

PALM BEACH HAMMAMET SUSTAINABILITY REPORT 2024





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INTRODUCTION

TUI BLUE Palm Beach Hammamet is proud to release it's very first Sustainability Report 2024, the purpose of this report is to inform interested public and Stakeholders about the short term as well as long term strategy, goals, intiatives and performance regarding the sustainability activities accross the hotels.

As this report advocate, it is our duty to preserve and communicate regional heritage to all the interested parties. Applying comprehensive sustainable system is vital to control and monitor the hotel's negative impact on the environment and social society.

It is our primary goals to further protect the environment and support the local community and consequently to achieve the Gold Travelife standards for 2024 - 2026.

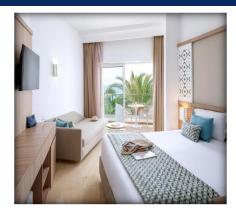
In the following pages you can read about our work in relation to the environment. We believe that it is our obligation to the future generation to develop and promote reponsible management for greater and sustainable future.



TUI BLUE Palm Beach Hammamet

- ☐ 210 Rooms: 9 Family Rooms & 2 Suites
- ☐ Main Restaurant: THE Restaurant
- ☐ A La Carte Restaurant: THE Culinarium
- ☐ A La Carte Restaurant: THE Sea Breeze
- ☐ A La Carte Snack: THE Snack
- ☐ The THEA'S Coffee Shop
- ☐ THE Bar
- ☐ The Snack Bar
- ☐ THE Beach Bar
- **□** Conference Room
- ☐ Indoor Pool
- ☐ Relax Infinity Pool
- ☐ Main Pool
- ☐ THE Spa
- **□** 2 Tennis Courts
- ☐ 1 Football
- ☐ GYM











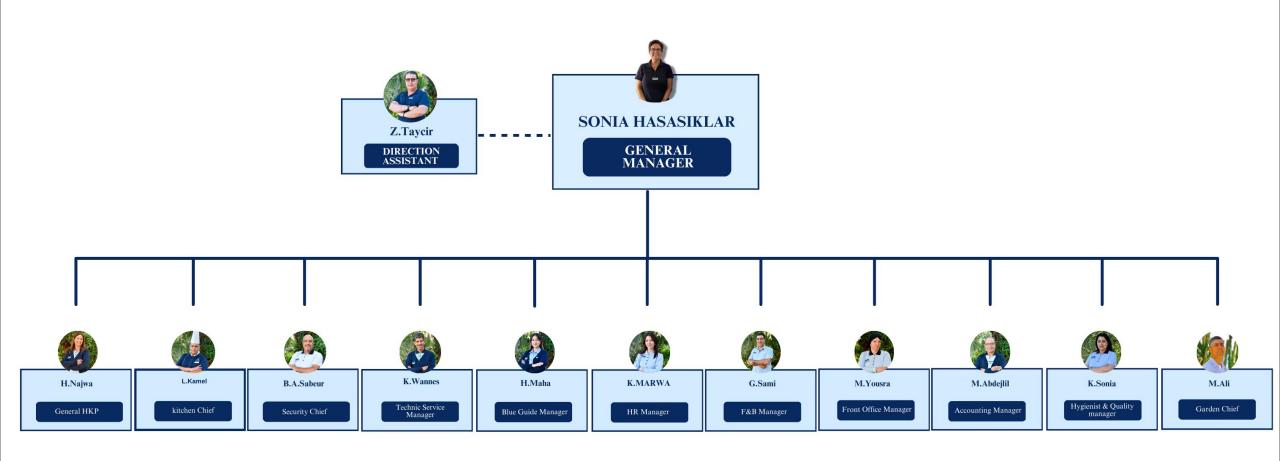








MANAGEMENT TEAM







Message from the Hotel Manager

Stakeholders, Guests and Colleagues,

As a Hotel Manager and a fervent advocate for sustainable practices, I am thrilled to introduce our Annual Sustainability Report for 2024. It is undeniable that the tourism industry, like many others, has a profound impact on our environment, communities, and economies. Recognizing this responsibility, we have taken the mantle of ensuring that our operations meet the global sustainability standards. Our commitment goes beyond just minimizing our carbon footprint; it encompasses a holistic approach that touches upon social, economic, and environmental spheres.

Through our Report pages, you will witness our endeavors in reducing waste, conserving water and energy, supporting local communities, and championing innovations that make a tangible difference. Every action, no matter how small, is a testament to our overarching commitment to sustainability.

I would like to take a moment to acknowledge the unwavering dedication of our Teams. Their enthusiasm and commitment to our sustainability vision. Their efforts, day in and day out, are what make these commendable milestones possible.

As we move forward, I am filled with optimism and ambition. There will always be challenges on this path, but with collective determination and a shared vision, we will surmount them. Together, let's redefine hospitality, not as excess, but as a thoughtful and caring approach that respects the delicate balance of our world.



OUR COMMITMENT TO SUSTAINABILITY

TUI BLUE Palm Beach Hammamet is committed to continually improve its service, comply with all current legal requirements, achieve maximum quality level required by our customers and exceed their expectations, add value to our TUI BLUE Brand with respect to the local community contribution.



Exceed Customer Expectations



Our Compliance with Legal Requirements



Local Community
Contribution



Continual Service Improvement



Sustainability Policy





Sustainability Policy

Aware of the impact of ecological, social and economic developments on the hotel sector, Magic Hotels & Resorts North Africa is committed to promoting sustainable development. As part of this initiative, our establishment, HOTEL TUI BLUE PALM BEACH HAMMAMET, is committed to adhering to this sustainable development charter.

1. EMPLOYEE POLICY & HUMAN RIGHTS

In our Hotel we believe in protecting the rights of our employees and human rights in general. We are convinced that high quality service and appropriate customer relations require our employees to work in good conditions.

In this regard, we undertake to ensure the following:

- Ensure that Each employee must have a written contract containing precise information on their salary and the type of work, be paid above the guaranteed minimum wage and benefit from social security coverage in accordance with current regulations.
- Promote the recruitment of employees from the local community and privilege the recruitment of women (+10% of women recruited)
- Ensure non-discrimination of employees regardless of age, gender, ethnicity, religion, culture or disability.
- Ensure that employees are well informed about health and safety rules and the use of personal protective equipment at each department.
- Encourage mutual respect between employees and towards customers.
- Encourage stakeholders (suppliers and service providers) regarding the protection and exploitation of children (under 18 and under 16)

2. CHILD PROTECTION





En recognition of the crucial importance of the safety and protection of children and their rights, our establishment is fully committed to ensuring the protection of children up to the age of 18, who unfortunately may be exposed to various forms of abuse and exploitation, such as physical and verbal abuse by customers, employees or visitors, pornography, child trafficking, sexual abuse, prostitution, and other harmful situations.

For this purpose wewe commit to:

- Raise awareness and train all of our staff about their responsibility in protecting the rights of children within our establishment.
- Ensure that any employee under the age of 18 is recruited and employed in accordance with applicable national and international regulations.
- Implement regular training for our staff to empower them to recognize the signs of child abuse or exploitation and act appropriately.

3. COMMUNITY POLICY

In order to have good relations with our local community and the local businesses we work with, we are committed to ensuring the following:

Sustainable purchase:

The hotel promotes the purchase of local products (80% of local products) in order to contribute to the reduction of CO2 linked to transport and by favoring bulk and environmentally friendly products.

· Donation and Charity:

Contribute to the sustainable development of the destination in the form of charitable donations or contributions to a project that supports the local community (School/clubs/associations/etc.)

4. ENVIRONMENTAL POLICY

As part of our strategic orientations, the management of the TUI BLUE PALM BEACH HAMMAMET hotel renews its firm commitment to the continuous improvement of our environmental management. We view this commitment as a collective responsibility, involving all stakeholders working on behalf of our company.

Thus, we commit to:

- Guarantee compliance, satisfaction and compliance with regulatory requirements regarding environmental protection.
- Organize targeted environmental actions to raise awareness and involve our team and our customers.
- Reduce the impact of our activity on the environment and optimize the consumption of energy (electricity, gas, etc.) and natural resources by implementing measurable objectives.





- Reduce energy consumption by -20% by carrying out the energy audit and installing 100% energy-saving lamps in the rooms, which helped us reduce the rate of our CO2 emissions by -15%.
- Reduce the quantity of waste by -25% by eliminating single-portion products and establishing a food waste management (reduction) system and promoting their recycling and recovery.
- Reduce water consumption by -15% by installing flow reducers (showers, sink mixers, common area mixers)
- Reduce and prevent the risks of environmental pollution by implementing prevention and control measures for emergency situations.
- Reduce and minimize greenhouse gas emissions and protect biodiversity, fauna and flora by minimizing phytosanitary products.

5. Quality Policy

Our hotel is committed to constantly improving the quality and experience offered to our guests. Every day, we strive to guarantee their satisfaction and happiness during their stay, in order to retain them for the future. To this end, we commit to:

- Ensure the safety of foodstuffs by checking their quality at each reception, by prioritizing the supply of daily fresh products, by regularly checking the condition of refrigerated equipment and storage rooms, and by organizing our supplies according to delivery dates. 'expiry.
- Guarantee customer satisfaction by maintaining a high level of benefits and services, by quickly processing any complaints, and by taking into account our customers' suggestions in our improvement projects.
- 4 General management invites all hotel managers and staff to ensure the application and improvement of the defined objectives.
- 4 The above objectives must be reviewed annually to ensure their consistency and relevance to the annual sustainability assessment.

Hotel Managemen

TUI BEUE PALM BEACH HAMMAMET



Summary of Sustainability Policy

1. Social Equity and Responsibility

- Recognition of the rights and well-being of all individuals and communities.
- Fair treatment, non-discrimination, and support for marginalized and vulnerable groups.
- Safe, healthy, and inclusive working conditions.
- Support for local communities training, and social programs.

2. Stakeholder Engagement and Collaboration

- Engagement with various stakeholders, including employees, customers, communities, investors, and others.
- Collaboration with other organizations, institutions, or governments to promote sustainable practices.
- Regular communication about sustainability goals, progress, and challenges.

3. Environmental Sustainability

- Resource Management: Efficient and sustainable use of natural resources, reducing waste and promoting recycling.
- Biodiversity & Conservation: Protection of ecosystems, and species.
- Water Management: Preservation of water resources, waste water treatment, and reduction of water usage.
- Pollution Control: Reduction and management of pollutants, including air, water, and soil contaminants.

4.Cultural Sustainability

 Heritage Preservation: Safeguarding cultural, historical, and heritage sites and traditions.











LABOR, HUMAN RIGHTS & STAFF AWARENESS:

TUI BLUE Palm Beach Hammamet is committed to success through efficient leadership, team-work as well as communication and mutual trust between Management & Staff. The Management is providing an atmosphere of respecting, consideration and honesty, so that the staff is able to get professional satisfaction. On our side we are encouraging our staff for high and creative performance through training and development.

We are keen on training our staff on the main keys of international labor law and enhance the awareness of their rights by giving the team members a Welcome Booklet upon hiring that includes the risks, duties, dos&don'ts and staff activities provided.

Our staff participates also in environmental training programs which include methods of controlling the amount of detergents and desinfectants used, reducing electricity and water consumption, seperating waste into the appropriate receptacles









HEALTH & SAFETY:

TUI BLUE Palm Beach Hammamet is committed to provide and maintain a safe & healthy workplace for guests and staff as well as provide the information, training & supervision needed to achieve this goal.

Each Team member is encouraged to play a vital responsible role in maintaining a safe and healthy workplace through:

- Being involved in the workplace Health & safety System
- Wearing protective clothing & equipment when required
- Reporting any pain or discomfort feels as soon as possible
- Ensuring that all accidents or incidents are reported
- Informing the Manager immediatly of any Health & Safety concerns while keeping the workplace tidy.

As the Security now is a top priority while choosing a holiday destination, TUI BLUE Palm Beach Hammamet achieved the security Check Audit at the opening of the Hotel with Preverisk Group on behalf of TUI Group.



La Lutte Contre le Tourisme Sexuel Impliquant les Enfants





- · Que faire si vous êtes témoin d'un cas d'abus?
- Signaler l'abus à vos supérieurs immédiatement.
- Personne à contacter : Mr. Mourad Ben Cheikh & Mme. Sonia Hasasiklar
- Bureau déléqué à la protection de l'enfance de Nabeul:

72 224 248 @:dpe-nabeul@delegue-enfance.nat.tn





CHILDREN PROTECTION:

TUI BLUE Palm Beach Hammamet maintains a strict policy prohibiting sexual harassment in any form, in addition to child protection procedure policy.

All the staff employed by TUI BLUE Palm Beach Hammamet is responsible for the care, safety and protection of children. We believe in the fundamental right of children to grow up safely and enjoy a childhood that is free of abuse and exploitation.

Therefore our Team members are trained whenever they see or suspect a child in danger or being exposed to any form of abuse, to inform the Management and it shall follow the necessary procedure for the resolution of the problem.

The minimum hiring age for any employee is 18 years old in order to protect our children.





FOOD SAFETY:

Maintaining excellent Food Safety standards is a crucial aspect in the Hospitality industry and if left unchecked it can pose significant risks. Since customer satisfaction is crucial to the group in general, TUI BLUE Palm Beach Hammamet implements Food Safety Management system. Some of our Hotels are already cetified ISO 22000 like TUI BLUE Manar & ML Africana and some are on the way such as our newly born Hotel scheduled in the coming years.

The group ensures that all employees involved are well trained on the policies, procedures and instructions implemented and have access to the necessary informations.





Sustainable BLUE®















INTERNATIONAL COMPATIBILITY:

We try to be compatible with international standards:

TUI BLUE Group is using a similar concept of Environment Board in order to pass information to customers which is the BLUE APP, where customers can share with us any comments regarding Service, Environment, Requests etc... on the pinboard; and have a maximum information about the country, Hotel facilities, Evironement...

Guests Awarness: All our customers are invited to download the BLUE APP upon arrival with the the assisstance of the BLUE GUIDES.











TRAINING PROGRAM:

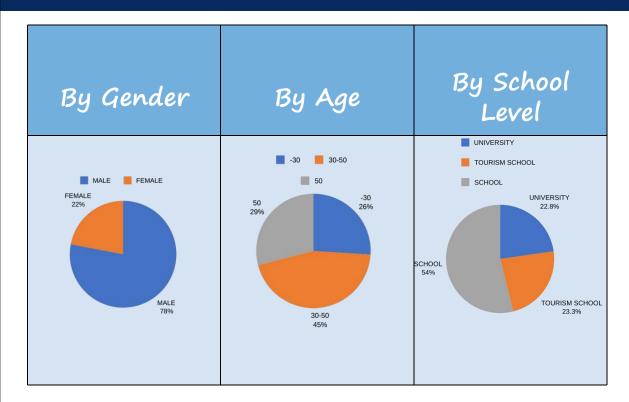
We believe in the importance of the our people's potential and the need to provide the right skills to enable them deliver their work effectively and efficiently. Well-trained staff are more proficient, leading to improved productivity and higher quality work.

Training encourages creativity and innovation. When employees are exposed to new ideas and techniques, they are more likely to come up with innovative solutions and improvements.

INTERNAL	EXTERNAL
 Basic Food Hygiene Spill Awareness Legionella Sexual Harrasement Guests cultures Big Picture 	 Fire Fighting & First Aid F&B Skills HK Skills FO Skills Team Building



OUR PEOPLE

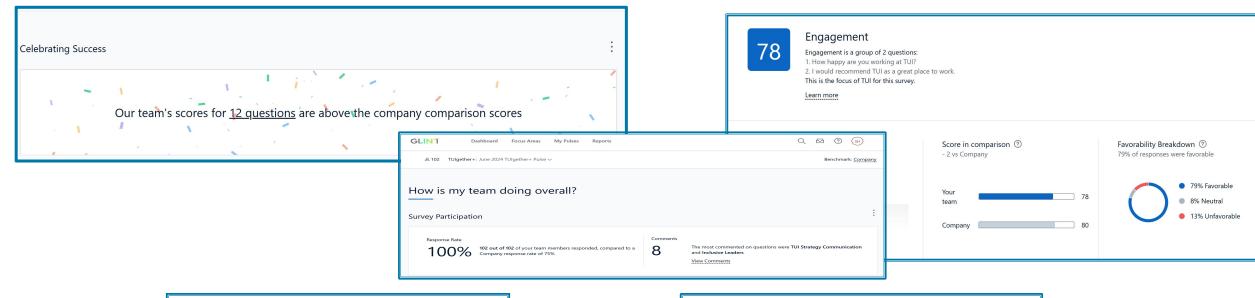


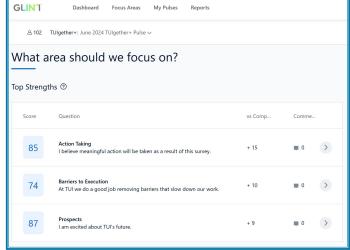
Total Workforce	2023	2024
Local	100%	100 %
Non Local	0 %	0 %
Gender	88% Male 12% Female	78% Male 22% Female

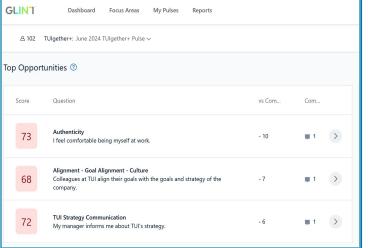
Year/Category	2023	2024
Managers	7%	3%
Masters	60%	45%
Executives	24%	47%



EMPLOYEE COMMENTS SURVEY 2024











STAFF ACTIVITIES:

Through the staff activities communication took place among staff which reflects positively on the atmosphere of the Work environement.

HAPPY MAKER





BIRTHDAY PARTY





SOCIAL ACTIONS

Social Actions	2023	Sept. 2024	Target 2025
Back to School Assistance	1 2250,00	16 220,00	18 000,00
Aied Al-Idha Assistance	12 655,50	62 850,00	70 000,00
Aied EL Fitr Assistance	0	9 400,00	11 000,00
Ramadan Bag	1 840,00	3 700,00	4 000,00
Maker of Happy	0	1 000,000	2 000,00



CARING FOR OUR COMMUNITY

around us.



At TUI BLUE Palm Beach Hammamet, our commitment extends beyond the walls of our establishment. We believe that true hospitality involves fostering a thriving, supportive, and inclusive community. Our dedication to caring for our community is reflected in our numerous initiatives designed to enhance the well-being of the people and places











Pink October



GREEN PRACTICES: BIO GARDEN

At TUI BLUE Palm Beach Hammamet, Our dedication to environmental care is ongoing, and we are constantly seeking new ways to improve and innovate. By integrating sustainability into every aspect of our operations, we aim to create a positive impact on the planet and inspire others to join us in our mission.









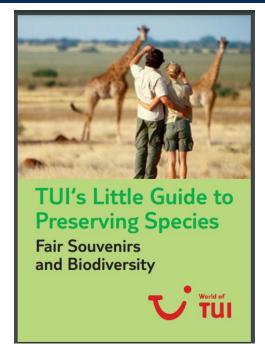
Olive trees planting

BIO Vegetable Garden

Plant ID



ANIMAL WELFARE



At TUI BLUE Palm Beach Hammamet, we are deeply committed to promoting animal welfare and ensuring the humane treatment of all animals. Our dedication to animal-welfare is reflected in our policies, practices, and partnerships that prioritize the well-being of animals in our care and within our communities. We strive to create a compassionate and responsible environment that respects and protects animals.



MAX



PILO





CULTURAL CONSERVATION & HERITAGE

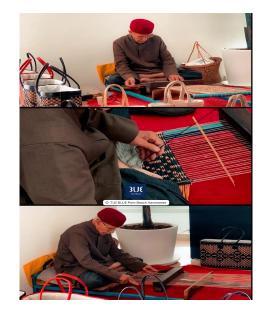
Supporting Local Artisans and Craftspeople: We actively support local artisans and craftspeople by showcasing their work within our hotel. This includes incorporating locally made art, textiles, and decor, and offering our guests the opportunity to purchase these unique items.

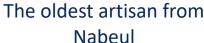
Promoting Cultural Experiences: Our hotel provides guests with authentic cultural experiences that highlight the traditions and heritage of the region. We offer cultural tours, cooking classes, and Olive Oil tasting that allow guests to connect with and appreciate the local culture.



Cooking Class



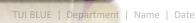














Hand design cooper

THE AMAZIGH / BERBERS





The Amazigh, also known as Berbers, are an indigenous ethnic group in North Africa, including Tunisia. They have a rich history and culture that dates back thousands of years. Despite facing centuries of invasions and marginalization, the Amazigh have managed to preserve their unique identity and traditions.

In Tunisia, the Amazigh population is estimated to be around 1 million people, representing about 10% of the total population. They are primarily concentrated in the southern regions, such as Djerba, Matmata, Tataouine, and M'denine, but can also be found along the Mediterranean coast and in the western regions near the Algerian border.

The Amazigh language, Tamazight, has its own unique script called Tifinagh, which has been in use for over 3,000 years. Despite historical efforts to assimilate them, the Amazigh have continued to maintain their cultural heritage and language.

In recent years, there has been a growing movement to recognize and promote Amazigh culture and language in Tunisia, especially after the fall of the Ben Ali regime in 2011. This has led to the establishment of Amazigh associations and increased visibility of their cultural practices.



GUEST COMMITMENT





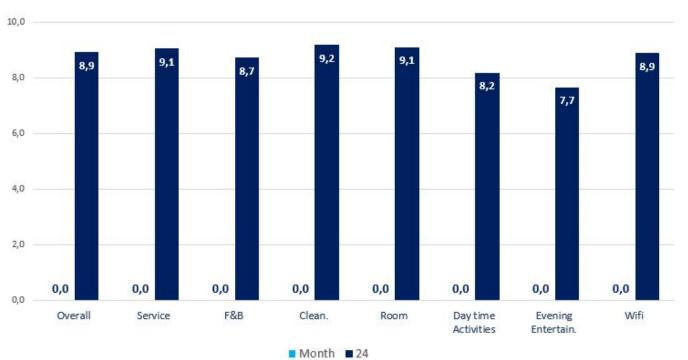
At TUI BLUE Palm Beach Hammamet, our guests are at the heart of everything we do. We are dedicated to providing an exceptional and unforgettable experience for each and every guest who walks through our doors. Our commitment to you encompasses a promise of comfort, safety, and outstanding service, ensuring that your stay with us exceeds all expectations. The Guests satisfaction are assessed through many ways such as Guest Questionnaires and Reviewpro surveys then all feedback obtained is analysed and all valued points are considred in our plans and set as a part of next year target.



TUI BLUE Palm Beach Hammamet





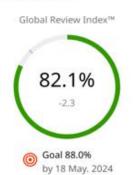




	Last	Year
Food	79	77
Aqua	91	84
Pool	84	83
Room	90	85
Dine	76	75
Fire	72	72
Safety	72	72
Spa	93	89

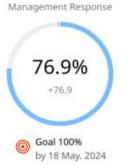
Summary ②

MAGIC HOTELS













5,5/6

4,5/5

Key Issues / Negative Comments

room not well cleaned refurbishment not well done food choice repetitive entertainment could be better





At TUI BLUE Palm Beach Hammamet, our commitment to the environment is a fundamental part of our ethos. We believe in the power of collective action and are dedicated to adopting practices that help protect and preserve our planet. Our approach to environmental stewardship is comprehensive, encompassing various initiatives designed to minimize our impact and promote sustainability.

We ensure that all employees and suppliers are aware of their responsibilities regarding managing their environmental impacts and guest is aware of the Hotel's effort to improve it's overall environmental performance.



2023	2024	Target 2025
&	&	*
Energy Consumption/Night	Energy Consumption/Night	Energy Consumption/Night
50,67 kwh	47,81 kwh	38,25 kwh

2023	2024	Target 2025
Carbon/Night 12,17 kgco2	Carbon/Night 11,72 kgco2	Carbon/Night 9,96 kgco2

ENERGY CONSUMPTION:

We have invested during the last renovation in energy-efficient technologies and practices to reduce our carbon footprint. This includes using LED lighting, energy-efficient appliances, and implementing smart systems to monitor and manage energy usage:

- Replacement plan of old equipments
- Staff training on proper use of electricity
- change bedlienen when required
- Using energy management system to control, heating, air conditionning and lighting system in guest rooms.
- > Daily Monitoring for electricity consumption.
- > Yearly comparaison between electricity consumption.
- ➤ To further our commitment to sustainability, all of our hotel corridors are equipped with motion sensors and energy-efficient LED lighting. These systems ensure that lights are only on when needed, significantly reducing energy consumption and minimizing waste.



2023	2024	Target 2025
Water Consumption/Night 0,910 m ³	Water Consumption/Night 0,818 m ³	Water Consumption/Night 0,695 m 3

WATER CONSUMPTION:

We have implemented water-saving measures throughout our hotel, from low-flow fixtures to efficient irrigation system. Our linen and towel reuse programs encourage guests to participate in our water conservation efforts.

- Purchase of sanitary items with allowed amounts of water consumption (toilets, showers, low water flow taps)
- Continuous control of leakage
- Proper controland maintenance of swiming pools.
- Changing towels policy
- > Training staff on proper water management



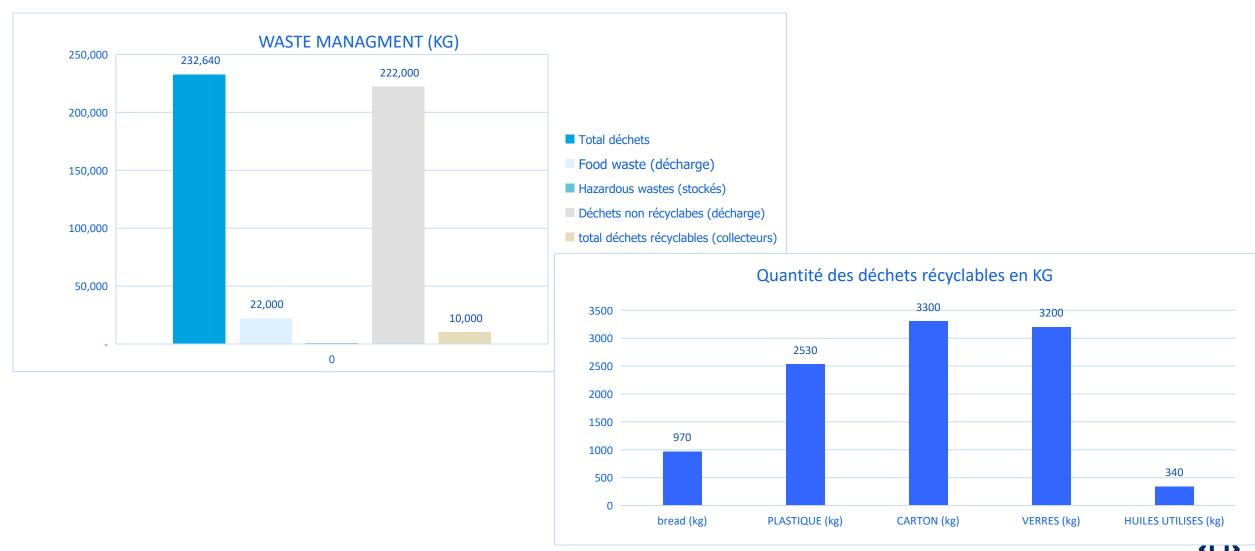
2023	2024	Target 2025
Waste Intensity kg/night 5,47 kg	Waste Intensity kg/night 4,99kg	Waste Intensity kg/night 3,50 kg

WASTE MANAGEMENT:

At TUI BLUE Palm Beach Hammamet, effective waste management is a key component of our sustainability strategy. We are committed to minimizing our environmental footprint by implementing comprehensive waste management practices that reduce, reuse, and recycle materials throughout our operations. Our goal is to create a circular economy within our hotel, ensuring that waste is managed responsibly and sustainably.

- Recycling Programs is a cornerstone of our waste management strategy. We have established comprehensive recycling programs for paper, cardboard, plastics, glass, and metal. Our staff is trained to segregate waste effectively, and we provide convenient recycling stations for our guests.
- Proper Management of quantity of food in proportion to the number of customers on a daily basis.
- > Training staff for proper waste management and recycling.
- Use of soap dispensers in the public toilets.





CERTIFICATIONS & AWARDS



















MEMBERSHIP ASSOCIATIONS

















ENHANCEMENT PROGRESS

Caring about the Environment:

At TUI BLUE Palm Beach Hammamet, our commitment to the environment is a fundamental part of our ethos. We believe in the power of collective action and are dedicated to adopting practices that help protect and preserve our planet. Our approach to environmental stewardship is comprehensive, encompassing various initiatives designed to minimize our impact and promote sustainability.

- 1. Energy Conservation: We have invested in energy-efficient technologies and practices to reduce our carbon footprint. This includes using LED lighting, energy-efficient appliances, and implementing smart systems to monitor and manage energy usage.
- 2. Waste Management: Our robust waste management program focuses on reducing, reusing, and recycling. We aim to divert as much waste as possible from landfills by encouraging recycling and composting, and by minimizing the use of single-use plastics.
- 3. Water Conservation: We have implemented water-saving measures throughout our hotel, from low-flow fixtures to efficient irrigation systems. Our linen and towel reuse programs encourage guests to participate in our water conservation efforts.



ENHANCEMENT PROGRESS

- 1. Purchasing locally is a key component of sustainability that's why our Head Office is looking to enlarge the suppliers list around the region.
- 2. Reduced Packaging Costs: Buying in larger quantities generally means less packaging, which can also lower costs.
- 3. Creation of a compostage zone winter 2025.



