



TUI SUNE0
Royal Kenz

Sustainability Report

01 FEBRUARY 2023 - 31 JANUARY 2024

Themes:

1. The Club
2. Magic Hotels
3. TUI
4. Management Policy
5. Principles and objectives
6. Smiling
7. Service
8. Environment
9. Hygiene
10. Uniforms
11. Obligations
12. Security
13. Customer Harassment
14. Confidential Hotline
15. Advantages

The hotel :

**1994: Opening of the Hôtel Royal
kenz 4***

**2014: “Magic Hotels”: Rental of
the hotel**

2023: TUI SUNEО Royal kenz

**TUI SUNEО ROYAL KENZ is a member of “Magic Hotels
& Resorts” group**



The hotel :

– Description of the hotel



- 468Bedrooms
- Main Restaurant: World Cuisine
- Restaurants à la Carte: World Meze
- Bars: Lobby Bar, American Bar, Beach Bar, Pool Bar
- Conference Room: Bridge; STAR Light
- Kids Club
- Swimming pools: Activity, Relax, Indoor swimming pool
- Fields: Tennis, Football, Archery
- SPA, Gym, Amphitheater



Magic Hotels:



Magic Hotels:

TUNISIA

Club Marmara Palm Beach Djerba

Djerba

SENSIMAR Palm Beach Palace

Djerba

TUI MAGIC LIFE Penelope

Djerba

Holiday Village Manar

Hammamet

Splash World Venus Beach

Hammamet

TUI MAGIC LIFE Africana

Hammamet

Club Marmara Hammamet Beach

Hammamet

Skanes Family Resort

Monastir

Royal Kenz Thalasso and SPA

Sousse

SENSIMAR Scheherazade

Sousse

Ksar Rouge

Touzeur

MOROCCO

SENSIMAR Medina Gardens

Marrakech

Splash World Aqua Mirage

Marrakech

EGYPT

TUI MAGIC LIFE Kalawy

Red Sea

TUI MAGIC LIFE Sharm el Sheikh

Sharm el Sheikh



GLOBAL BRANDS AND PARTNERS

TUI Hotels & Resorts broad international footprint includes more than 350 Hotels & Resorts in 28 destinations.





TRUSTED

Unique

INSPIRING



Live Happy

Policy & Objectives

The team Management of the TUI SUNE0 Royal Kenz Hotel is committed to achieving the following objectives, by involving all the staff of the establishment:

1. Priority Customer Satisfaction:

- Ensuring an exceptional experience with every customer.
- Respond effectively to customer needs in all circumstances.
- Exceed TUI customer satisfaction standards.

2. Responsible Resource Management:

- Reduce costs while maintaining quality.
- Eliminate waste and promote efficient use of resources.
- Encourage the search for innovative solutions by all employees.

3. Operational effectiveness:

- Implement high standards of quality and efficiency.
- Take a proactive approach to resolving problems.
- Encourage a culture of continuous improvement.

Policy & Objectives

4. Respect for the Environment and Sustainability:

- Integrate eco-friendly practices.
- Reduce the environmental footprint through waste management initiatives and energy conservation.
- Support TUI's sustainability efforts.

5. Staff Development:

- Invest in professional and personal development.
- Provide training and advancement opportunities.
- Foster an inclusive and motivating work environment.

The Director General

Mohamed Sassi

Principles :

“Offer an **exceptional vacation** without standing service in order to respond to customers’ expectations.

Values:

Smiling: Smile & good welcome is crucial for
success: **“SMILE”**

Smile and positive attitude are contagious...

They can go very far in creating a
excellent customer service

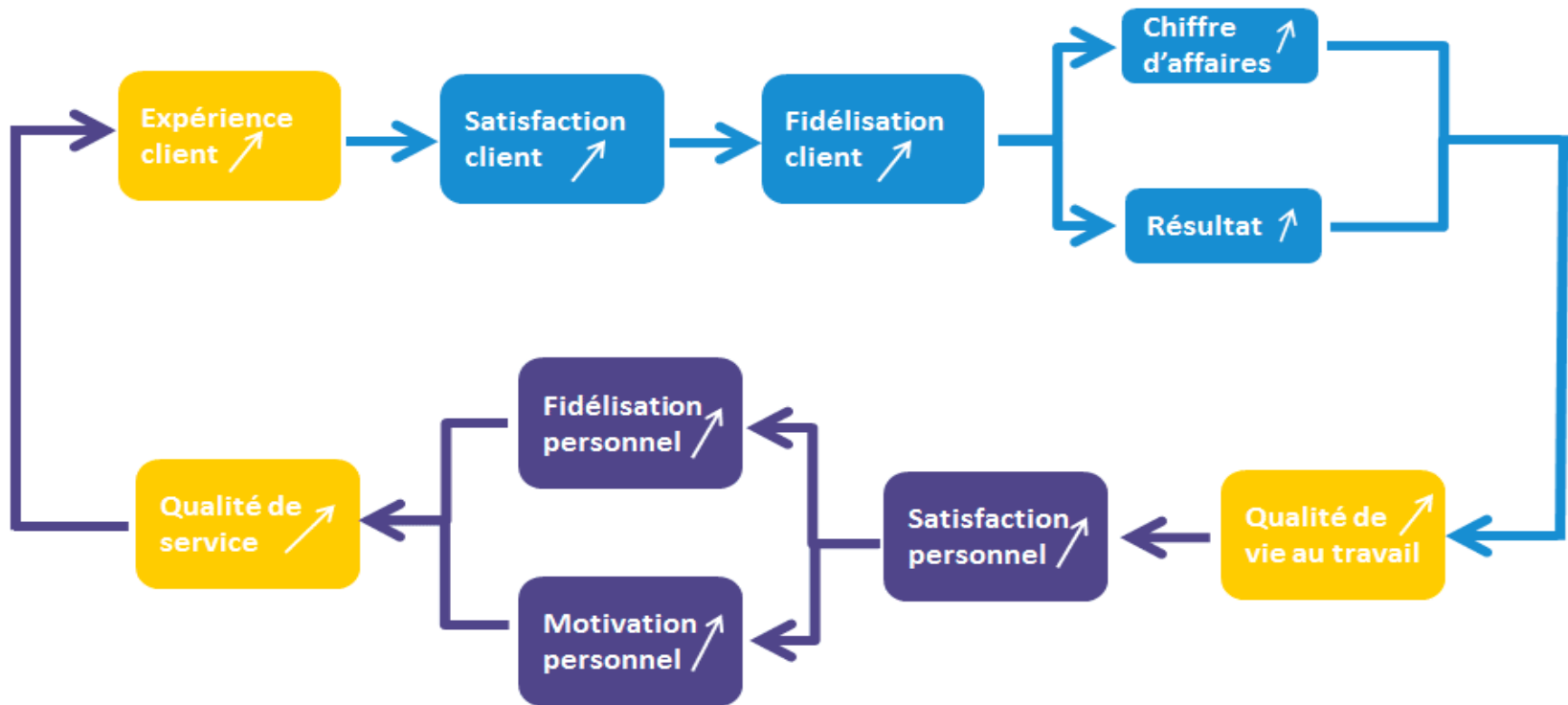
Welcome
Warm
& Attention

Friendliness
Kindness
Courtesy

Service
Exceptional

Exceptional Service:

Le cercle vertueux de la satisfaction client



Leadership: Responsibility and commitment

The management team of the Tui Suneo Royal Kenz Hotel is firmly committed to favoring sustainability and social responsibility. Our main objective is to create an environment conducive to the achievement of measurable objectives in matters of socio-economic and environmental sustainability, in alignment with international standards established by the Travelife label.

We are committed to allocating the necessary resources to support the continuous improvement of our system, ensuring that our operations meet the highest standards of sustainability

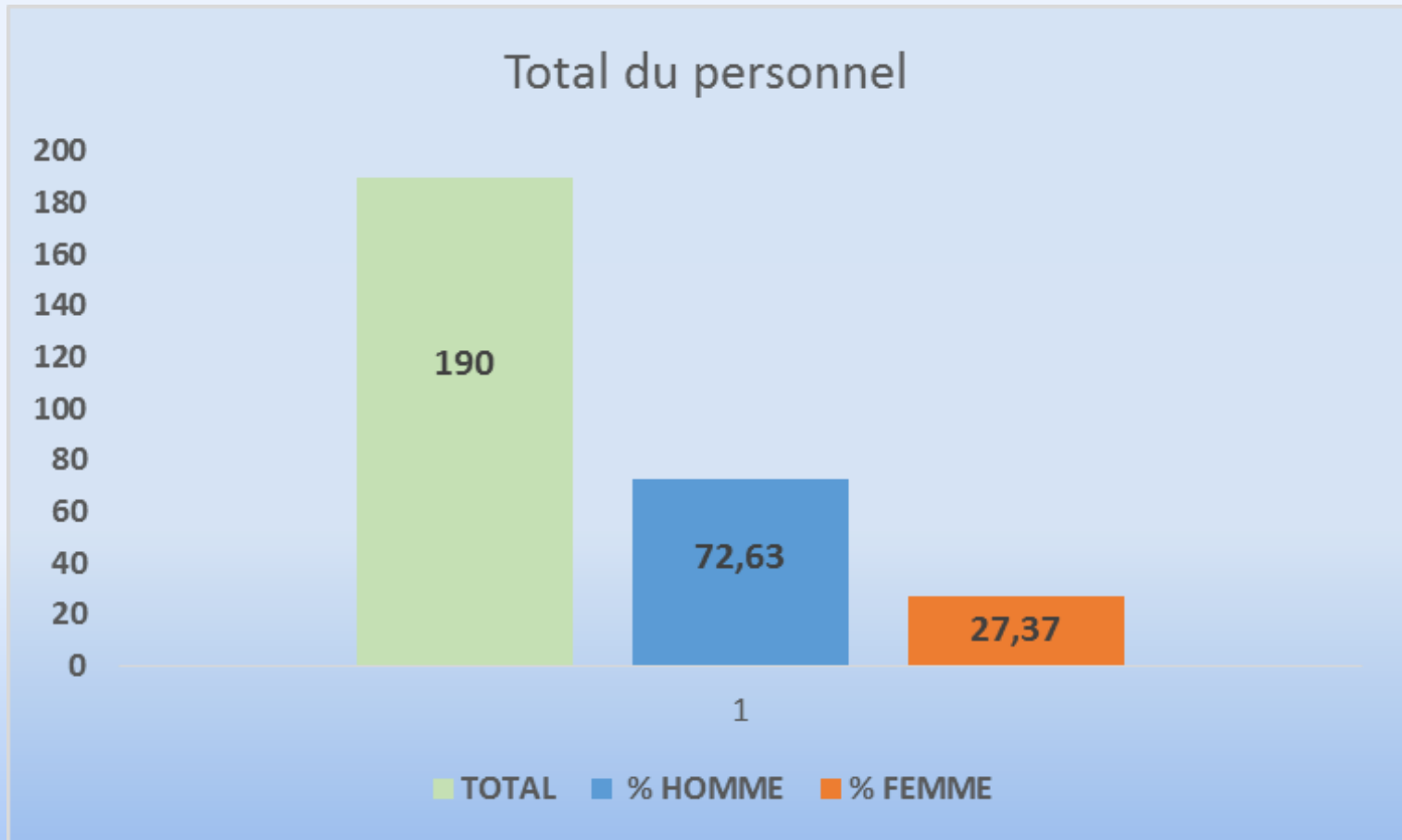
The Director General

Mohamed Sassi

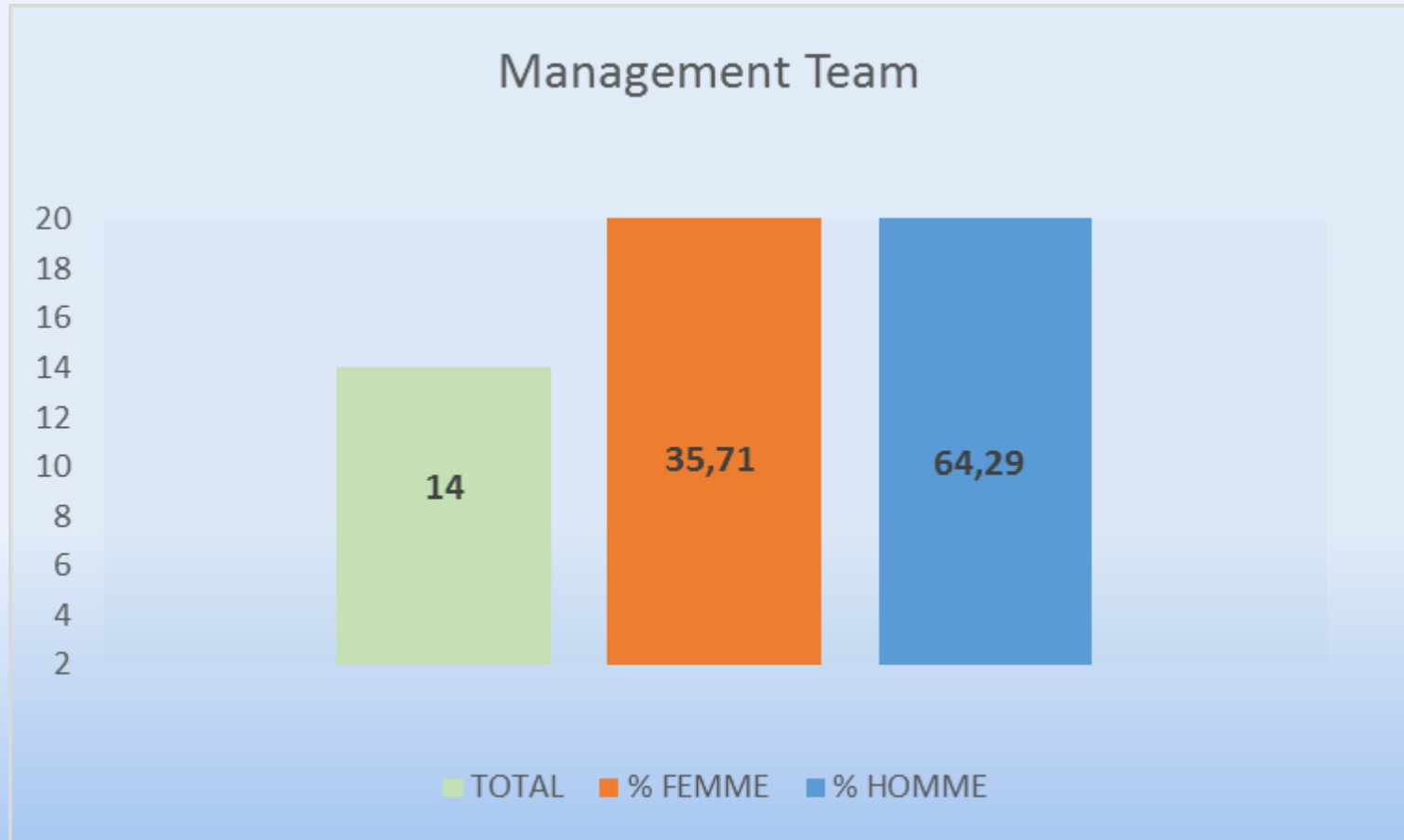
Community and social engagement

Management is actively committed to supporting the well-being of members of the local community. By providing jobs and meeting needs daily, we also promote social inclusion and equal opportunities. Our commitment to environmental sustainability is reflected in respect of human rights standards and regulations, thus ensuring harmonious coexistence with our environment.

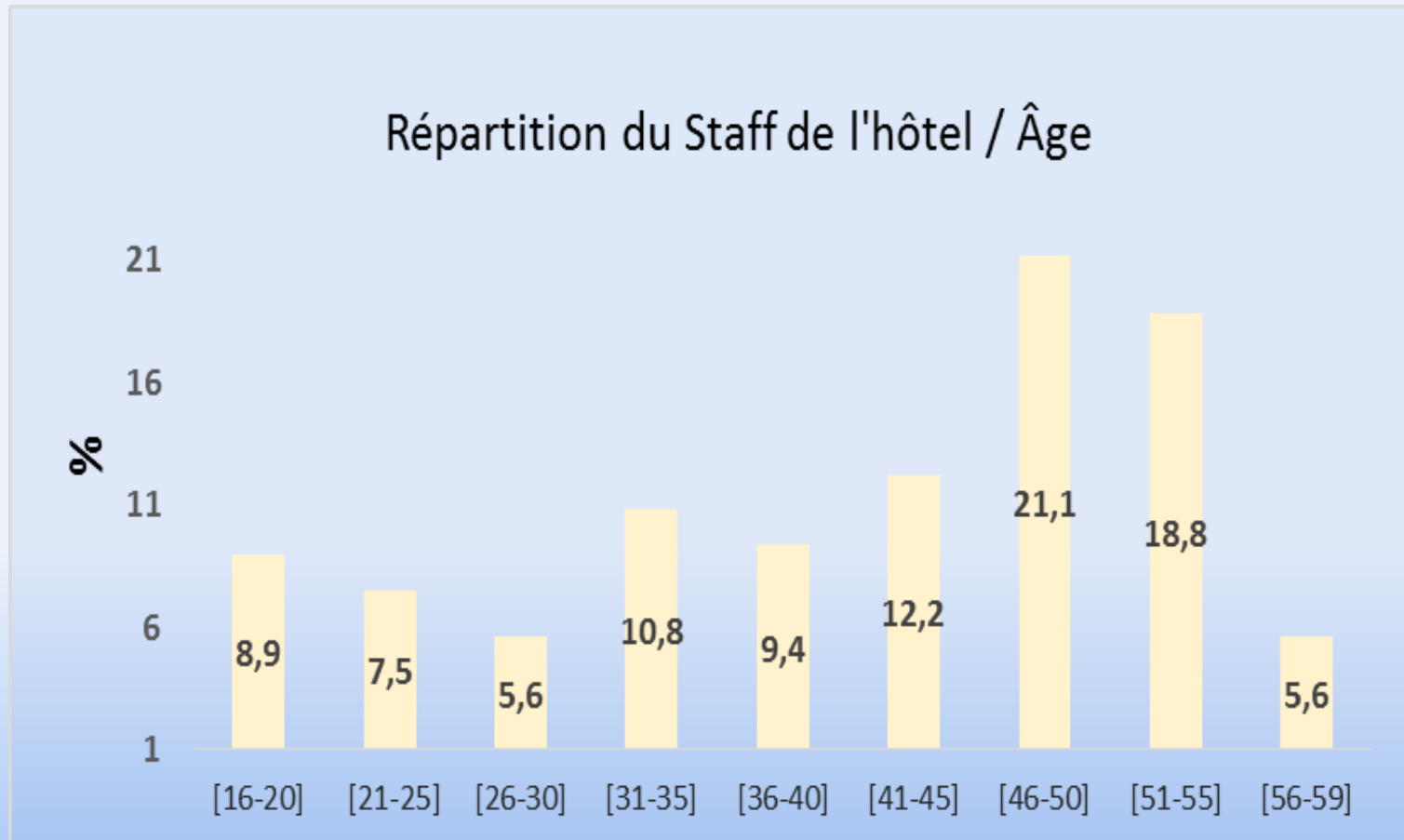
Workforce by gender



Staff category

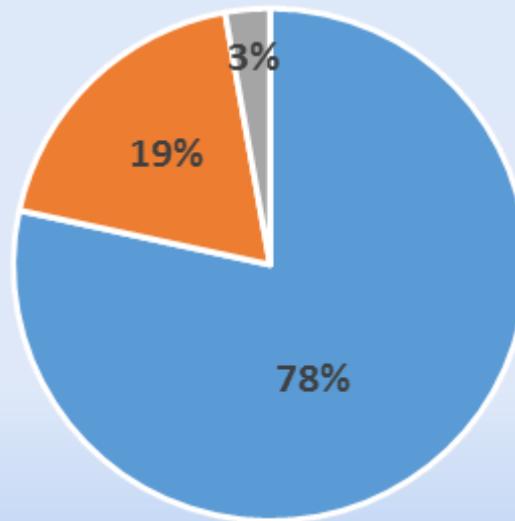


Hotel staff / Age



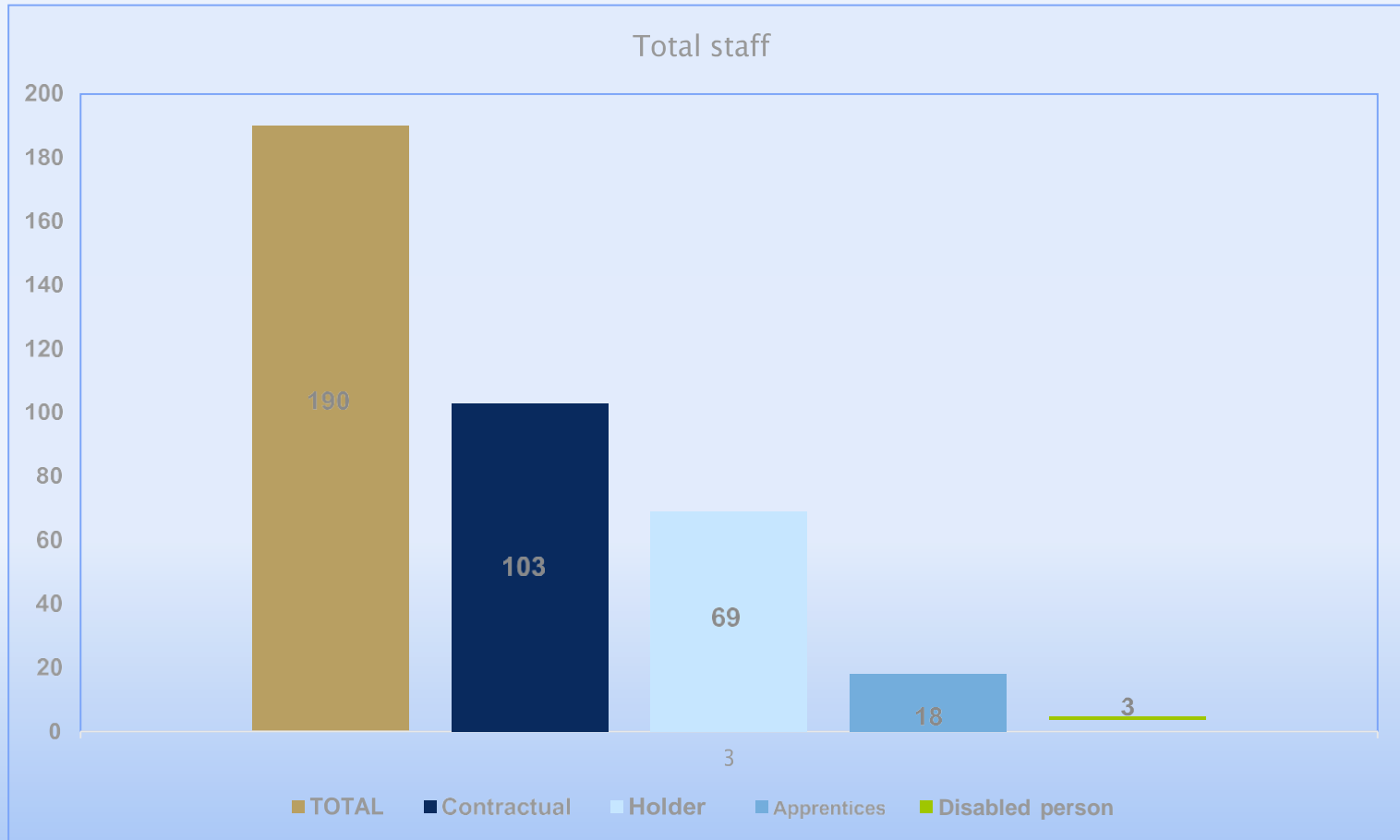
Staff rate/region

Répartition du staff de l'hôtel / Région



■ Sousse et centre ■ Nord ■ Sud

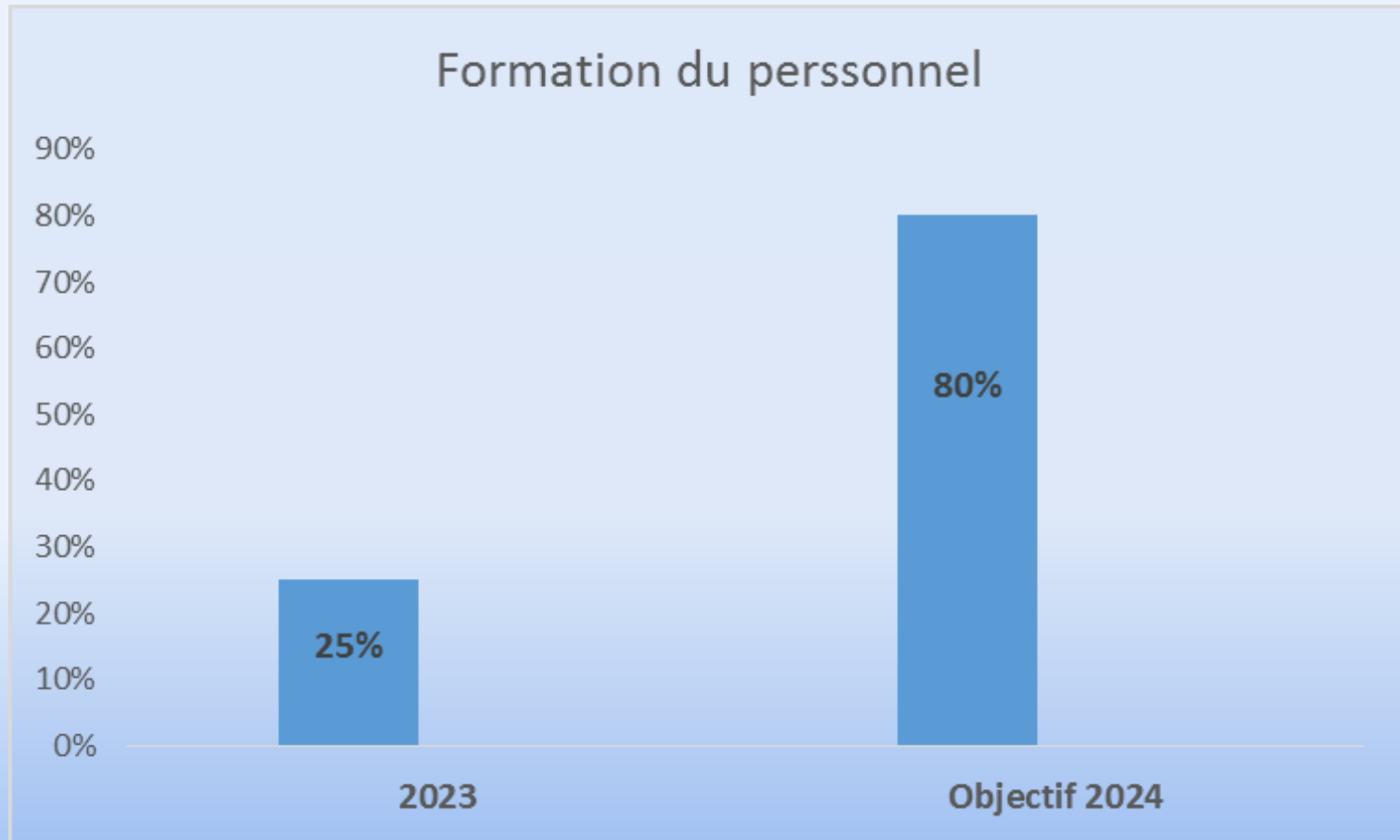
Work force



Improvement of staff skills

Magic Hotels & Resorts values the professional development of its staff by providing them with training and growth opportunities. By investing in their skills and encouraging them to excel, we ensure exceptional service that exceeds customer expectations.

Staff training in sustainable development

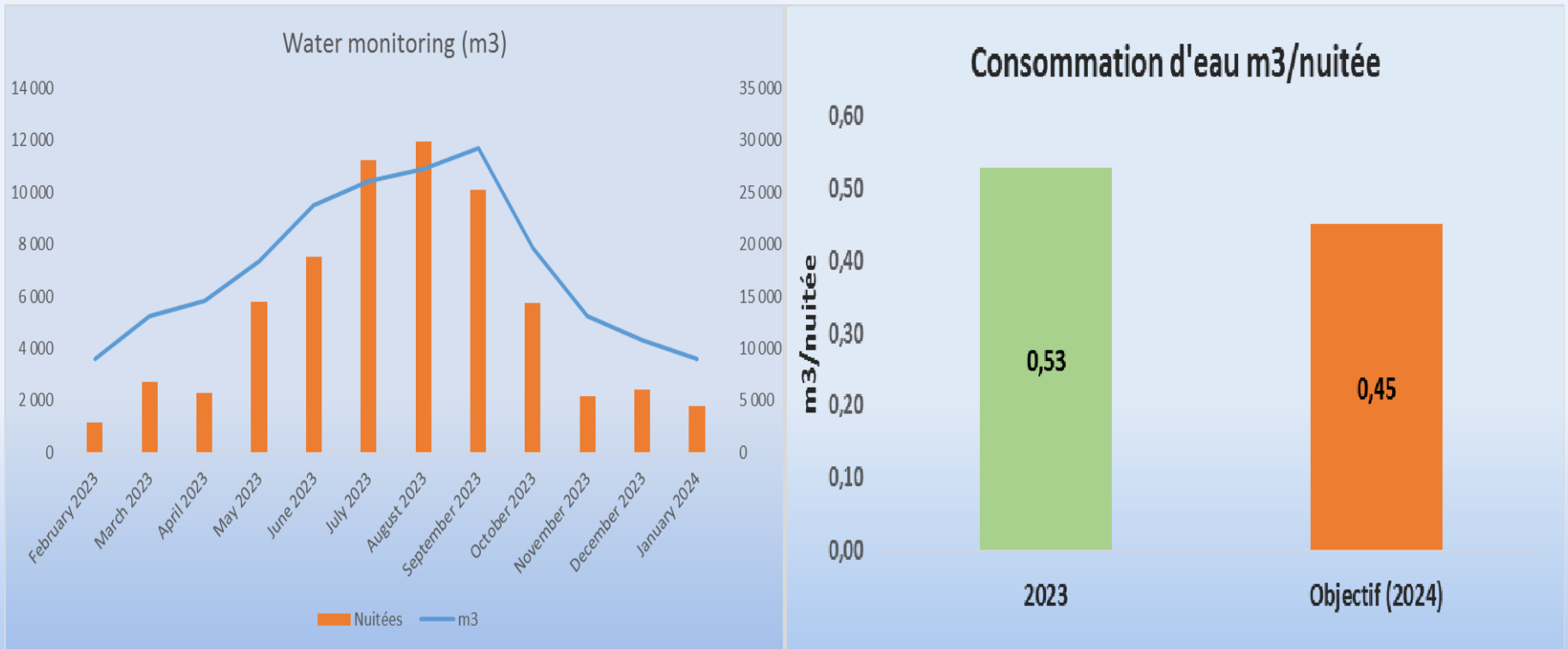


Environmental Performance

We have a formal program in place to reduce our environmental footprint by setting long-term goals. At the Royal Kenz Hotel, we consider environmental performance to be a top priority. As a Magic Hotels & Resorts company, we are actively committed to sustainability by working with tour operators and stakeholders to address climate change and increasing pressures on natural resources.

Environmental performance indicators

Reduction of water consumption



Measures to reduce water consumption

- Implementation of a daily register to monitor water consumption.
- Installation of flow reducers in showers, as well as as mixers in the sinks of the rooms and common areas.
- Automatic leak control in public spaces and guest rooms.

Measures to reduce energy consumption

- Daily monitoring of the energy consumption register to detect any underuse and identify optimization opportunities.
- Regular preventative maintenance of equipment and machines to ensure their proper functioning and extend their lifespan.
- Installing smart cards in guest rooms by removing all energy in the room.
- 92% of the lamps used are low consumption.

Reduce energy intensity



educate
energy
tension



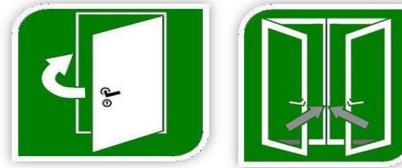
Please close the doors and the windows while the air conditioning is switched on.

Please close doors and windows while the air conditioning is running.

يرجى قلع الأبواب والنوافذ أثناء تشغيل المكيف.

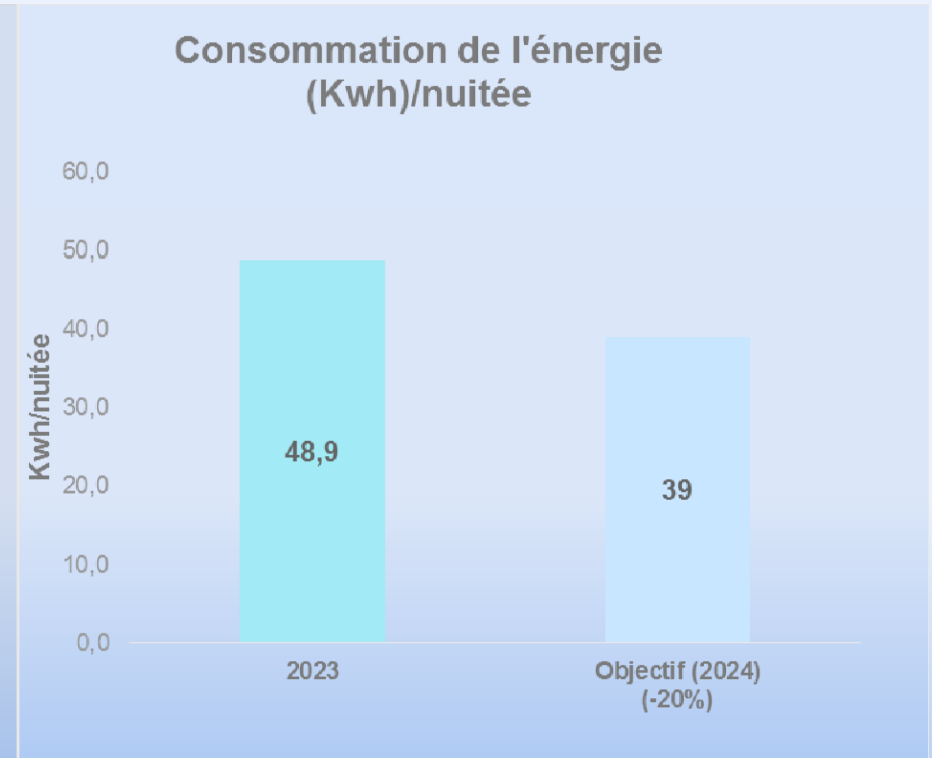
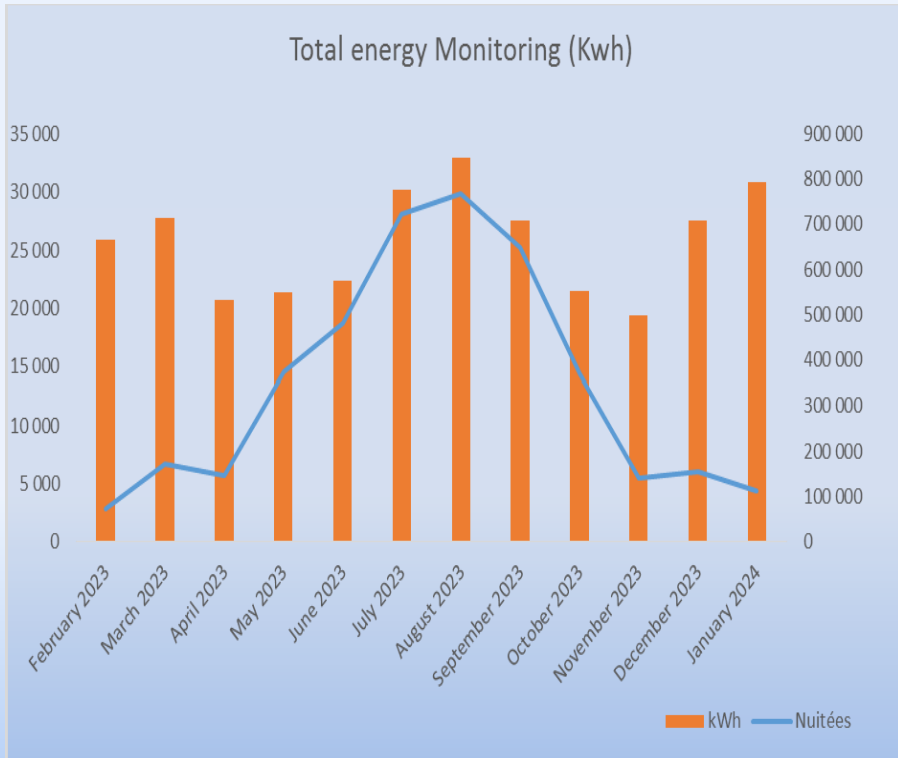
Schliessen Sie bitte, die Türen und Fenster während die Klimaanlage eingeschaltet ist.

Пожалуйста, закройте двери and и окна, пока включен кондиционер.



Environmental performance indicators

Reduction in energy consumption



Environmental performance indicator

Emission of (Kg CO₂)

Co₂Footprint (kg co₂e/night)



Waste management

Measures to reduce waste generation



- Training of staff on selective sorting and the use of selective bins.
- Make various recycling bins available in public spaces and gardens.
- Implementation of selective sorting systems in all hotel departments.
- Encouragement of bulk purchasing to reduce packaging.
- Signing of agreements and contracts with collectors in community areas.

Waste management

Waste recycling

Plastic (PET, HDPE)

Cardboard, Paper

Garden waste (composting)

Used frying oil



Waste collection and separation of hazardous waste

Battery

Freon bottles

Medical waste

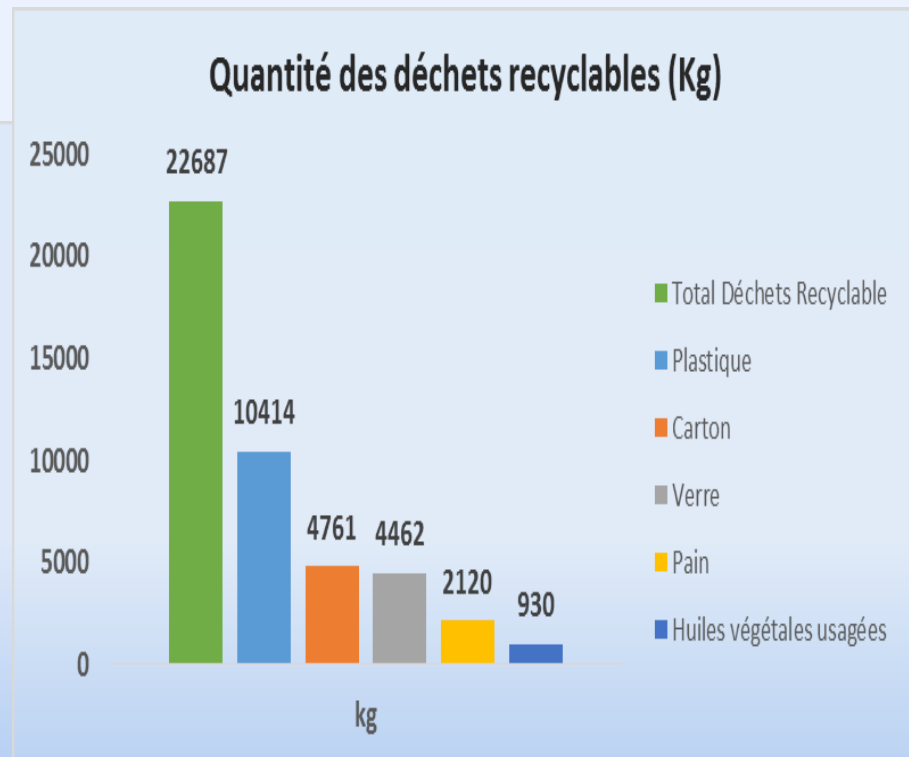
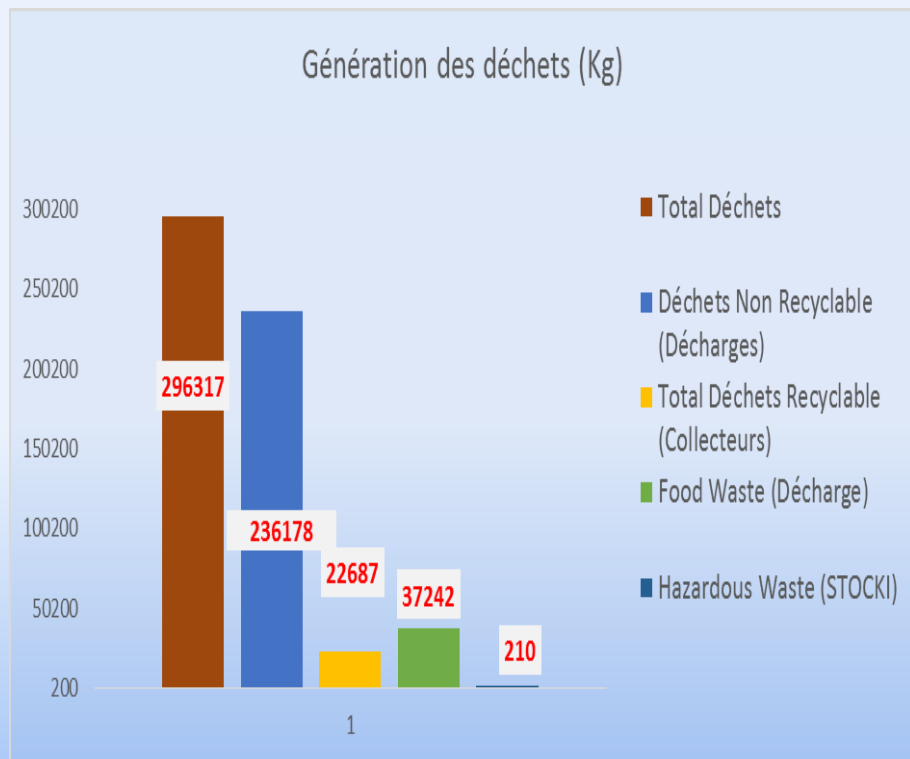
Neon tubes

Aerosols...

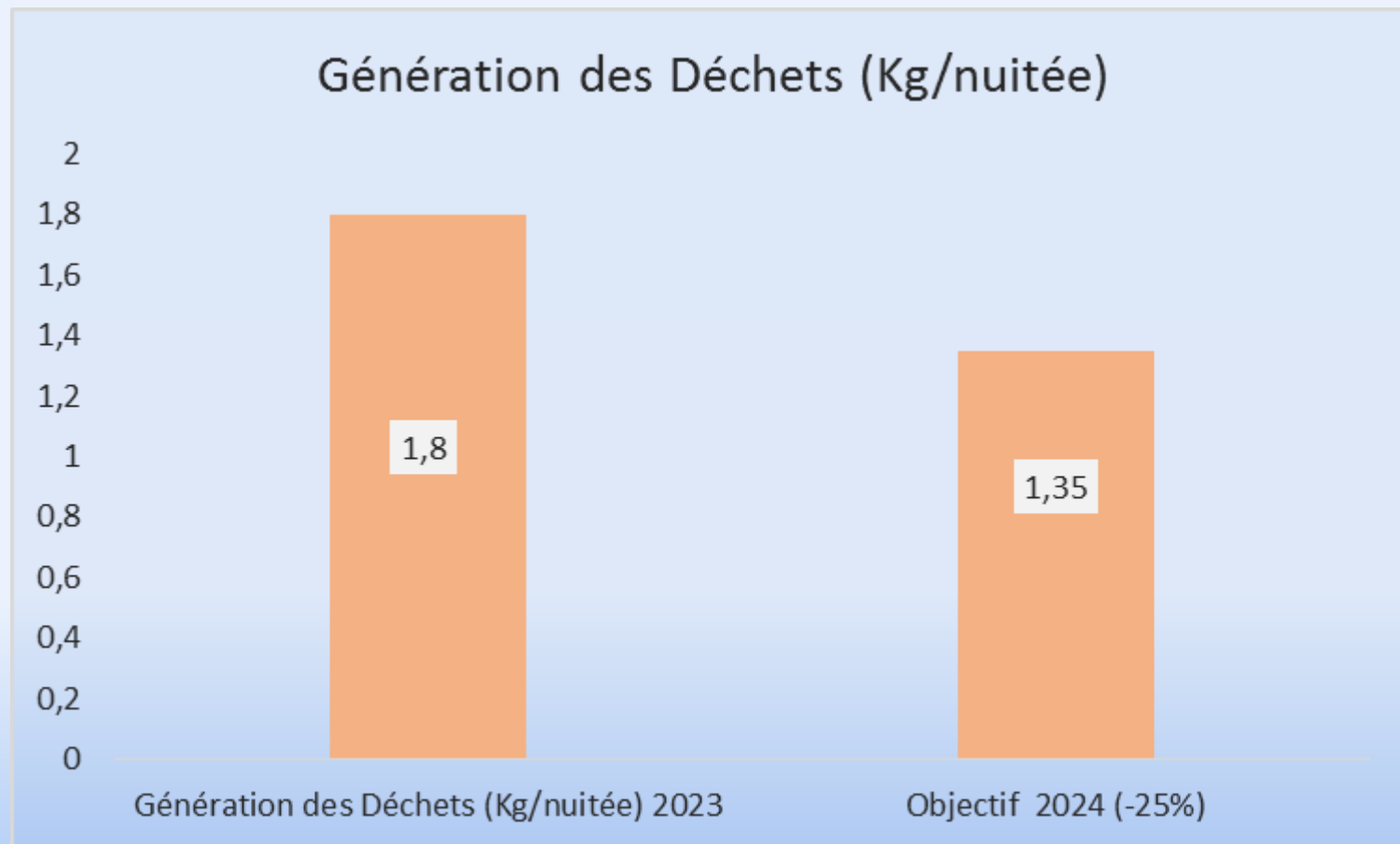


Waste management

Waste generation by category



Waste generation / night



Social activities & Environmental



Social Activities – Hammam Sousse Primary School

organization of a maintenance and cleaning action for the green space from the local primary school. This operation is carried out with the active participation of hotel staff with the aim of ensuring a safe and conducive learning environment for our students.

Environmental Activities

Celebration of the olive harvest season at the hotel, with the active participation of our guests. We organize a traditional preparation of olive oil, accompanied by traditional 'Tabouna' breads decorated with olives. A friendly and warm atmosphere



Engagement of the Social Committee

- A social and environmental initiative has been born for around ten year to the social committee carried out and followed by the human resource and the hygienist are the leaders of the committee which takes care of the social needs of the local community.
- The Social Committee organizes social actions internally and externally.

Training

- Welcome program & Smiling Senses training
- Training in good environmental practices
- Training on Good hygiene practices with CRISTAL
- First aid training and 1^{time} intervention with civil protection



Staff Motivation



- Best to use:

In order to stimulate engagement and performance within our team, we have implemented a monthly recognition and reward program aimed at honoring the best employee of the month.



Staff Motivation

- Staff party: Every year, at the end of each season, our hotel expresses support for its employees by organizing a staff party. During this event, all employees have the opportunity to participate in a drawing where gifts are distributed. This is our way of recognize and thank the dedication and hard work of our valued team.



Staff Motivation

- Special offer for Ramadan: Ramadan basket:

With the aim of strengthening commitment and excellence within our team, the hotel has launched a special initiative. We offer vouchers for all employees

- Donation for staff on the occasion of Eid El Adha:

Every year, on the occasion of Eid El Adha, our hotel offers support to its staff by distributing ten sheep to ten selected employees.

This initiative aims to strengthen solidarity within the professional community and demonstrates the establishment's commitment to the well-being of its employees.



Environmental activities

Cleaning operations are carried out in the surroundings of the spaces common.



Communication

We talk to our customers, our staff and our community about our policy and our commitment relating to sustainable development (Social and environmental), our culture, our traditions through the panels of communication, display etc.



Social and environmental activity

Social and environmental activities

(February 2023 to January 2024)

Month		Actions	Participants	Value
FEBRUARY	Social	Maintenance and cleaning of the green space of a primary school near our hotel	Hotel staff	7,000 TND
FEBRUARY	Social	Donation for civil protection	The direction	240 TND
December	Environment	Celebrating the olive harvest season at the hotel	Hotel staff and customers	1000 TND
March	Social	Ramadan basket	Hotel staff	7,720 TND
May	Social	Best employee	Hotel staff	1,200 TND
June	Social	Donation of sheep for staff on the occasion of Aid El Adha	Hotel staff	12,987 TND
June	Social	Collection for a sick employee	Hotel staff	1,920 TND
September	Social	School aids	Hotel staff	15,940 TND
October	Social	Health insurance contribution	Hotel staff	85,000 TND
			TOTAL	133,007 TND

Social and environmental activity

Social and environmental activities(2024)

Month	Objective	Action	Participants
March	Social	Ramadan basket	Hotel staff
March	Environment	World Water Day	Hotel staff
May	Environment	Biodiversity Day (Awareness Day)	Hotel staff and customers
June	Social	Donation of sheep for staff on the occasion of Aid El Adha	Hotel staff
August	Social	Women's Day	Hotel staff and customers
September	Environment	Environmental cleaning action	Hotel staff and customers
September	Social	School help	Hotel staff
November	Social	Contribution in favor of Orphans	Hotel staff
November	Environment	Tree planting day	Hotel staff and customers
December	Social	Staff party	Hotel staff

Health and Safety Certificates (Crystal)

