
Sustainability report 2018-2019

Introduction:

The General Management of the AQUA MIRAGE hotel is committed to ensuring a positive relationship between the Hotel, its employees, the local community and the industry.

During the year 2018/2019, AQUA MIRAGE has undertaken internal and external actions to reduce its impact on the environment, maintain relations with the local community, promote local products, guarantee a healthy social climate in the company and involve the hotel's partners (guests, suppliers, community etc ...) in the sustainable development process.



➤ **Summary of initiatives :**

- Implementation of energy strategies based on energy audit results carried out the previous year.
- Promotion of local gastronomy through activities led by world-renowned chefs.
- Raising children's awareness of recycling organic waste.
- Promotion of organic agriculture.
- Sensitizing our clients and employees to the importance of respecting the environment by celebrating "Earth Day" and by organizing periodic gardening activities.

➤ **Energy Strategies :**

In a constant concern for the need to reduce energy costs, our General Management analyzes energy consumption on a monthly basis.

suivi d'énergie.xlsx [Lecture seule]

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Coller Presse-papiers Police Alignement Nombre

K3 BIOMASSE

Date	ELECTRICITY		WATER		GAS		BIOMASS	
	Quantity consumed (KW/h)		Volume consumed (m³)		Volume consumed (KG)		Volume consumed (kwh)	
	2018	2019	2018	2019	2018	2019	2018	2019
1-nov.	12 173	14 504	367	560	494	282	4 100	4 900
2-nov.	12 499	14 725	367	618	706	494	4 900	9 100
3-nov.	12 314	12 076	367	297	424	282	4 600	7 300
4-nov.	12 289	15 140	367	497	353	282	4 200	7 800
5-nov.	12 762	13 415	367	517	635	353	6 800	4 200
6-nov.	11 085	12 494	367	456	494	565	5 400	7 100
7-nov.	11 579	13 552	367	516	635	141	6 000	8 700
8-nov.	11 237	14 227	367	451	282	565	8 300	8 500
9-nov.	11 112	11 509	367	453	353	282	4 600	10 200
10-nov.	11 540	13 225	367	609	565	353	6 900	7 500
11-nov.	11 930	12 315	367	510	282	282	7 100	8 700
12-nov.	11 217	12 448	367	500	282	141	6 600	8 800
13-nov.	11 653	12 441	367	424	212	424	6 700	9 000
14-nov.	12 114	12 278	376	450	353	282	8 500	7 800
15-nov.	11 718	12 397	376	240	565	353	7 300	7 800
16-nov.	12 840	13 627	367	325	424	282	7 000	9 700
17-nov.	11 026	12 159	311	490	212	212	7 000	8 100
18-nov.	11 341	12 572	552	360	212	353	7 400	11 400
19-nov.	11 460	12 338	318	289	353	353	7 400	7 500
20-nov.	11 624	13 364	320	396	353	494	8 600	8 500
21-nov.	10 779	11 914	312	300	141	282	8 000	9 000
22-nov.	10 860	11 420	301	303	424	282	7 500	8 100
23-nov.	10 655	10 723	320	300	353	282	7 100	9 400

PRÊT ARRÊT DÉFIL.

Monthly consumption monitoring table

At the same time, an analysis of energy consumption is established based on the number of occupied rooms and number of nights, which allowed us to establish a dashboard with meaningful performance indicators.

Indicateurs de performance.xlsx [Lecture seule] - Excel

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Coller Presse-papiers Police Alignement Nombre Style

F24

DATE: 31/03/2019

HOTEL						SPA			
ELECTRICITE						ELECTRICITE			
Heures creuses (22h-7h)	Heures pleines (7h-17h)	Heures pointes (17h-22h)	Coût HT	Coût J/Room	Coût J/Pax	Heures creuses (22h-7h)	Heures pleines (7h-17h)	Heures pointes (17h-22h)	Coût HT
3707,00	6108,00	2544,00	1047,96	31,30	16,31	14,20	7,80	5,80	22,90
EAU						EAU			
Consommation m3	Coût HT	Coût J/Room	Coût J/Pax			Consommation m3	Coût HT		
427	2980,46	9,443229162	4,822213225			26,00	94,48		
GAZ						GAZ			
Consommation kg	Coût HT	Coût J/Room	Coût J/Pax			Consommation m3	Coût HT		
218,76	3286,59	9,31	4,44			93,34	827,77		
BIOMASSE						BIOMASSE			
Consommation kWh	Coût HT	Coût J/Room	Coût J/Pax						
12,10	4355,00	12,34	5,88						

PRÊT ARRÊT DÉFIL.

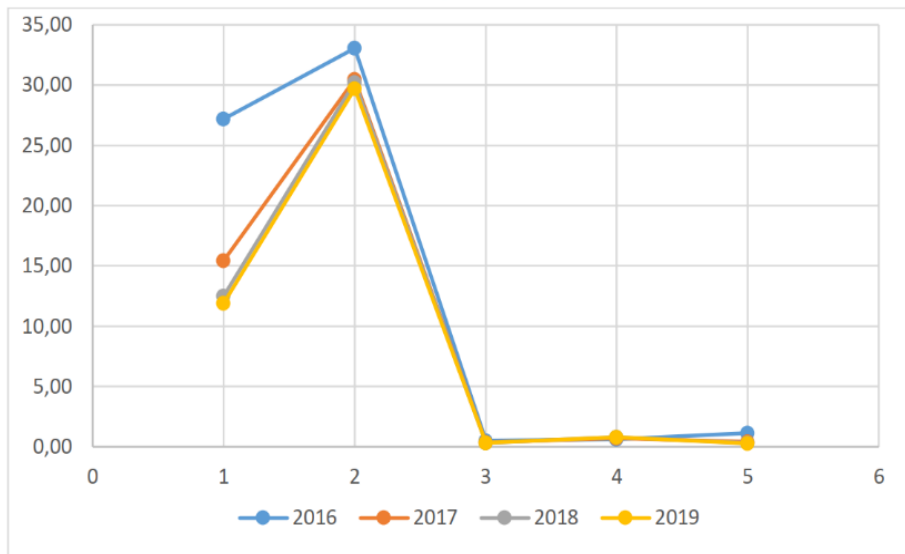
Données Tableaux de bordés [Mode de compatibilité] - Excel

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		Eau en m ³			Electricité en kWh			Gaz en Kg				
		2017	2018	2019	2017	2018	2019	2017	2018	2019		
JAN	2067	5509	7672	10374	34256	338706	324343	313154	12280	17217	12071	9318
FEV	2429	6276	7083	9863		318653	318239	351743	24970	19112	5071	9035
MARS	3600	6284	9035	10943	704849	379141	342177	371416	18378	13864	11012	9600
AVR	3000	7949	9609	9803	349719	395002	355144	378959	7000	10105	9871	10871
MAI	1000	10717	9322	9320	446508	446003	385020	453745	12523	9812	9212	7694
JUN	1000	11252	11884	9381	642867	527498	389993	472604	8556	8541	9882	8859
JUL	3000	13533	10299	12801	813277	612728	645419	594242	10614	9106	9884	11294
AOUT	3000	11434	14493	12972	663271	663426	463426	584467	9743	9176	8824	9671
SEP	3000	12167	14280	13210	593993	504623	512364	497752	9927	8788	8271	9247
OCT	3000	13258	10313	13293	491626	492246	391996	448056	8906	8959	9026	10200
NOV	3000	9312	10139	12765	356032	354728	359300	374321	12980	9900	11153	9995
DEC	2000	9903	10374	12510	346501	348501	292093	383507	11626	13200	8224	13800

Clt Occupées				Nuitées				Electricité			
2015	2016	2017	2018	2015	2016	2017	2018	2016	2017	2018	2019
0	3992	11006	7170	6222	0	7707	25684	17567	15139		
0	7657	14086	10440	10630	0	13948	32891	24304	24238		
0	9304	15877	15889	16310	0	18581	33023	34238	42517		
0	14356	15614	15829	16624	0	35189	37290	38078	44075		
18780	13266	15457	13049	16211	26534	32185	39899	32845	41264		
7664	9933	16022	12688	16984	17992	23194	41291	32266	40277		
11567	15535	16280	16313	16682	28734	39346	42219	42570	44621		
15480	18791	18672	18697	18954	39426	44865	44760	44860	44624		
8166	14310	14321	15589	15897	19001	35363	35472	33139	33241		
10224	15788	15263	14781	15907	23850	37834	38237	36620	38654		
7491	15620	15276	12076	13883	13869	30717	31616	24931	32140		
5743	11006	9176	7862	13846	11262	25684	20648	17573	28123		

	2016	2017	2018	2019
Electricité kWh/nuitée	27,19	15,46	12,52	11,92
Eau m ³ /nuitée	0,51	0,36	0,33	0,32
Gaz Kg/nuitée	1,15	0,41	0,31	0,28



EVOLUTION OF ANNUAL CONSUMPTION

Treated water: during the years 2018 and 2019, we produced 9138 m³ and 10721 m³ of treated water respectively for watering green spaces.

Biomass Energy: During the year 2019, the production of domestic hot water is: 592726 liters the equivalent of: 377550 kWh, i.e. 3.41 kWh per night.

In order to better control and reduce energy costs, AQUA MIRAGE has carried out several actions such as: reduction of water consumption for irrigation, management of boiler operation, refurbishment and upgrading of the CTM (Centralized Technical Management), organization and implementation of an energy management system with periodic meetings, increasing the storage capacity of hot water from solar energy.

Waste: The AQUA MIRAGE hotel has established a procedure to minimize and manage its solid and liquid waste in order to preserve the environment for our future generations by: sorting waste at source for recycling, identification and isolation of hazardous waste, quantification of frying oils, cardboard, plastic, glass, batteries, printer cartridges...

Summary :



-0.60%



-0.53%



-0.03%



-0.50%

➤ **Local Community**

AQUA MIRAGE is a member of the Regional Association of the Hotel Industry of the Marrakech-Safi region which through we are able to promote and improve the economic and social effect of tourism on the community.

Our hotel cooperates with local training centers such as: Tahannaout Hotel School, Azouzia Hotel School, Training Centers, and Universities... to offer opportunities for training internships, graduation projects and research.

AQUA MIRAGE organizes weekly exhibitions (every Tuesday) of local artisans in pottery and wood. In addition, our General Management encourages and promotes local cooperatives by allowing them to periodically exhibit and sell their products in our hotel.

➤ **Purchasing management :**

AQUA MIRAGE sources and promotes local products (80% of our purchases are local products), not only to minimize the cost of transport and the rate of CO₂ escaped, but also to promote local production, small artisans and farmers and then to bring the local community the added value of tourism in order to encourage its involvement in our environmental preservation system.

➤ **Human Resources :**

AQUA MIRAGE recognizes that recruiting local labor can reduce unemployment rates and strengthen the local economy.

More than 40% of Aqua Mirage employees are women.

The General Management has established a personnel management policy based on "the promotion of the human and social value of the employee" through the establishment of a social fund for educational assistance, reduction of expenses on the occasion of religious holidays, organization of a reception for the best employee of the month and the year, etc....

LET'S GROW ORGANIC! LET'S EAT ORGANIC!



COOPERATIVES & LOCAL ASSOCIATIONS





OUR ADORABLE FUTURE CHEFS



CHEF MOUHA



ENVIRONMENTAL EDUCATION “KIDS CLUB”





EARTH DAY



WORLD ENVIRONMENT DAY

