance with all applicable laws. Our policies establish clear ethical standards and guidelines for how we do business and establish accountability. All company associates are required to obey the law and comply with specific standards relating to legal obligations, ethics, and business conduct. The club has clear accountability mechanisms in place to monitor and report on compliance with these directives. Disciplinary procedures are shared with employees upon commencement of employment.

Protection of the right of associates

ROBINSON Maldives supports and upholds the elimination of discriminatory practices with respect to employment and occupation, and promotes and embraces diversity in all aspects of its business operations. We further support the elimination of all forms of forced, bonded or compulsory labor and the freedom of association.

Embracing diversity

ROBINSON Maldives welcomes all nationalities worldwide to join our team or spend the holiday with us. There is no restriction of hiring a specific ethnicity. Our Human Resources department takes care of recruitment directly with the applicant and we are open for all markets. Discrimination of any kind will not be tolerated.

Provision of essential needs

Our team members are provided with all basic life necessities such as food, shelter, healthcare, and training. Every employee has access to the staff restaurant for meals and access to the staff facilities.

Responsible sourcing

ROBINSON Maldives provides employees with a variety of means, including anonymous channels to report unethical behavior. The organization does not tolerate any retaliation towards any individuals who have raised such standards in good faith.

Staff feedback

Our team members can raise their concerns freely and all team members are subjected to similar grievance procedure which are getting communicated to employees upon beginning of their



employment. On an annual basis employee feedback will be collected to ensure that rights are protected and to improve quality of living in the club.

Learning and development

We offer certification and training to all team members, including our subcontractors based on the same island. Subject to performance appraisal, our staff are provided with promotion/salary increment offers annually wherever possible.

Protection of the rights of children

ROBINSON Maldives condemns all forms of exploitation of children. The club does not recruit children, and support laws duly enacted to prevent and punish the crime of sexual exploitation of children. We always work to raise awareness concerning such exploitation, and will cooperate with law enforcement authorities to address any such instances of exploitation of which the club becomes aware. In addition, the club is an adults-only resort.

Subcontractors

Our subcontractors must comply with the employment act of the Maldives and fundamental human rights. We expect them to be paid without discrimination, have freedom of choice to work, have suitable working hours, and provide them with paid leave days accordingly. We request all our partners to work along with us to achieve our human rights and labor policy.

This policy is subjected to be reviewed every two years. It is displayed on the staff notice board and it is shared with suppliers, contractors and available on the app for guests.



HEALTH & SAFETY POLICY

One of the seven pillars of ROBINSON corporate philosophy and concept is protecting the health and safety of the team members and guests. Hereby ROBINSON Maldives strictly adheres in safeguarding this policy for the betterment of all residing members at ROBINSON Maldives. The health and safety of all employees and guests are of utmost importance to our company. Protecting the well-being 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 Maldives' 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.

This health and safety policy aims to ensure that a safe environment for all people on the island including staff, subcontractors, guests and visitors is implemented as per the guidelines. It shall ensure that health and safety measures are applied during the operation and to ensure a safe and healthy workplace for employees as well as a safe and healthy destination for visitors and contractors. We aim to provide and practice the highest possible standards to maintain good working conditions through the following procedures:

Legislation

ROBINSON Maldives complies to all legal requirements and codes of practice of all local governmental authorities such as the Ministry of Health, Health Protection Agency, Maldives Medical and Dental Council, Ministry of Labor and Ministry of Tourism of Maldives.

Resort clinic

The island provides a healthcare facility with a doctor and nurse – available 24/7. The consultation is available free of charge for all team members. Medicines are available for all team members from the Resort Clinic free of charge. Guest can use the Resort Clinic facilities at a nominal charge. Appropriate arrangements will be made to local/national hospitals in case of emergencies or severe cases. Work-related injuries and accidents will be documented. All team members are covered under the insurance company Amanatakaful or AllianzCare.

Mandatory medical check-ups for team members

All expatriate team members are required to do a compulsory medical screening test. This is a requirement for work visa. The Ministry of economic development, Maldives issues/extends work visas to expatriate employees only upon receipt of clear medical certificate from governmental hospital.

Salmonella & Para-Intestinal Testing: All direct & indirect food handlers employed at the resort require to do Salmonella & Para-Intestinal test once a year. Team members found positive for Salmonella & Para-Intestinal are exempted from operations for a period of fourteen days to be treated. Another test is done after 14 days and once cured, the team members join back the operation.

Medical Claims

ROBINSON Maldives is tied up with the health insurance companies Amanatakaful and AllianzCare. Team members can get treatment in regards to health treatment outside the resort and will be covered according to location for reimbursement.

Physical activity

Team members have access to gym facilities. Besides, regular sports tournaments are held to promote physical activity and health, respectively.



Risk assessments

Risk assessments are conducted in terms of various potential threads to prevent or mitigate risks to minimize the consequences in case of occurrence.

Infectious diseases

Employees identified to have a disease that is communicable and poses a risk to other will refrain work. Resort doctor will advice for further individual handling of case. All cases of communicable diseases will be reported to local authorities.

PPE

Employees will be provided with personal protective equipment in accordance to their area of responsibility to ensure highest possible safety of employees.

Emergency management

A comprehensive disaster management plan is available to handle any possible emergency such as fire and tsunami.

Training

Various training sessions on health and safety topics are provided on frequent base to refresh the team members' knowledge how to keep them safe and healthy.

ROBINSON Maldives will continue to do its best to create and provide the necessary programs, information, and environment which will promote an injury- and disease-free workplace. Together we can achieve a safe and healthy work environment which protects the wellbeing of ROBINSON Maldives employees and customers.

This policy is subjected to be reviewed every two years. It is displayed on the staff notice board and via the app.



COMMUNITY ENGAGEMENT POLICY

ROBINSON Maldives ensures its social and economic impacts are positive and beneficial to the local community wherever possible. Our vision is to continue our work towards strengthening our relationship with local communities and businesses. This would improve quality of living, earnings and promote local culture as well as heritage. The following procedures and actions are implemented and enforced to engage with the local community:

Employment

ROBINSON Maldives recognizes the importance of recruiting local people as preferred employees. This increases the likelihood of money being spent in the local community. This policy preserves our destination and makes it more attractive to our guests.

Purchasing

ROBINSON Maldives 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.

Local culture

Our weekly program activities include evenings designated for Maldivian culture and heritage – from the history till modern day. Every Friday local culture will be promoted to its best – featuring local music during meal times, local dishes made from local products as well as local art presentation for dinner, while employees are presenting the local clothing. A local language class is taking place on regular base for guests. Our very talented employees perform traditional dances during weddings, VIP arrivals, Maldivian Night, and on other special occasions. Musicians are regularly sourced locally. Local products such as Sarongs and souvenirs can be bought the Boutique.

Guest contribution

Our guests are provided with the option of donating to the local community. Annually, a Tombola is raised, and funds are invested in local community development.

Donations and charity

Every time the ROBINSON Maldives has a tombola, the revenues will completely be used for supporting the local community.

Communication

ROBINSON Maldives is in continuous conversation with local institutes such as the Ministry of Tourism and island councils to evaluate and enforce common goals for the betterment of the local community.

This policy is subjected to be reviewed every two years. It is displayed on the staff notice board and via the app.



QUALITY ASSURANCE POLICY

ROBINSON considers quality assurance as crucial for the business and supports it accordingly as it helps to improve services and products, increase efficiency, reduce costs and increase guests' satisfaction. The Club aims at all times for high levels of hygiene, safety, food, service, products, equipment status and well-trained employees as well as adheres to local laws and international requirements to ensure an overall high quality and accordingly high guest satisfaction.

With the implementation of this policy, we aim to continue our work towards keeping and improving the quality standards of our products and services in line with company and international standards. Our customers' as well as staff feedback is the key to the success of our overall product. Fields of improvement can be outlined via indications made by monitoring of equipment status, employees such as surveys, evaluation interviews and grievance filings as well as by guests such as comments, complaints and surveys plus observations. The following systems and procedures are in place to support the aim of total customer satisfaction and continuous improvement throughout the business:

- a) Monitoring of equipment status
- b) Training and development for all ROBINS
- c) Regular assessment of employee satisfaction
- d) Standard operating procedures for each department
- e) Monitoring of guest feedback and taking action to improve when identified
- f) Regular reporting of guest feedback and complaints to Management

Further details are given in the following:

Employees

'If you don't want to get better, you stop being good!'

Our employees are our greatest asset. The ROBINS make up a large part of our product with their commitment, passion, know-how and professionalism. ROBINSON strives to create the best environment for ROBINS to perform, develop and innovate. The club ensures all ROBINS are in the possession to work on high quality level by providing proper essential needs such as accommodation, meals, rest times, recreation facilities and medical support to guarantee a high level of well-being and motivation. Besides, learning and development opportunities are provided to ensure a high expertise and knowledge level of the product.

Quality management is everyone's responsibility. Hence, our internal SOPs and employee terms and conditions require compliance with standards set forth by the club to be practiced. Upon commencement of employment all employees receive all the information they need to get a good start in the job including standard procedures such as grievance procedure and training sessions. Each department provides a certain set of documentation ensuring quality and continuous improvement within the department. Regular staff development and ongoing programs ensure that our team members are trained for customer service, complaints handling and many other areas in relation to work. We strengthen our employees and our product by actively promoting talents and providing further development options.

ROBINSON firmly believes training and development of ROBINS is vital in order to provide consistent and quality service to guests and to meet the growth and success of ROBINS as individuals. The crew training system is ensuring consistent product quality in all fields and



contributing to increasing the productivity and quality – hence, it is an important precondition for quality assurance. The Club Training Manager trains all ROBINS on relevant topics about the company at regular intervals. There are further crew trainers within the departments who train department-related topics. Regular fire protection training and first aid courses are carried out. In this way, all ROBINS receive all information needed in order to perform their job in the optimal way.

Performance reviews are conducted at least twice a year with each ROBIN by the respective head of department or immediate superior in order to assess the ROBIN's performance level and to seek ways for further improvement.

When it comes to our team members' feedback, complaints or grievances, we follow an open-door system. Everyone is welcome to their Head of Departments or to the Human Resources department whenever they need to raise a concern or share ideas for development. Besides, in order to evaluate employee satisfaction in various aspects including but not limited to leadership culture, development, efficiency, innovation and cooperation culture, a staff survey will be anonymously conducted usually once a year via an online questionnaire provided by the parent company TUI. The results will be evaluated in each department to derive action plans.

Equipment

Appropriate tools and equipment are provided to ensure a suitable working base for every ROBIN. Equipment has to be cleaned after each usage, stored and maintained on regular basis according to manufacturer's instruction to ensure a proper condition. Besides, servicing of specific devices is conducted by partner companies at regular intervals where needed. Checks for compliance with the above stated are carried out regularly.

Regular audits on all operational standards such as food safety, room hygiene, pool and aqua quality are carried out by an independent external auditor. In this way, continuous compliance is getting monitored and where necessary, corrective actions will be taken to improve products and services.

Guests

'Do good and talk about it!'

Feedback from our guests is very important to us and we understand that this feedback is a huge factor in ensuring and improving our quality. Our guests are proactively invited to provide their feedback in regards to our product and services via different channels: The welcome card provides information about the club and how to reach out under any circumstances. Our reception team is available 24/7. Besides, our guest relation department offers additional feedback appointments. Upon departure guests are actively advised to leave feedback. Additionally, all guests who booked via TUI – the main segment of the Club's guests – receive information in written way. Moreover, several feedback online platforms are linked to our app that can be accessed any time. An analytical platform tool is used to accumulate all visible reviews submitted by our guests, where we can see and record the feedback in all of the categories that affect our hotel. Provided feedback will be shared within the daily operational meeting and addressed how to attend the feedback. Positive changes are being made within the operation, and we commit to continue to do so.

Procedures to monitor and gather guests' feedback are in place: The company uses a portal – namely Review Pro – that accumulates guest feedback from the diverse range of platforms as mentioned above. In this way a steady stream of important information on the level of guest



satisfaction is provided. New guest comments are handled directly by the Guest Relation team. Each month the results of the survey are analyzed by the Management to establish further actions.

Certifications

ROBINSON Maldives always strives to receive certifications and awards to display its high-quality level. The club was awarded with the TUI Holly 2019 (since 2013) – the award for the 100 most popular TUI holiday hotels worldwide – and the TUI TOP QUALITY 2018 & 2019 – an award for the best TUI holiday hotels worldwide. Furthermore, the club possesses the TRAVELIFE gold seal 2018-2020 – standing for sustainability in tourism. In addition, the club receives awards being one of the most popular hotels worldwide from HolidayCheck on yearly base since 2018.

ROBINSON Maldives received the TripAdvisor Traveler's Choice Award 2022 and the TUI Global Hotel Award 2022 – meaning being among the TUI Top 100 Hotels. Besides, ROBINSON Maldives is acknowledged as low risk premises in terms of food, room, aqua and pool safety and quality.

This policy is subjected to be reviewed every two years. It is displayed on the staff notice board and via the app.



We want to thank all our guests, suppliers, subcontractors and employees for their loyalty and trust in our product – to all our colleagues for all the hard work and dedication they put in every day's work and to our guests for appreciating our product the way they do. Below you can see the overall guest satisfaction summarized from all commonly known online review platforms.



Figure: Collected data on guest reviews online by Review Pro from January – July 2022 showing continuous improvement

THANK YOU!

Your ROBINSON Maldives Team

