

Sustainability Policy

In light of the ecological, social, and economic changes impacting the hospitality sector, Magic Hotels & Resorts North Africa is actively committed to sustainable development. In this context, our establishment, **TUI SUNEО ROYAL KENZ HOTEL**, fully adheres to this approach by integrating sustainability principles into all of its activities.

1. EMPLOYEE POLICY

Our hotel places great importance on protecting the rights of its employees and human rights in general. We believe that high-quality service and respectful relationships with guests are rooted in good working conditions. To this end, we commit to:

- Ensuring that every employee has a written contract specifying their salary and job description, with compensation equal to or above the legal minimum wage, along with social coverage in compliance with current regulations.
- Promoting local recruitment, with a reinforced focus on inclusion, particularly by increasing the proportion of women hired by more than 10% (currently at 23.97%).
- Ensuring equal opportunities, fairness among all employees, and the absence of any form of discrimination or harassment based on age, gender, ethnicity, religion, culture, disability, or any other personal characteristic.
- Providing complete and accessible information to all employees regarding hygiene and safety rules, as well as the use of personal protective equipment adapted to each position.
- Promoting a healthy work environment based on mutual respect among

colleagues and in interactions with guests.

- Supporting skills development through regular and relevant training programs that foster both professional and personal growth.
- Raising awareness among all stakeholders (employees, suppliers, subcontractors) about preventing exploitation, abuse, and all forms of child labor, especially for individuals under 18 years old.

2. CHILD PROTECTION POLICY

Recognizing our responsibility to uphold the fundamental rights of children, our establishment is committed to safeguarding minors under the age of 18 who may be exposed to various forms of abuse or exploitation (physical, verbal, sexual, pornography, prostitution, child trafficking, etc.).

To this end, we commit to:

- Raising awareness and training all our staff about their responsibilities in terms of child protection.
- Ensuring that any employee under the age of 18 is recruited in accordance with national legislation and international standards.
- Providing regular training to enable staff to recognize signs of abuse or exploitation and respond appropriately.

3. COMMUNITY POLICY

To maintain strong relationships with the local community and business partners, we commit to:

- **Sustainable purchasing:** favoring local sourcing (target: 80% local products) to reduce CO₂ emissions from transportation, and prioritizing bulk, sustainable, and environmentally friendly products.
- **Donations and solidarity actions:** contributing to local development

through donations or participation in community projects (schools, clubs, associations, etc.).

4. ENVIRONMENTAL POLICY

As part of our strategic vision, the management of TUI SUNE O ROYAL KENZ Hotel reaffirms its strong commitment to the continuous improvement of environmental management. We view this commitment as a shared responsibility involving all stakeholders acting on behalf of our establishment.

For the year 2026, we commit to:

- Ensuring compliance with regulatory requirements related to environmental protection, while also meeting stakeholder expectations.
- Organizing targeted environmental actions to raise awareness and involve both staff and guests.
- Reducing the environmental impact of our activities and optimizing energy (electricity, gas, etc.) and natural resource consumption by implementing measurable objectives.
- Reducing energy consumption by 15%, notably through the completion of an energy audit and the installation of energy-efficient lighting.
- Reducing CO₂ emissions by 10% by continuing to improve energy efficiency.
- Reducing total waste generation by 10% by eliminating single-portion products and promoting source separation, recycling, and waste recovery.
- Reducing water consumption by 10% by installing water-saving devices (in showers, common areas, kitchens, bars, etc.).
- Reducing and preventing environmental pollution risks by implementing prevention measures and emergency management plans (fires, floods, natural resource shortages, etc.).

- Reducing greenhouse gas emissions and protecting biodiversity, fauna, and flora by limiting the use of phytosanitary products.
- Reducing all forms of pollution (air, soil, and water), including light and noise pollution, and soil erosion, by adopting practices that respect the environment and local ecosystems.

5. Quality Policy

Our hotel is committed to continuously improving the quality of services and experiences offered to our guests. Each day, we strive to ensure their satisfaction and happiness during their stay, with the goal of earning their loyalty in the future.

To this end, we commit to:

- Ensuring food safety by monitoring the quality of products upon receipt, prioritizing daily deliveries of fresh products, regularly checking refrigeration equipment and storage areas, and organizing stock according to expiry dates.
- Providing consistently safe food products and services that meet guest expectations and comply with legal and regulatory requirements, while ensuring effective communication and continuous improvement of our Food Safety Management System (FSMS).
- Ensuring guest satisfaction by maintaining a high level of service quality, promptly and effectively addressing complaints, and incorporating feedback into a process of continuous improvement.

- ❖ The General Management encourages all managers and hotel staff to work diligently toward achieving the defined objectives.
- ❖ The objectives mentioned above shall be reviewed annually to ensure their coherence and relevance based on the yearly sustainability assessment.

25.07.2025

Mohamed Sassi
General Manager



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