



BLUE

TUI BLUE

# SUSTAINABILITY REPORT 2018

TUI BLUE Palm Beach Palace



# Topics

- 1 ABOUT TUI GROUP
- 2 HOTEL
- 3 POLICY
- 4 SUSTAINABILITY IN INVESTMENT PROCESSES
- 5 COMMUNITY & SOCIAL ENGAGEMENT
- 6 EMPLOYEES
- 7 ENVIRONMENT PERFORMANCE
- 8 AWARDS



# ABOUT TUI GROUP



TUI Group is the world's number one tourism business. From now on, the broad portfolio gathered under the Group umbrella will consist of strong tour operators, 1,800 travel agencies and leading online portals, six airlines more than 130 aircraft, over 300 hotels with 210,000 beds, 13 cruise liners and countless incoming agencies in all major holiday destinations around the globe. This integrated offering will enable us to provide our 30 million customers with an unmatched holiday experience in 180 regions. A key feature of our corporate culture is our global responsibility for economic, environmental and social sustainability. This is reflected in more than 20 years of commitment to sustainable tourism. In 2014/15 financial year the TUI Group with a headcount of 76,000 recorded turnover of €20.1 bn and an operating result of €1.069 bn. The TUI Group's share is listed on the London Stock Exchange in the FTSE index and in the regulated market of the Frankfurt Stock Exchange.



# ABOUT TUI GROUP



## TOUR OPERATORS

Many strong tour operators with leading positions in their own domestic markets are clustered under the roof of the TUI Group. In Germany they include TUI Deutschland, 1-2-FLY, airtours and Wolters Reisen, in the UK Thomson and First Choice. TUI operators are also among the leading national brands in Austria, Poland, Switzerland, Denmark, Finland, Norway, Sweden, France, Belgium, the Netherlands, Russia and the Ukraine.



## AIRLINES

There are six proprietary airlines in the TUI Group operating 136 medium- and long-haul aircraft, including the largest fleet of the latest Boeing Dreamliners. The airlines are TUIfly, Thomson, TUIfly Nordic, Jetairfly, Corsair and TUIfly Netherlands, serving more than 180 destinations around the world.



## HOTELS

TUI Group operates over 300 hotels of its own with 210,000 beds in 24 countries. The facilities run by our brands are located in top-class settings in the holiday-making regions – offering a variety of hotel formats with high standards of business performance, service quality and environmental management.



## CRUISES

TUI Group gears operations to the specific desires of different customers. Hapag-Lloyd Cruises, with four ships, is the leading provider of expedition and luxury cruises in the German-speaking market. The joint venture TUI Cruises offers premium voyages. The fleet currently consists of four vessels. Thomson Cruises has five liners serving the British market. TUI Cruises has even ordered four more ships.



# ABOUT TUI GROUP

- As leaders in our industry TUI AG and TUI Travel have market leading tourism, hotel and cruise brands with a rich heritage of over 40 years in this industry. Passionate about our businesses TUI AG and TUI Travel PLC have cooperated closely together since TUI Travel was created in 2007 and TUI Group is the natural progression where two TUI's become one.
- Having for more than 70 years been an industrial business operating as Preussag AG the company we know today as TUI AG entered the Tourism market in 1997 with the acquisition of one of Germany's leading tourism companies Hapag-Lloyd. Further tourism acquisitions followed and the company started to exit from its industrial businesses. Acquiring some of the biggest names in European tourism including, Thomson, Fritidsresor and Nouvelles Frontières and shareholdings in the hotel groups RIU and Magic Life TUI AG created one of the world's leading tourism groups.
- In 2007 the tour operating businesses of TUI AG, merged with the UK listed First Choice Holidays PLC, a tour operating business started in 1973 which had both Mainstream and Specialist businesses to form TUI Travel PLC, listed on the London Stock Exchange. The company's major shareholder with a stake of 54 per cent was TUI AG.
- Since the merger in 2007, colleagues from both businesses have either cooperated or worked closely together. For many years we know each other well and share a common understanding and drive. The TUI Group is the natural progression where two TUI's become one.



# HOTEL

Hotel TUI Palm Beach Palace

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Fax: (+216) 75 758 991

Email [info.palmbeachpalace@tui-blue.com](mailto:info.palmbeachpalace@tui-blue.com)

Homepage: [www.tui-blue.com](http://www.tui-blue.com)



# POLICY



## MANAGEMENT POLICY

As part of its strategic directions, the General management of TUI BLUE Palm Beach Palace consciously engages itself in the process of continuous improvement of Quality Management and Environment. This commitment involves all parties working for the company to achieve this goal. The General management of TUI BLUE Palm Beach Palace wants to position itself among the best in the industry. It seeks the following results:

Ensure continuous improvement of skills.

### Specific Objectives of PRP Management

Continuously improve the control of good hygiene practices

### Specific Objectives of Quality Management

Continuously improve the level of satisfaction of guests and reduce claims

Work within the budget and reduce waste

Continuously improve process efficiency

### Specific Objectives OF Environment Management

Proceed with the organization of environmental actions

Ensure compliance, satisfaction and compliance with applicable regulatory requirements and the requirements to which the organization subscribes related to environmental protection.

Control, reduce and recycle waste.

Control of energy (electricity, gas) and water, by adopting a rational use of these resources.

Reduce the risk of accidents and environmental incidents

General Manager





## EMPLOYEE'S POLICY

### Remuneration

We will ensure that all employees of TUI BLUE Palm Beach Palace are paid fairly for their work and all terms of employment conforming to the Tunisian employment regulations. This includes wages, leaves recovered, social security fees, income tax and others benefits they are entitled to.

### Health care

We are in charge to provide employees' annual medical check-up twice a year stool laboratory analysis. In case of accident at work, we are responsible in transporting the employee to the nearest hospital and the declaration to the social service system to obtain his/ her right for the medical fee charges.

### Equal opportunities

We analyses and evaluate all employees on their individual performance and not their personal characteristics or beliefs. We offer our employees a working environment that is free from discrimination, harassment, intimidation or cruelty. All employees are treated equally without the discrimination on the basis of gender, race, religion, sexual orientation, political beliefs or disability. We do not interfere in individual rights, principals or practices religious beliefs.

### Harassment / violence

We do not tolerate violence, threats, harassment, intimidation, and other disruptive behavior in our workplace; that is, all reports of incidents will be taken seriously and dealt with appropriately. Such behavior can include oral or written statements, gestures, or expressions that communicate a direct or indirect threat of moral and physical harm.

Employees who commit such acts may be removed from the premises and may be subject to disciplinary action, criminal penalties, or both. Whether he/ she is a superior or not, report should be done immediately to the department head concern. Department head who receive such reports should seek advice from the human resource manager who will be initiating appropriate action with the management together with the disciplinarian committee.

We need all employees' cooperation to implement the above mentioned policies effectively, in order to maintain a safe working environment.

General Manager





# POLICY



## COMMUNITY POLICY

### Purchasing

Whist ensuring that quality of our product or commercial feasibility is not compromised; we aim to purchase and promote produce from the local area. This will help reduce CO2 emissions from transportation. Wherever possible, we pay our suppliers within credit they request.

### Donation and charity

It is the policy of TUI BLUE Palm beach Palace that whenever items as furniture or linen are no longer suitable for use within the hotel, it will offer these to local organizations that may benefit from them (schools, local hospitals, community groups, etc). the hotel will also carefully consider how it may help the local community by the provision of in-kind support, such as auction prizes, etc. it may also consider sponsorship of local sports teams, provision of meeting space at subsidized or no costs, or advertising space for local businesses.

General Manager



# SUSTAINABILITY IN INVESTMENT PROCESSES

## Environmental Impact Assessment

- Follow & assess the relevant environment legislation (regional, national & international).
- Annual control of energy consumption in tonne equivalent petrol **TEP**
- Monthly measuring of CO2 emissions

## Resources and Certification

- Realisation of an energetic audit
- Daily monitoring of energy & water consumption
- Installation of water meter at strategic points
- Travelife Gold, TUI Umwelt Champion & Blue Flag

## Human Rights

- Follow & assess the relevant labour & human right legislation
- Regulatory monitoring system is set up relating to human rights



# COMMUNITY & SOCIAL ENGAGEMENT

Actions	Number of beneficiary	Gift/Reward	Cost
Aid for the police in djerba	*	Food and drinks	*
Aid for the fire department	*		
Association of the Deaf voice of tunisia AVST	*	Cach & Food and drinks	1,200.000 DT
Tunisian Union for the Mentally insufficient djerba midoun	*		
Tunisian charity for deaf djerba midoun	*		



# COMMUNITY & SOCIAL ENGAGEMENT

Month	Action theme	Action	Target	Participants
April	Social	Best employee	TUI BLUE PBP staff	Staff
April	Env. World Earth Day	Tree planting	Sustainability	Guest & staff
may	Environment	Club clean	Sustainability	Guest & staff
may	Social	Best employee	TUI BLUE PBP staff	Staff
june	Environment	Blue flage ceremony	Sustainability	management
june	August	Club clean	Sustainability	Guest & staff
june	Social	Best employee	TUI BLUE PBP staff	Staff
July	Social	ftar ramadon	TUI BLUE PBP staff	Staff
July	Social	Donations	TUI BLUE PBP staff	Staff
August	Environment	Club clean	Sustainability	Guest & staff



# COMMUNITY & SOCIAL ENGAGEMENT



**TUI BLUE Palm Beach Palace** management team visited a local Association named UTAIM (Tunisian Union for Mental insufficient people) to make a food and cleaning products donation and to have a better idea about the activities of this association.



# COMMUNITY & SOCIAL ENGAGEMENT

Social commitment is a very important part of TUI BLUE Palm Beach Palace philosophy. In Djerba we are supporting 3 institutions that are aimed at helping people with disabilities and special needs. With your donation you will make an important contribution to help those institutions.



## COMMUNITY & SOCIAL ENGAGEMENT

The purpose of this project report is to describe the initiatives and accomplishments of the organization in social and community supports, in terms of :

- **Organizational effectiveness**
- **Staff motivation**

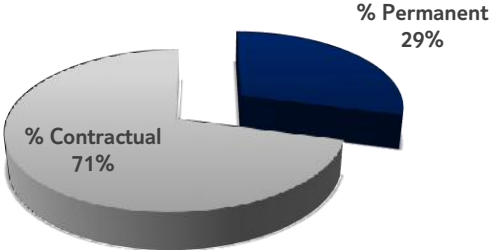
TUI BLUE Palm Beach Palace team is supporting on variety of community issues and social problems within specific geographic area (usually defined by school boundaries – where mostly all our employees resides) whose objective is to engage staff, families, schools, youth, community agencies, suppliers, local businesses and other community support organizations in actions that lead to collaborative, interactive service for individuals, children and families.



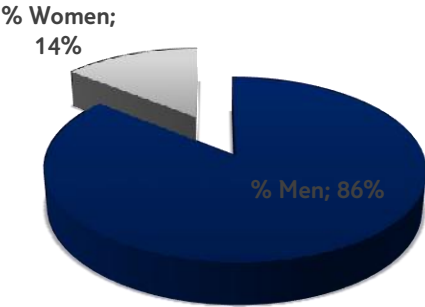
# EMPLOYEES

## AGE

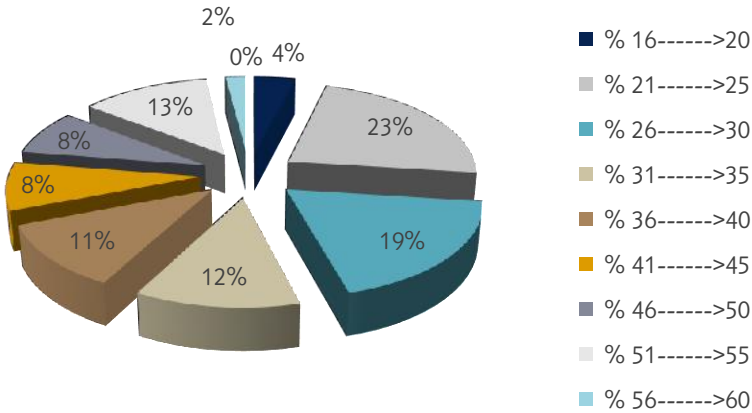
% Permanent	29%
% Contractual	71%



% Men	86%
% Women	14%



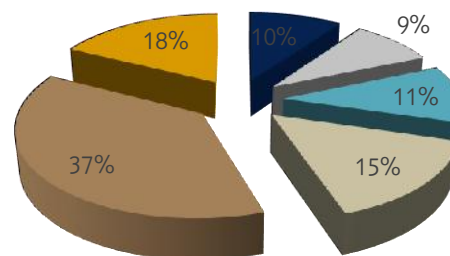
% 16----->20	10.0
% 21----->25	56.9
% 26----->30	46.8
% 31----->35	29.6
% 36----->40	28.1
% 41----->45	20.8
% 46----->50	19.7
% 51----->55	31.1
% 56----->60	5.0
% >60	0.0





# EMPLOYEES

% High school of tourism	10%
% University	9%
% Tourism School	11%
% Professional school	15%
% Secondary School	38%
% Primary school	18%



- % High school of tourism
- % University
- % Tourism School
- % Professional school
- % Secondary School
- % Primary school

It is in the charitable tradition of TUI BLUE Palm Beach Palace to support local institutions and organizations (such as; Home for the Aged People, Orphanage, School, Museum, etc...) by providing foods, clothing and other essential products and materials. The hotel donates items such as furniture, linen, blankets or any other materials which are no longer suitable for use in the hotel's standard. It is the policy of the hotel to help local community by donations of in-kind support, meal provisions, or sponsorship of local sports team or advertising local businesses.

Statistics :

**Local Staff = 99.8 %**

**Local Products/Suppliers : 90%**



# EMPLOYEES

## STAFF MOTIVATION

Actions	Number of beneficiary	Gift/Reward	Cost
Employees' Party	245	Diversified gifts	12.000,000 DT
Best Employee of the Year	1	Gift	400,000 DT
Best Employee of the month	12	Cach	1,200.000 DT
Employee's birthday			
Superior's Birthday	15	Birthday Gift	500,000 DT
Employees Ramadan Basket	315	Donations Ramadhane months	7,875.000 DT
Help for Aïd	*	Cach	3,500.000 DT
Wedding gifts	*	*	400,000 DT
School Aids	250	*	5,475.000 DT
Qualification, trainings	300	*	5,000 DT
Other donations given	*	*	569.806 DT



# EMPLOYEES

**Election of employee of the month**  
(the best, the kindest, most presentable).



EDUCATION  
GOAL SKILLS  
PERSONAL  
KNOWLEDGE  
CAPABILITY  
IMPROVEMENT  
COMPETENCIES  
TRAINING  
PROFESSIONAL  
VOCATIONAL  
PRACTICAL SCHOOL SOFTWARE  
FEEDBACK CONTENT PERFORMANCE  
RESULT  
JOB DEVELOPMENT  
TEACHING  
SPECIFIC ACQUISITION QUALIFICATION CAPACITY



# EMPLOYEES

At the end of the season, we organize a staff party to celebrate the successful season and to say thank you to all the hotel staff for the efforts they made. We prepare a buffet in the main restaurant and we share the lunch meal in a very happy atmosphere.



# ENVIRONMENT PERFORMANCE

## ENVIRONMENTAL MISSION STATEMENT

If planning and the setting of objectives are realistic and adapted to local conditions, the following standards, valid in equal measure, emerge from the Policy Statement for TUI BLUE .  
 These standards mean nothing else but the obligation of all the staff members and partners (stakeholders) to enter into a sustained environmental commitment to access nature circumspectly for the purpose of safeguarding the ability of the natural resources to regenerate:

**SEWAGE AND WASTE WATER TREATMENT** All the TUI BLUE clubs are either connected to a public sewage treatment plant or have their own biological clarification plant

**WATER AND ENERGY SAVING MEASURES**

- periodical checks in order to avoid loss of water
- automatic irrigation systems
- use of control devices to reduce water consumption
- change of towels only if requested by the guests
- change of bedding only if requested by the guests, or in case of an obvious need
- water saving systems in the public toilets
- selective use and reuse of secondary water
- use of energy saving lighting fixtures
- selective use of solar and photovoltaic systems
- selective use of gas and vapour technologies in the back of the house areas
- energy stoppers in all the guest rooms

- maximum use of consumption measuring instruments planned use of reactive current transformers
- periodically monitored and continuous setting of objectives and evaluation of the results

**WASTE MANAGEMENT**

- purchases only in large containers or packages
- only reusable and recyclable packaging
- avoiding disposable tableware, glasses and packaging, use of high-density plastic (PE)
- avoiding the use of aluminum foil
- professional disposal of batteries and dangerous substances (dyes, oils, fluorescent tubes, etc.)
- waste separation into paper, metals, plastic, textiles, glass and porcelain
- use of recycled paper or oxygen bleached paper wherever possible (back of the house, sanitary bags, laundry bags, notepads, guest information, flyers, etc.)
- composting (outside the club), employing subcontractors
- setting up baby changes including nappy / waste disposal containers (residual waste) in the public toilets for ladies and gentlemen!
- daily quantitative record of the waste volume



# ENVIRONMENT PERFORMANCE

## ENVIRONMENTAL MISSION STATEMENT

### POLLUTION REDUCTION AND MONITORING

regular water analyses (potable water, pools, the sea, and the biological clarification systems wherever necessary)  
 avoiding CFC cooling and refrigerating plants or their substitution/ replacement by environment friendly cooling gases  
 use of biologically decomposable chemicals wherever possible d. o toilet paper, hygienic paper, paper napkins and glass mats made only of chlorine free paper as possible  
 use of waterthinning colours wherever possible  
 regular exhaust gas tests of heating systems and vehicles  
 No smoking areas in all the restaurants as well as smoking ban in all the Mungo Clubs  
 noise abatement by means of anti noise zones with a choice of corresponding relaxation facilities

### ARCHITECTURE AND GARDEN

architecture and construction in the style typical of the country, using local materials  
 Environment friendly garden layouts, with chemicals being used as little as possible  
 use of organic fertilizers  
 application of natural pest control wherever possible  
 chiefly Mediterranean and local vegetation and fauna  
 cultivation of protected plants wherever possible  
 cultivation of herb, vegetable and ecological gardens  
 treating indigenous animals in a species appropriate way

### BEACH

annual participation in the European "blue flag" program  
 regular, periodical cleaning campaigns both above water and under water, with the guests taking part  
 protection of the eggs deposited by tortoiseshell turtles  
 information as to the natural protective function of seaweed for the protection of beaches (applies to posidonia oceanic)

### INFORMATION AND ACTIVITIES FOR GUESTS

information leaflets on our environment related activities  
 environment corner in all the lobbies  
 environment oriented entertainment activities (walking tours, field visits during the harvest time, etc.)  
 marking of nameplates for the fauna and flora

### PERSONNEL INFORMATION AND ADVANCED TRAINING

periodical training units for the staff

### PUBLIC RELATIONS

support of regional and supra-regional environmental organisations  
 support of schools, kindergartens, universities to spread the environmental idea  
 support of project work / promotion  
 publication of environment news  
 area wide participation in international and national days of the environment  
 participation in national/international environment events  
 participation in trade fairs  
 use of local products and staff on site to support domestic economy and secure jobs



# ENVIRONMENT PERFORMANCE

We use motion sensors for lighting



We have installed cutting-power intelligent in all



# ENVIRONMENT PERFORMANCE

Implementation of waste separation garbage for guests, in offices, ... Kitchens





# ENVIRONMENT PERFORMANCE

In TUI BLUE Palm Beach Palace, we encourage our employees and guests to participate into our environmental activities.

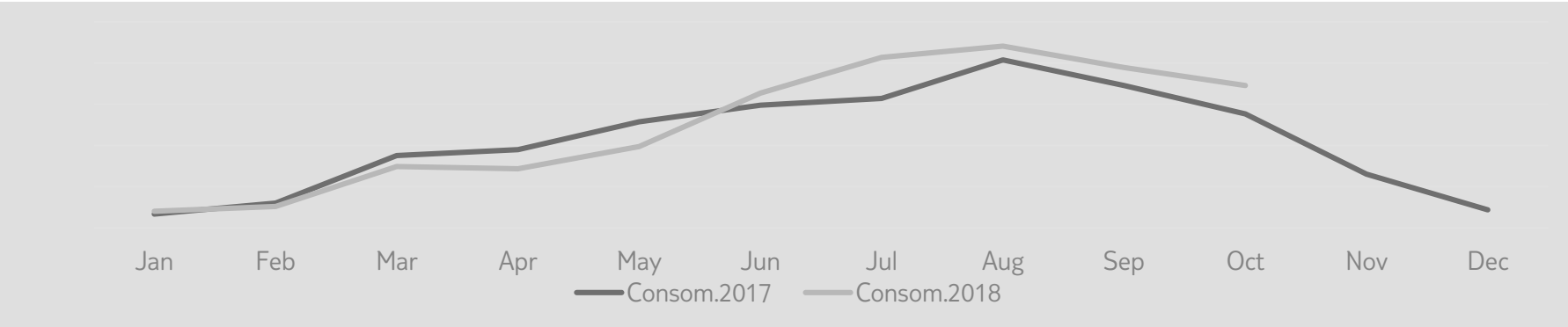


# ENVIRONMENT PERFORMANCE

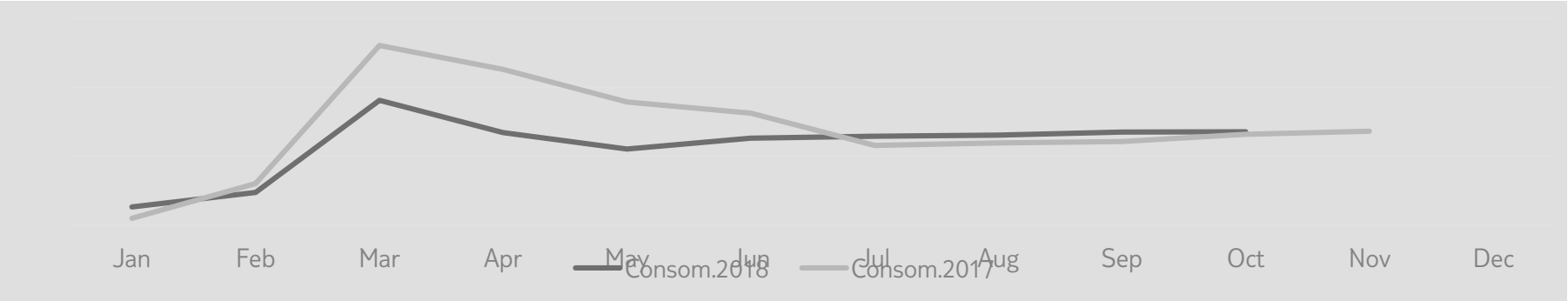


# ENVIRONMENT PERFORMANCE

## Electricity consumption

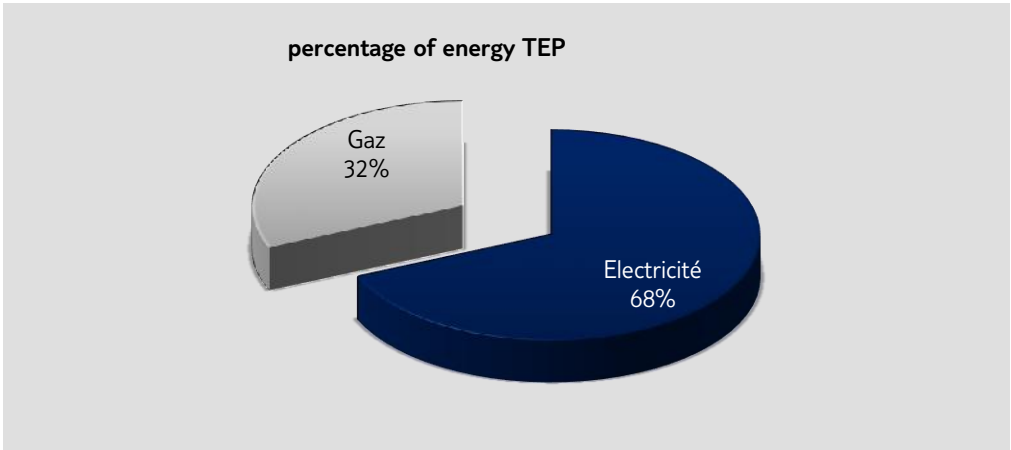
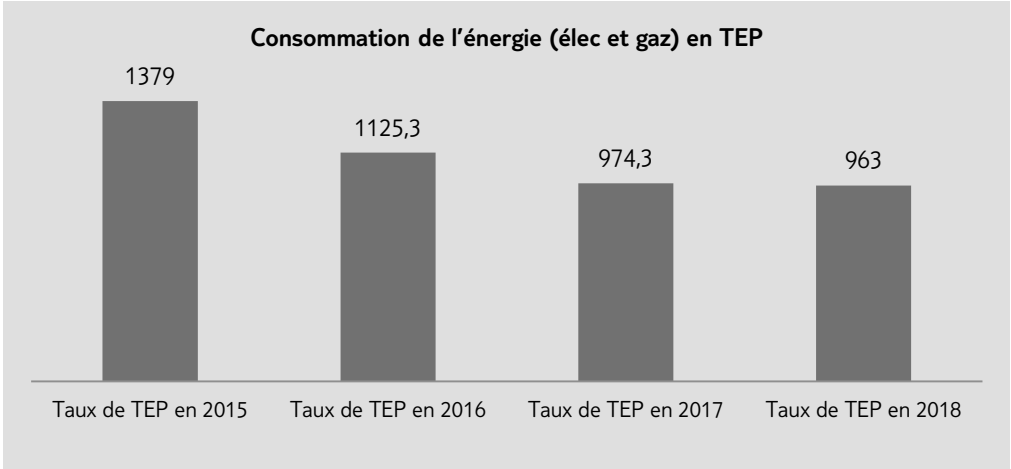


## GPL consumption



# ENVIRONMENT PERFORMANCE

Environment in number



# AWARDS



**THANK YOU!**

