



TUI BLUE

PALM BEACH HAMMAMET  
SUSTAINABILITY REPORT  
01. MAI - 31. OCTOBER 2024









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# INTRODUCTION

TUI BLUE Palm Beach Hammamet is proud to release its 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, initiatives and performance regarding the sustainability activities across the hotels.

As this report advocates, 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 goal 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 responsible management for greater and sustainable future.

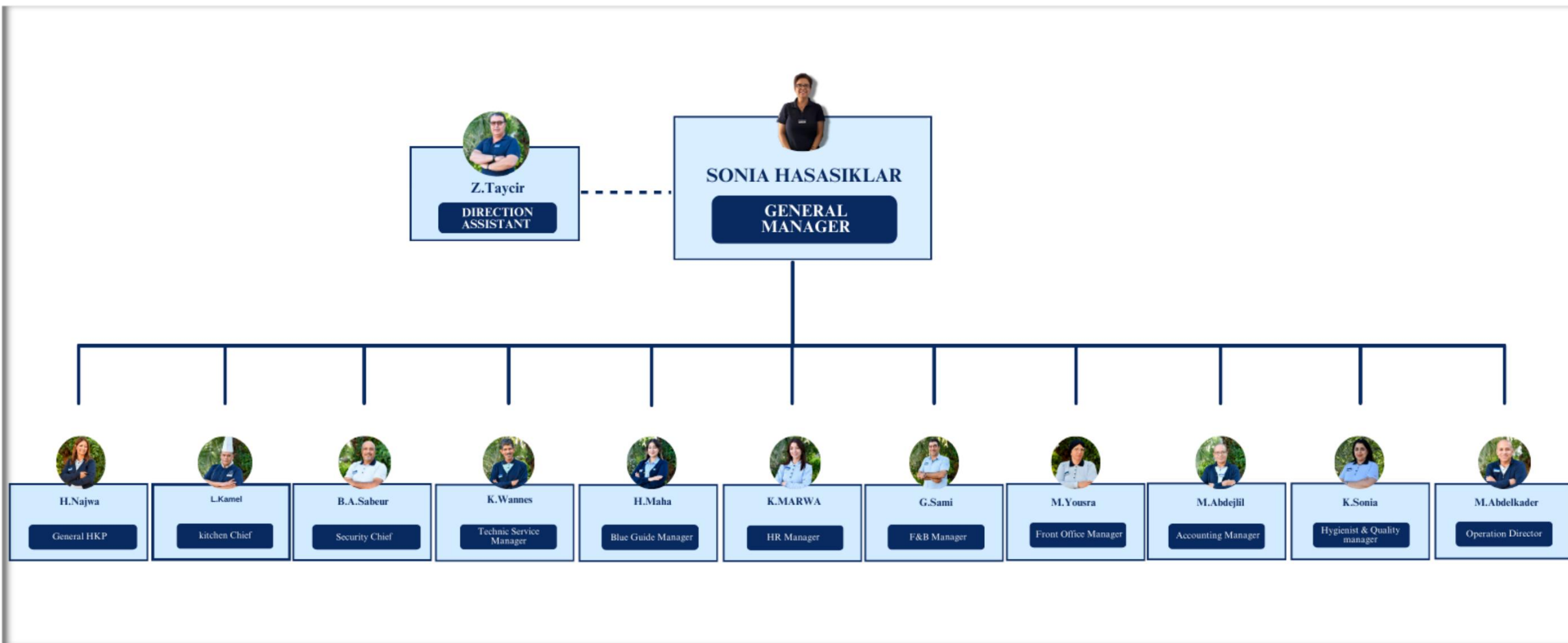


# TUI BLUE Palm Beach Hammamet

- 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 a sustainable development approach.

As part of this initiative, our establishment, the TUI BLUE PALM BEACH HAMMAMET HOTEL., is committed to adhering to this sustainable development charter.

### 1. LABOUR 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 relationships with customers and stakeholders require our employees to work in good conditions.

In this regard, we undertake to ensure the following:

- Ensure that each employee has a written contract containing precise information on his salary and the type of work, be paid above the fair guaranteed minimum wage and that all working conditions comply with current regulations (social security, salary, leave, income tax and benefits to which they are entitled).
- Promote the recruitment of employees from the local community and prioritize recruitment of women (+10% of women recruited)
- Ensure non-discrimination of employees regardless of age, gender, ethnicity, religion, culture or disability.
- Treat employees equally regardless of their gender (male/female); their race; religion; culture and belief.
- Ensure that employees and stakeholders are well informed about health rules, safety and use of personal protective equipment.
- Encourage mutual respect among employees and stakeholders and towards customers.
- Engage stakeholders (suppliers, service providers and contractors) regarding to the protection and exploitation of children (-18 years).

### 2. CHILD PROTECTION POLICY

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

To this end, we undertake to:

- Raise awareness and train all our staff on their responsibility in terms of protection of childhood within our establishment.
- Ensure that any employee under the age of 18 is recruited and employed in accordance with to current national and international regulations.
- Organize training for our staff to enable them to recognize the signs of child abuse or exploitation and to act appropriately.

### 3. COMMUNITY POLICY

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

- Sustainable purchasing:
  - ✓ Promote the purchase of local products (80% of local products) and favor bulk and environmentally friendly products in order to contribute to the reduction of CO2 emissions linked to the transport of 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)
- Promotion of the destination
  - ✓ Promote the destination to our customers and encourage them to discover and learn about its local and indigenous ethnic culture (AMAZIGHIS).

### 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 consider this commitment as a collective responsibility, involving all stakeholders working on behalf of our company.

Therefore, we commit to:

- Ensure compliance, satisfaction and respect of regulatory requirements in matters of environmental protection.

### 5. QUALITY POLICY

Our hotel is committed to constantly improving the quality and experience offered to our guests. Every day, we strive to ensure their satisfaction and happiness during their stay, in order to build loyalty. To this end, we are committed to:

- ✓ Ensure the safety of food products by checking their wholesomeness upon each receipt, by prioritizing the supply of fresh products,
- ✓ Ensure regular monitoring and control of the condition of refrigerated equipment, storage premises and product DLC.
- ✓ Guarantee the satisfaction of our customers (benefits and services) by handling their complaints and taking their suggestions into account in our improvement projects.

✦ **The General Management invites all managers and staff of the hotel to ensure the application and improvement of the defined objectives.**

✦ **Previously set objectives should be reviewed annually to ensure their consistency and relevance to the annual sustainability assessment.**

The Hotel Management  
TUI BLUE PALM BEACH HAMMAMET

SOCIÉTÉ INVER HOTEL  
Palm Beach Hammamet  
Direction Générale  
TEL: 72 280 333 FAX: 72 281 237

Information is communicated to all employees and to interested third parties.

# 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.



# CARING FOR OUR PEOPLE

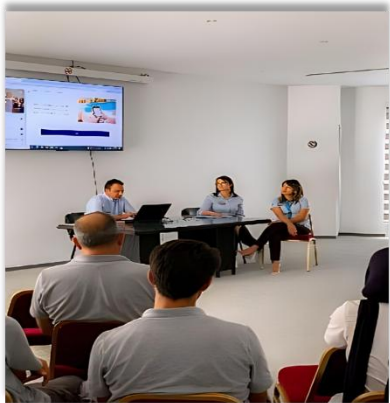


## LABOR, HUMAN RIGHTS & STAFF AWARENESS:

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 disinfectants used, reducing electricity and water consumption, separating waste into the appropriate receptacles



# CARING FOR OUR PEPOLE



## 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.

# CARING FOR OUR PEPOLE

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 Hasasikdar
- Bureau délégué 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.



# CARING FOR OUR PEPOLE



## 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 certified 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.

# CARING FOR OUR PEOPE



## Discoveries



How to Discover the Region



Don't Miss!



Guided Excursions



Transport



Discover



Hotel area



Profile



TUI Care Foundation



For the People & for the Environment



Sustainability Projects at TUI BLUE Palm Beach Hammamet



Sustainability Projects at TUI BLUE Palm Beach Hammamet



11 Golden Rules For the Responsible Guest



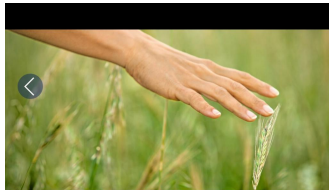
Discover



Hotel area



Profile



## Sustainable BLUE®



Sustainable BLUE®



TUI Care Foundation



For the People & for the Environment



Sustainability Projects at TUI BLUE Palm Beach Hammamet



Discover



Hotel area



Profile

## 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, Environment...

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

# CARING FOR OUR PEOPLE



## TRAINING PROGRAM:

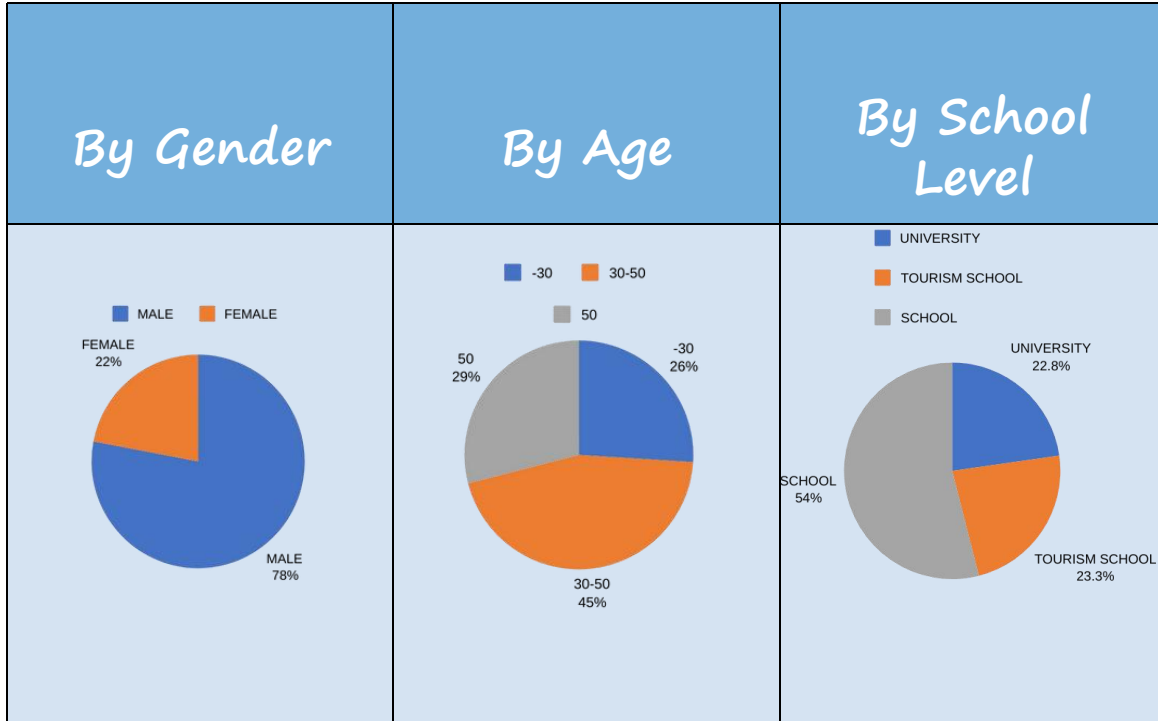
We believe in the importance of the our people's potential and the need to provide the right skills to enable them deliver their work effectively and efficiently. Well-trained staff are more proficient, leading to improved productivity and higher quality work.

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
<ul style="list-style-type: none"><li>• Basic Food Hygiene</li><li>• Spill Awareness</li><li>• Legionella</li><li>• Sexual Harrasement</li><li>• Guests cultures</li><li>• Big Picture</li></ul>	<ul style="list-style-type: none"><li>• Fire Fighting &amp; First Aid</li><li>• F&amp;B Skills</li><li>• HK Skills</li><li>• FO Skills</li><li>• Team Building</li></ul>



# OUR PEOPLE

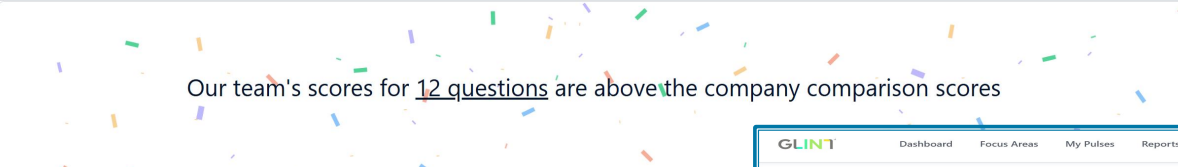


Total Workforce	2023	2024
Local	100%	100%
Non Local	0%	0%
Gender	88% Male 12% Female	78% Male 22% Female

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

# EMPLOYEE COMMENTS SURVEY 2024

Celebrating Success





Our team's scores for 12 questions are above the company comparison scores

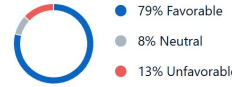
## 78 Engagement

Engagement is a group of 2 questions:  
 1. How happy are you working at TUI?  
 2. I would recommend TUI as a great place to work.  
 This is the focus of TUI for this survey.  
[Learn more](#)

Score in comparison <sup>?</sup>  
 - 2 vs Company

Your team:  78  
 Company:  80

Favorability Breakdown <sup>?</sup>  
 79% of responses were favorable



- 79% Favorable
- 8% Neutral
- 13% Unfavorable

GLINT Dashboard Focus Areas My Pulses Reports

TUJgether+: June 2024 TUJgether+ Pulse

### How is my team doing overall?

Survey Participation

Response Rate: **100%**  
 102 out of 102 of your team members responded, compared to a Company response rate of 75%

Comments: **8**  
 The most commented on questions were **TUI Strategy Communication** and **Inclusive Leaders**  
[View Comments](#)

GLINT Dashboard Focus Areas My Pulses Reports

TUJgether+: June 2024 TUJgether+ Pulse

### What area should we focus on?

Top Strengths <sup>?</sup>

Score	Question	vs Comp...	Comme...
85	<b>Action Taking</b> I believe meaningful action will be taken as a result of this survey.	+ 15	0
74	<b>Barriers to Execution</b> At TUI we do a good job removing barriers that slow down our work.	+ 10	0
87	<b>Prospects</b> I am excited about TUI's future.	+ 9	0

GLINT Dashboard Focus Areas My Pulses Reports

TUJgether+: June 2024 TUJgether+ Pulse

### Top Opportunities <sup>?</sup>

Score	Question	vs Com...	Com...
73	<b>Authenticity</b> I feel comfortable being myself at work.	- 10	1
68	<b>Alignment - Goal Alignment - Culture</b> Colleagues at TUI align their goals with the goals and strategy of the company.	- 7	1
72	<b>TUI Strategy Communication</b> My manager informs me about TUI's strategy.	- 6	1

# CARING FOR OUR PEPOLE

## STAFF ACTIVITIES:

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



HAPPY MAKER



COME TOGETHER



BIRTHDAY PARTY

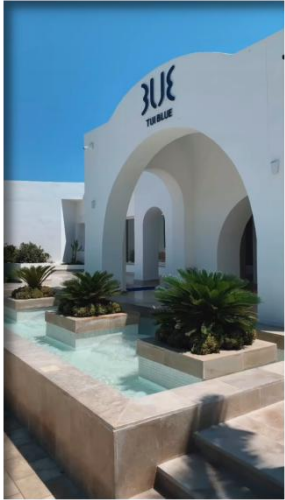




# SOCIAL ACTIONS

Social Actions	2023	Mai - 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



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 around us.



Women's Day



Earth Day Celebration



Beach cleaning



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



## TUI's Little Guide to Preserving Species

Fair Souvenirs and Biodiversity



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.



PILO

**Dear TUI Guest!**

You are spending the best time of the year at a holiday destination with uncommonly rich wildlife. Help TUI to protect endangered species and preserve this vacation paradise. Here are some tips about souvenirs you can buy with no reservations.

By buying fair souvenirs, you are helping to conserve wildlife at your holiday resort. At the same time, you are supporting local crafts and boosting sustainable development in the region.

**TUI TIP** Get to know Futouris, the sustainability initiative. As a founding member of Futouris, TUI is accepting responsibility for bringing about noticeable improvements for people and nature in holiday regions. You too can get involved in this good cause here: [www.futouris.org/en](http://www.futouris.org/en)

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**Dear TUI Guest!**

You are spending the best time of the year at a holiday destination with uncommonly rich wildlife. Help TUI to protect endangered species and preserve this vacation paradise. Here are some tips about souvenirs you can buy with no reservations.

Buying ill-considered souvenirs or removing specimens from the wild poses a threat to natural diversity. The Convention on International Trade in Endangered Species (CITES) protects rare species by restricting and prohibiting imports and exports of live animals and plants and any products derived from them. In Europe, visitors from a big firm and in some cases prison.

National CITES authorities:

- Austria: [www.zit.at](http://www.zit.at)
- Canada: [www.citic.gc.ca](http://www.citic.gc.ca)
- China: [www.citic.gov.cn](http://www.citic.gov.cn)
- Denmark: [www.zit.dk](http://www.zit.dk)
- Finland: [www.environment.fi/tilite](http://www.environment.fi/tilite)
- France: [www.ecologie.gouv.fr](http://www.ecologie.gouv.fr)
- Germany: [www.zit.de](http://www.zit.de)
- Great Britain: [www.dfa.gov.uk/animalwelfare](http://www.dfa.gov.uk/animalwelfare)
- Netherlands: [www.natuurmonumenten.nl/bios/bios](http://www.natuurmonumenten.nl/bios/bios)
- Poland: [www.gopktoe.me](http://www.gopktoe.me)
- Sweden: [www.pribrinawater.se](http://www.pribrinawater.se)
- Switzerland: [www.cites.ch](http://www.cites.ch)



MAX

Key	Fibres, not furs	Stones, not shells																														
Yes! This is a fair souvenir. You are helping TUI to protect species.	<table border="1"> <tr> <td>Woven fibres</td> <td>Hats, baskets, place mats, ornaments, spectacle cases woven from natural fibres.</td> <td>✓</td> </tr> <tr> <td>Wild silk</td> <td>Scarves, shawls, blouses made from silkworm yarn.</td> <td>✓</td> </tr> <tr> <td>Pelts and furs</td> <td>Furs, coats and bags made from non-subject (leopard, tiger, lion, panther, European wildcat, dog) or well-kept and harvested from welfare, bear, otter, seal, walrus, muskox, walrusdog.</td> <td>✗</td> </tr> <tr> <td>Shatsook, vicuna and guanaco</td> <td>Blankets and clothes made from the wool of the Tibetan antelope (shatsook) or the wool of the South American vicuña and guanaco.</td> <td>✗</td> </tr> <tr> <td>Skins</td> <td>Handbags, briefcases, belts, shoes, purses made from the skin of snakes, lizards, elephants or crocodiles.</td> <td>✗</td> </tr> </table>	Woven fibres	Hats, baskets, place mats, ornaments, spectacle cases woven from natural fibres.	✓	Wild silk	Scarves, shawls, blouses made from silkworm yarn.	✓	Pelts and furs	Furs, coats and bags made from non-subject (leopard, tiger, lion, panther, European wildcat, dog) or well-kept and harvested from welfare, bear, otter, seal, walrus, muskox, walrusdog.	✗	Shatsook, vicuna and guanaco	Blankets and clothes made from the wool of the Tibetan antelope (shatsook) or the wool of the South American vicuña and guanaco.	✗	Skins	Handbags, briefcases, belts, shoes, purses made from the skin of snakes, lizards, elephants or crocodiles.	✗	<table border="1"> <tr> <td>Glass and stone jewellery</td> <td>Necklaces, bracelets and rings made of artistic glass or polished (semi) precious stones.</td> <td>✓</td> </tr> <tr> <td>Home accessories made of coconut</td> <td>Because they are hard, coconut shells tend themselves to making jewellery and accessories for the home.</td> <td>✓</td> </tr> <tr> <td>Turtles</td> <td>Products made of turtle shell, like jewellery boxes, spectacle frames, hat sides, combs, masks or musical instruments.</td> <td>✗</td> </tr> <tr> <td>Coral jewellery</td> <td>Trading with black coral, black coral or any stone coral is banned. Play safe and avoid coral jewellery altogether.</td> <td>✗</td> </tr> <tr> <td>Mussels and conches</td> <td>Clam, fish, queen conch and their meat. Careful! Even beach fresh may be protected.</td> <td>✗</td> </tr> </table>	Glass and stone jewellery	Necklaces, bracelets and rings made of artistic glass or polished (semi) precious stones.	✓	Home accessories made of coconut	Because they are hard, coconut shells tend themselves to making jewellery and accessories for the home.	✓	Turtles	Products made of turtle shell, like jewellery boxes, spectacle frames, hat sides, combs, masks or musical instruments.	✗	Coral jewellery	Trading with black coral, black coral or any stone coral is banned. Play safe and avoid coral jewellery altogether.	✗	Mussels and conches	Clam, fish, queen conch and their meat. Careful! Even beach fresh may be protected.	✗
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✗ No! Purchase or removal is strictly limited or forbidden. You are threatening species diversity at your holiday resort.																																

Pottery, not ivory	Don't bark up the wrong tree!	Don't pick or poke – Picture it!																																										
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# CULTURAL CONSERVATION & HERITAGE

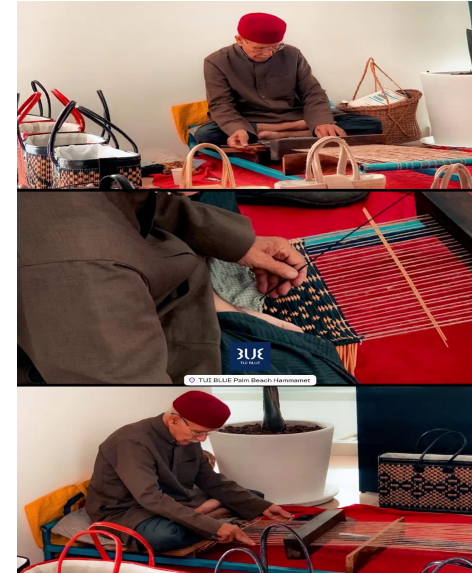
1. **Supporting Local Artisans and Craftspeople:** We actively support local artisans and craftspeople by showcasing their work within our hotel. This includes incorporating locally made art, textiles, and decor, and offering our guests the opportunity to purchase these unique items.
2. **Promoting Cultural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



Olive Oil tasting



Cooking Class



The oldest artisan from Nabeul

# 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.





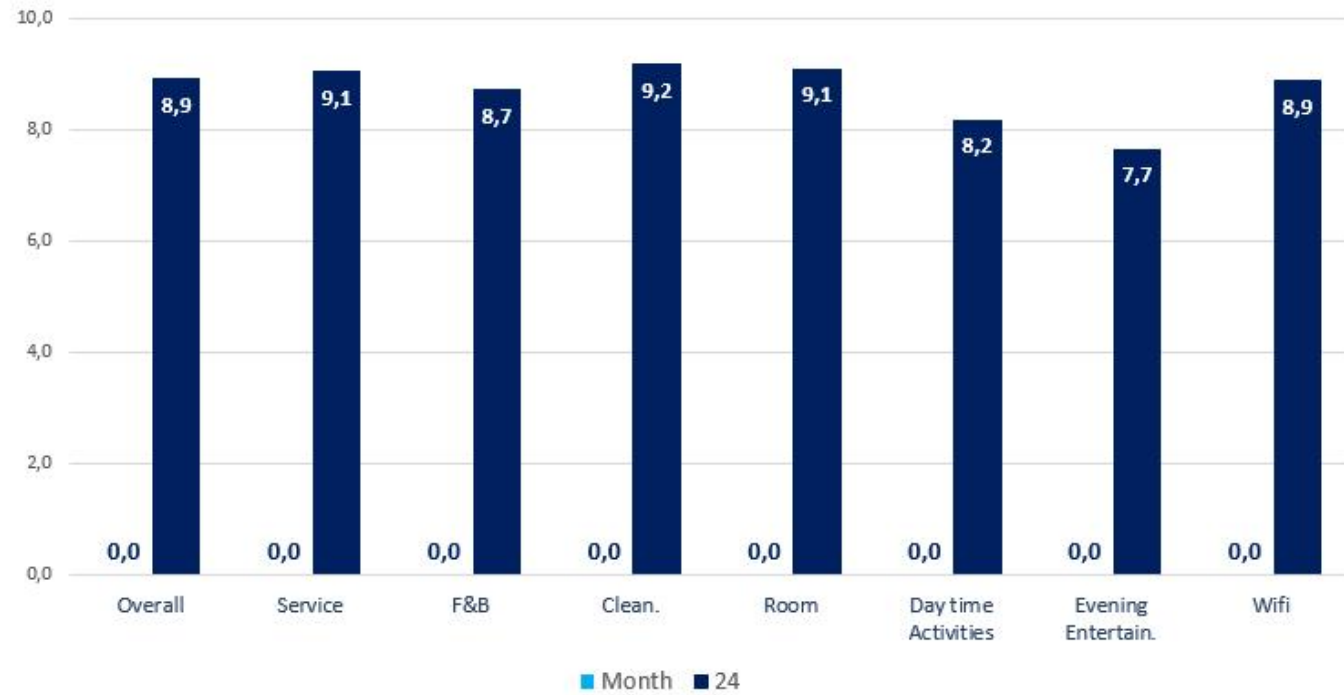
# GUEST COMMITMENT



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 considered in our plans and set as a part of next year target.

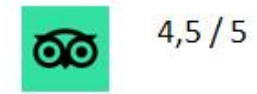


# TUI BLUE Palm Beach Hammamet



	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 ?



## Key Issues / Negative Comments

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

# CARING FOR OUR 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.

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.



# CARING FOR OUR ENVIRONMENT

2023	2024	Target 2025
		
<b>Energy Consumption/Night</b>	<b>Energy Consumption/Night</b>	<b>Energy Consumption/Night</b>
50,67 kwh	47,81 kwh	38,25 kwh

2023	2024	Target 2025
		
<b>Carbon/Night</b>	<b>Carbon/Night</b>	<b>Carbon/Night</b>
12,17 kgco2	11,72 kgco2	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 conditioning 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.

# CARING FOR OUR ENVIRONMENT

2023	2024	Target 2025
<b><i>Water Consumption/Night</i></b> <b>0,910 m<sup>3</sup></b>	<b><i>Water Consumption/Night</i></b> <b>0,818 m<sup>3</sup></b>	<b><i>Water Consumption/Night</i></b> <b>0,695 m<sup>3</sup></b>

## 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 control and maintenance of swimming pools.
- Changing towels policy
- Training staff on proper water management

# CARING FOR OUR ENVIRONMENT

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

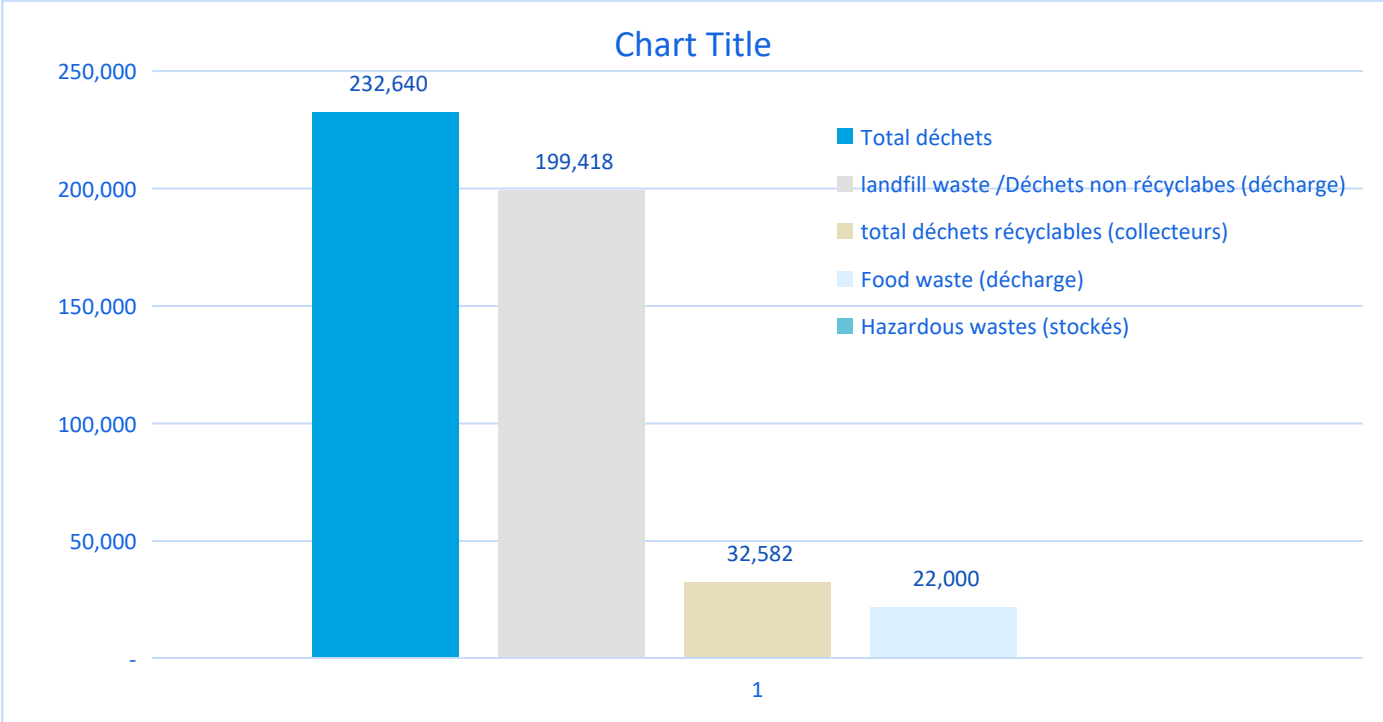
## WASTE MANAGEMENT:

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.



# CARING FOR OUR ENVIRONMENT



# CERTIFICATIONS & AWARDS



# MEMBERSHIP ASSOCIATIONS



Vous pouvez aider un enfant qui a besoin de grandir, jouer, se nourrir, étudier ....en faisant un don



جمعية صوت الطفل بنابل  
LA VOIX DE L'ENFANT A NABEUL

[COTIZUP.COM](http://COTIZUP.COM)





# 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.





**Thank You**