



# Sustainability Policy

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

## 1. EMPLOYEE POLICY & HUMAN RIGHTS

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

In this regard, we undertake to ensure the following:

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



## 2. CHILD PROTECTION

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

For this purpose we commit to:

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

## 3. COMMUNITY POLICY

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

- Sustainable purchase:

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

- Donation and Charity:

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



## 4. ENVIRONMENTAL POLICY

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

Thus, we commit to:

- Guarantee compliance, satisfaction and compliance with regulatory requirements regarding environmental protection.
- Organize targeted environmental actions to raise awareness and involve our team and our customers.
- Reduce the impact of our activity on the environment and optimize the consumption of energy (electricity, gas, etc.) and natural resources by implementing measurable objectives.
- Reduce energy consumption by -20% by carrying out the energy audit and installing 100% energy-saving lamps in the rooms, which helped us reduce the rate of our CO2 emissions by -15%.
- Reduce the quantity of waste by -25% by eliminating single-portion products and establishing a food waste management (reduction) system and promoting their recycling and recovery.
- Reduce water consumption by -15% by installing flow reducers (showers, sink mixers, common area mixers)
- Reduce and prevent the risks of environmental pollution by implementing prevention and control measures for emergency situations.
- Reduce and minimize greenhouse gas emissions and protect biodiversity, fauna and flora by minimizing phytosanitary products.

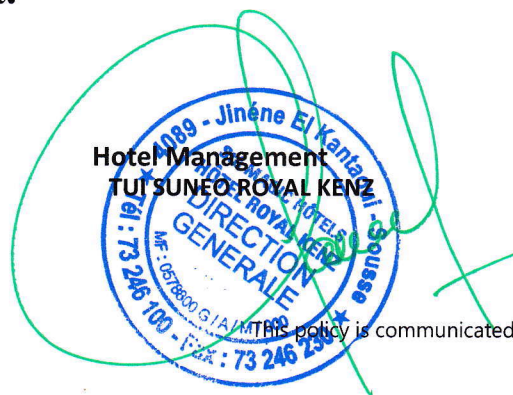
## 5. Quality Policy

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

- Ensure the safety of foodstuffs by checking their quality at each reception, by prioritizing the supply of daily fresh products, by regularly checking the condition of refrigerated equipment and storage rooms, and by organizing our supplies according to delivery dates. 'expiry.
- Guarantee customer satisfaction by maintaining a high level of benefits and services, by quickly processing any complaints, and by taking into account our customers' suggestions in our improvement projects.

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

**The above objectives must be reviewed annually to ensure their consistency and relevance to the annual sustainability assessment.**



This policy is communicated to all employees and interested third parties.