



TUI MAGIC LIFE

SUSTAINABILITY REPORT 2018

TUI MAGIC LIFE Penelope Beach



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CLUB



Name : Club Magic life Penelope Beach Imperial
Category: Club 4 * All inclusive product
Adress : Tourist Zone B.P 257 4180 Houmt-souk Djerba / TUNIS
Tel : 75 731 454
Fax: 75 732 594
web site : www.magiclife.com

The club is located on 13 hectares, facing a splendid beach in Djerba.
It is 25km from the international airport of Djerba.
It is 15 km from the city Houmt Souk, a city of museums and historical monuments,5 km from the town of Midoun.



CLUB



Magic Life Imperial Beach Penelope offers its customers:

- 315 rooms divided between two main blocks and 8 homes
- Bungalows in the form of a central kitchen and satellite kitchens 3
- A main restaurant
- Three a la carte restaurants and a snack
- 7 bars
- 7 swimming pools
- SPA center
- An amphitheater
- Disco
- A conference room
- A play area for children
- 6 tennis courts and other sports and entertainment
- A training ground for Golf



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.



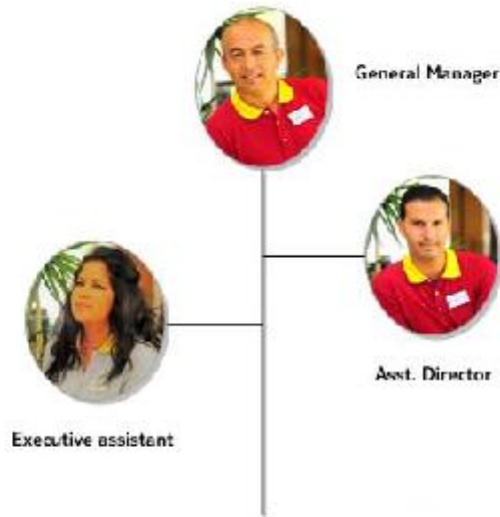
HISTORY



- 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.



Management team



POLICY



MANAGEMENT POLICY

As part of its strategic directions, the General management of **MAGIC LIFE Penelope** 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 **MAGIC LIFE Penelope** 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



POLICY



EMPLOYEE'S POLICY

Remuneration

We will ensure that all employees of magic life Penelope 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 magic life Penelope beach Imperial Beach 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



POLICY



AGAINST SEXUAL CHILD ABUSE POLICY

As part of its strategic orientations, the General management of MAGIC LIFE PENELOPE BEACH is consciously, committed to the process of protection and respect for children.
This commitment involves all parts working for the company.
The General management is committed to:

Maintains a policy of opposition to the commercial sexual exploitation of children and adolescents.

Do not allow any commercial sexual exploitation of children and adolescents in our facilities.

Sensitize staff about the problem; laws and risk.

Train all staff to denounce and identify suspicious activity.

work in compliance with applicable laws and works with government and non-governmental organizations pursuing these crimes and prevention work .

As humans, we are committed to protecting our children and adolescents from all forms of exploitation either professionally and in person


General Manager



COMMUNITY & SOCIAL ENGAGEMENT



ACTIONS FOR COMMUNITY BENEFIT

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  the Mentally insufficient djerba midoun	*		
Tunisian charity for deaf djerba midoun	*		



COMMUNITY & SOCIAL ENGAGEMENT



Participation of guest and staff in social and environment actions

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



COMMUNITY & SOCIAL ENGAGEMENT



Supporting Social & Community

Magic Life Penelope Beach management team visited a local Association to make a food and cleaning products donation and to have a better idea about the activities of this association.



COMMUNITY & SOCIAL ENGAGEMENT



Supporting Social & Community



COMMUNITY & SOCIAL ENGAGEMENT



Supporting Social & Community



Magic Life Penelope Beach 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



Supporting Social & Community

Social commitment is a very important part of Magic Life 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



Supporting Social & Community



COMMUNITY & SOCIAL ENGAGEMENT



Supporting Social & Community



A donation box was put in the hotel lobby to guests & hotel staff to collect money in favour of 3 local associations which are ATAS & AVST & UTAIM .

At the end of the season, we invest the gathered money in buying materials, medication for the concerned.

The fourth session of the Arab marathon against smoking in the occasion of the 'World No Tobacco Day' in Midoun Djbera

Our club had taken part in this event by donating T-shirts and bottles of water to the

participants. We did also invited our guests to go explore and participate.



EMPLOYEES



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

Club Magic Life Penelope 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.

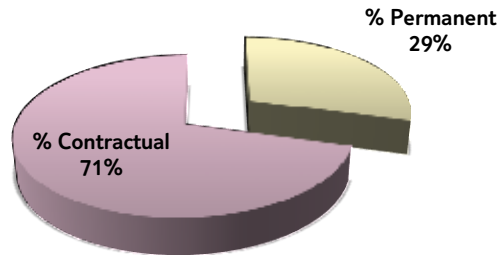


EMPLOYEES

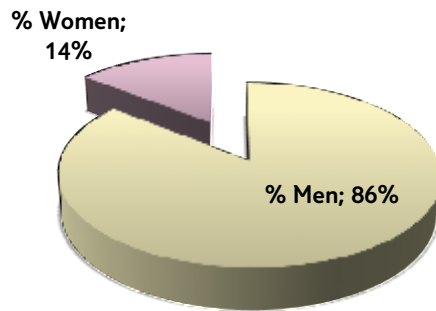


AGE

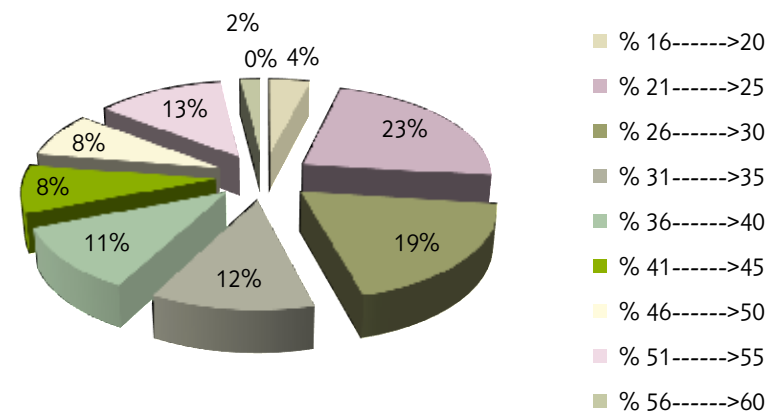
% Permanent	29%
% Contractual	71%



% 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

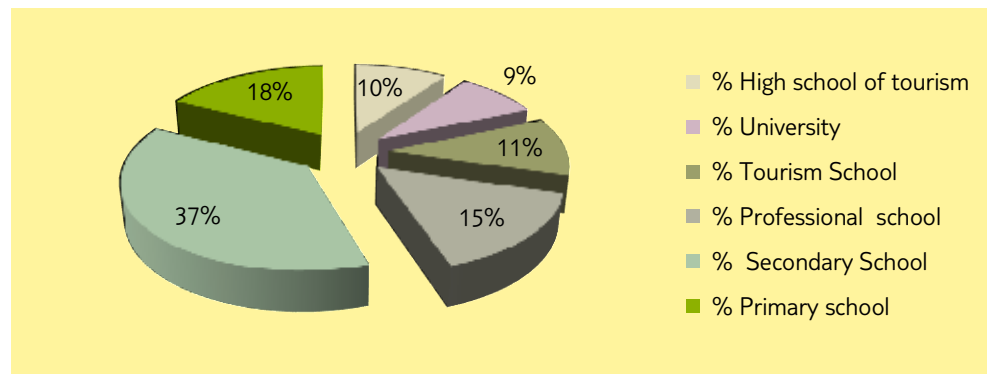


EMPLOYEES



SCHOOL LEVEL

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



It is in the charitable tradition of Magic Life Penelope Imperial 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).



EMPLOYEES



The best way to take out the best of employees is to encourage them. As we are aware of the importance of this fact, our employee of the month award is the best way to say thank you and to motivate our employees



EMPLOYEES



Retirement ceremony

Such an event couldn't go unnoticed. This ceremony was a symbolic gesture to say thank you to our very hard-worker Garden employee. With a small gift to remember the hotel with.



EMPLOYEES



Staff party

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.



EMPLOYEES



Training



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

TRAINING



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 MAGIC LIFE.

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 MAGIC LIFE 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 (e.g., health checks, castration, cat cafes)

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 related activities as part of the Mungo Club program
- 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



Environmental measures

We use motion sensors for lighting in toilets and the reception hall of the Central Block 1000



We have installed cutting-power intelligent in all



ENVIRONMENT PERFORMANCE



Environmental measures

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



ENVIRONMENT PERFORMANCE



Environmental measures Energy saving (water):

Use of two wastewater treatment plants to filter and treat water from the laundry and waste water used to for garden watering



Using a station that deals osmosis seawater and use it in common areas



ENVIRONMENT PERFORMANCE



Environmental activities

In the club magic life Penelope, we encourage our employees and guests to participate into our environmental activities.



ENVIRONMENT PERFORMANCE



Environmental activities

In the club magic life Penelope, we encourage our employees and guests to participate into our environmental activities.



ENVIRONMENT PERFORMANCE



Environmental activities

Cleaning action of our beach
Our Green Team, as well as some of our customers,
participated at this action.



ENVIRONMENT PERFORMANCE



Environmental activities

Beach cleaning action with TUI group Djerba



ENVIRONMENT PERFORMANCE



Environmental activities



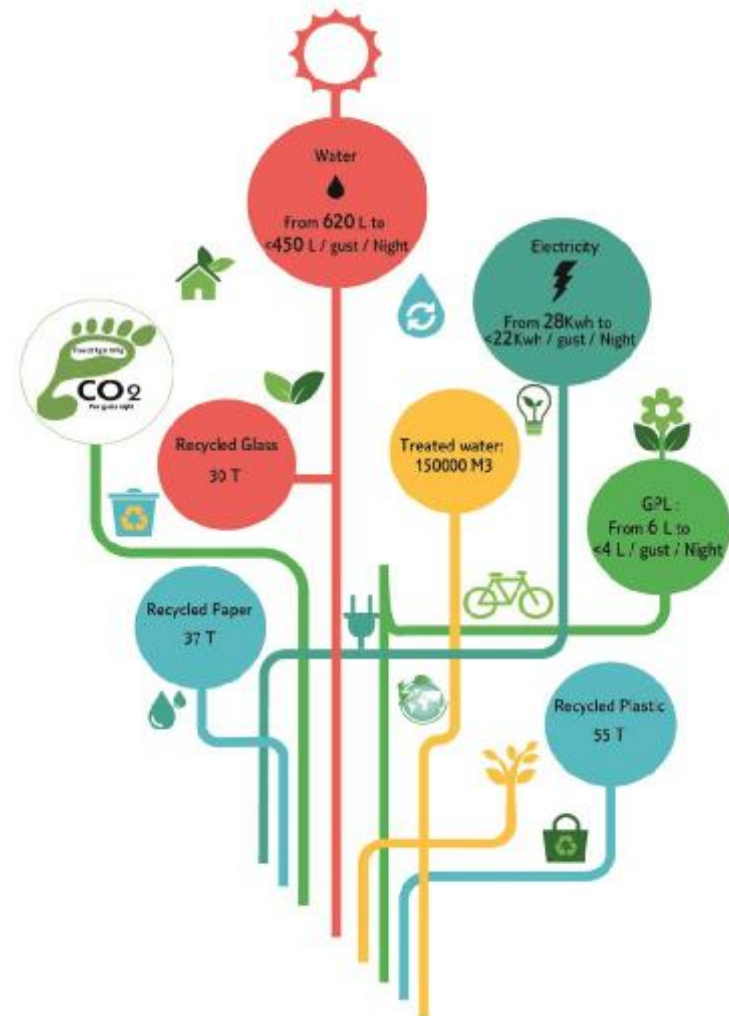
ENVIRONMENT PERFORMANCE



Environment in number

2009-2018

When we set a goal, **TUI Magic life Penelope** will work hardest not just to meet it, but to exceed it.

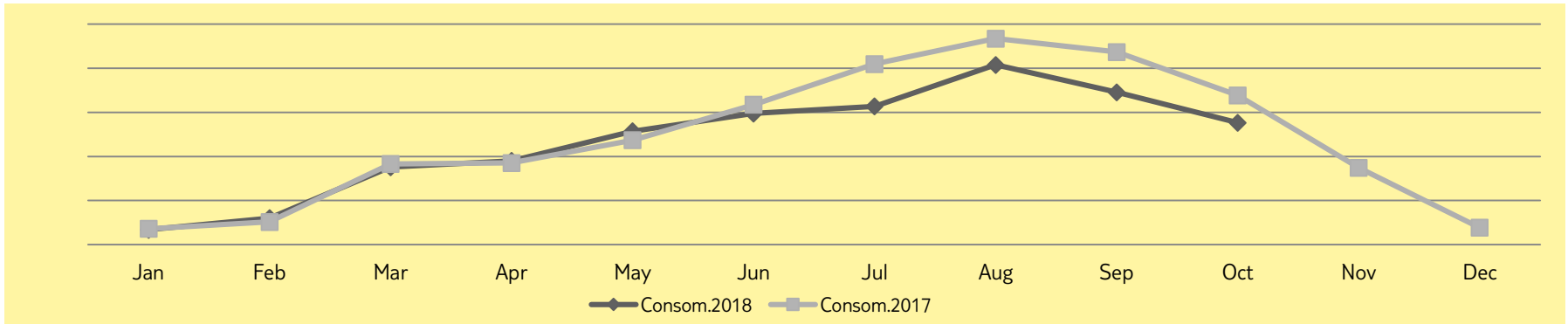


ENVIRONMENT PERFORMANCE

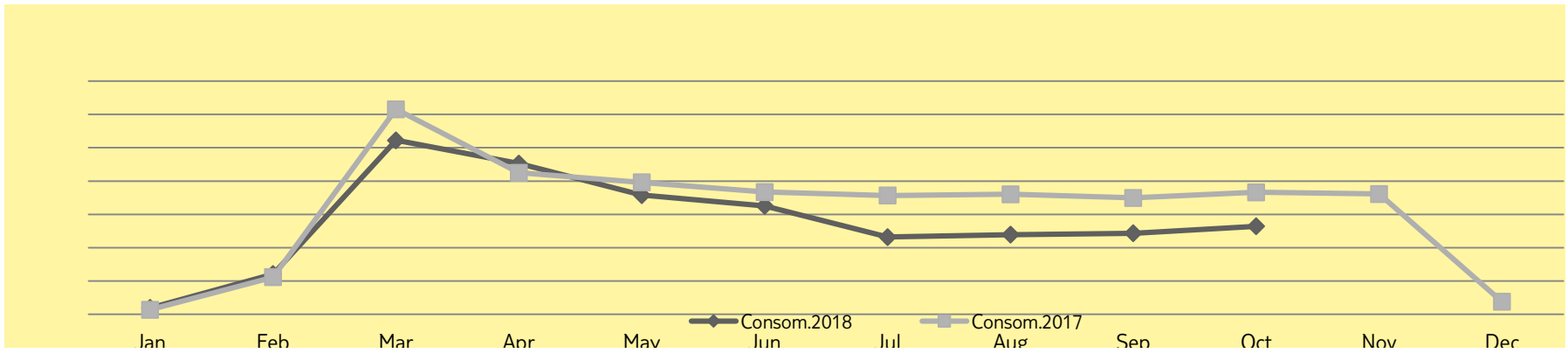


Environment in number

Electricity consumption



GPL consumption

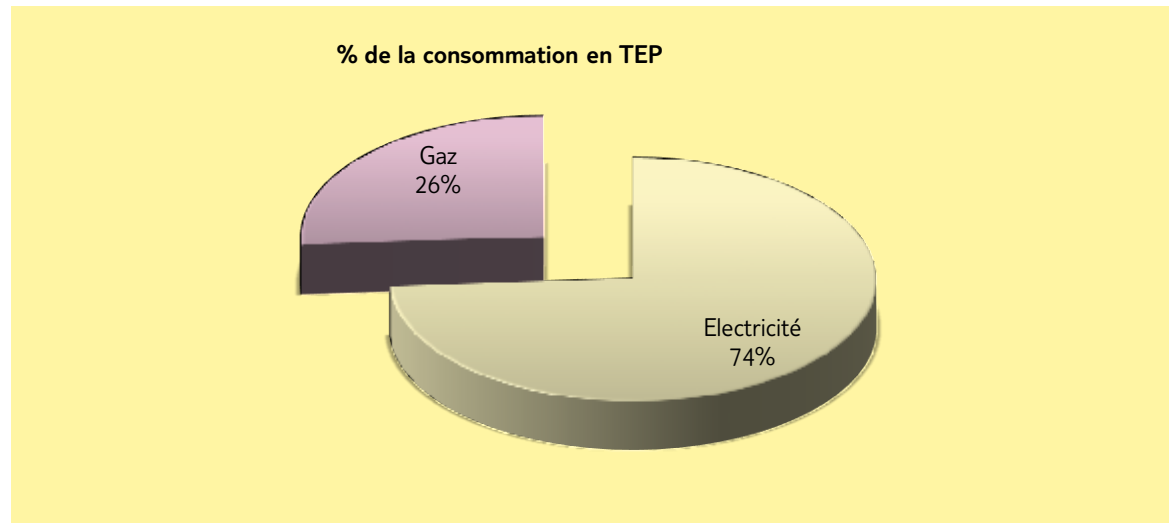
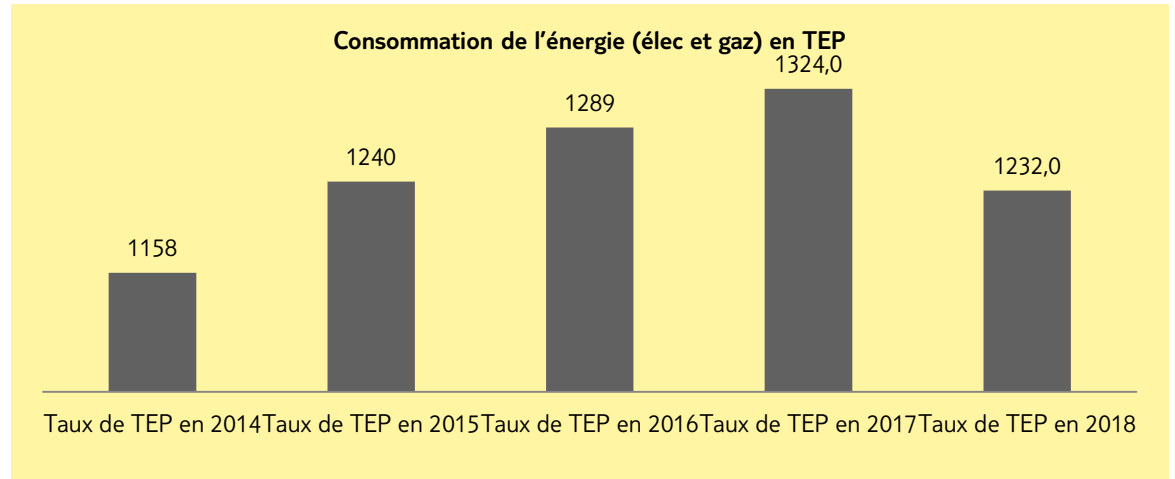


ENVIRONMENT PERFORMANCE



Environment in number

Emission in kg



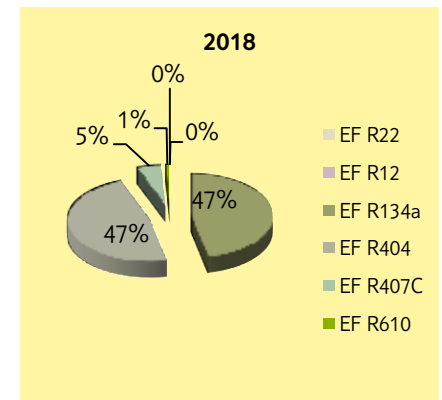
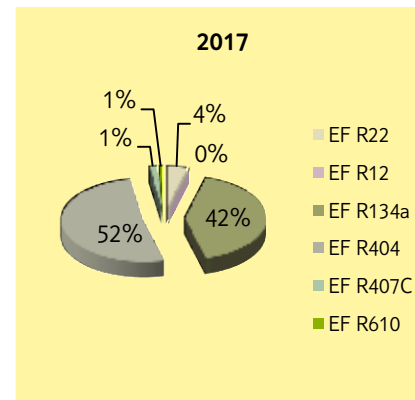
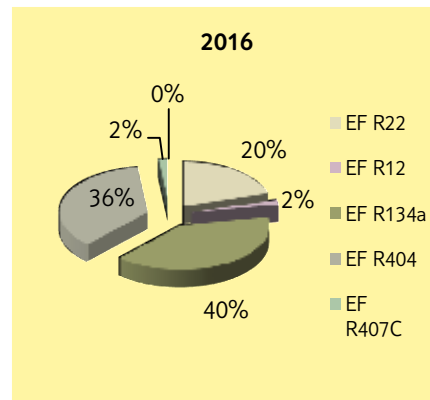
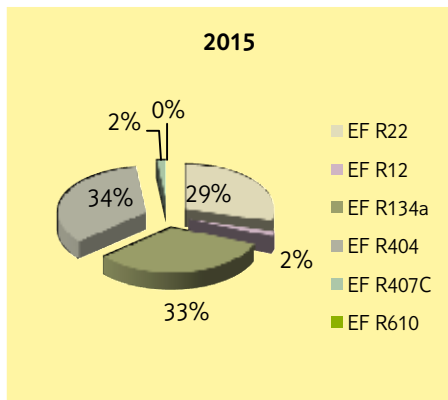
ENVIRONMENT PERFORMANCE



Environment in number

Reduce CFC Emissions

Type	2015	2016	2017	2018
EF R22	33	23	5	0
EF R12	2	2	0	0
EF R134a	37	45	51	57
EF R404	39	41	63	58
EF R407C	2	2	2	6
EF R610	0	0	1	1



AWARDS



ISO 14001



ISO 9001



GREEN KEY



TRIPADVISOR



TUI Umwelt
Champion



CRISTAL
FoodCheck



CRISTAL
Safety Check



Travelife Gold & Blue flag





TUI MAGIC LIFE

WHERE MAGIC HAPPENS.