



TUI SUNEEO
Royal Kenz

Sustainability Report

01 April 2024 - 30 April 2025



THEMES



1.Magic Hotels

2.TUI Group

3.The Club

4.Management Policy

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6.Statistics

7.Leadership: responsibility and commitment

8.Community and social engagement

9.Environmental performance

10.Waste management

11.Environmental and social actions

12.Certification



TUI SUNEО
Royal Kenz



MAGIC HOTELS



Main aspects

- 17 Hotels
- 4 Countries
- 5,248 Rooms
- 4,247 Employees
- 90% Customer Satisfaction
- 9 Hard Diff Concept (TBL, TML,...)
- 8 Soft Diff Concept (AQI, Suneo, Marmara , MH)



HOTELS



Tunisia



TUI MAGIC LIFE Africana



TUI MAGIC LIFE Penelope



TUI BLUE Palm Beach Palace



TUI BLUE Scheherazade



TUI BLUE Manar



TUI BLUE PALM BEACH Hammamet



TUI KID'S CLUB Skanes



SPLASH Venus



TUI SUNEО Royal Kenz



TUI SUNEО Palm Beach Skanes



TUI SUNEО
Royal Kenz



THABRACA



PALM BEACH Tozeur



Morocco



TUI BLUE Medina Gardens



SPLASH Aqua Mirage



RYAD PARC Marrakech



Egypt



TUI MAGIC LIFE Kalawy



Gambia



TAMALA Beach



MH Kalimba





TUI GROUP



Trusted, Unique, Inspiring



- **World No. 1** in Tourism
- Operates in **180 Countries**
- More than **20 million** of tourists
- **240** brand and group
- **1600** agencies in Europe
- **150** planes



TUI SUNEО
Royal Kenz





THE TS Royal Kenz CLUB



1994: 1st hotel opening

2014: Opening of the Royal Kenz Hotel by the Magic Hotels company.

2023: Opening of the TUI SUNEО brand on 04/01/2023

The club:

- * **468 Rooms**
- * Main Restaurant : L'olivier
- * A la carte restaurant: World mezza and Snack
- * Bars : American bar, Lobby Bar, Pool bar, Beach bar.
- * Conference Room: Bridge room; STAR Light room
- * Kids Club,
- * Swimming pools : Activity, Relax, indoor pool
- * Grounds: Tennis, Football, Archery
- * SPA and Thalasso, Gym, Amphitheater



THE TS Royal Kenz CLUB



Management Team



Salah Mtaoua
H.R.M



Ines Khalfallah
Executive Assistant



Mohamed Sassi
General Manger



Hadil Melki
R. SMSA



Mohamed Kahlaoui
Maintenance Manager



Amine Ammar
Guest service



Saif Jarrar
Reception Manager



Fraj Khli
Directeur F&B



Lasaad Ayari
Executive Chef



Youssef Salhi
Garden Manager



Laila Askri
Housekeeper General



Fathi Ben rjab
Head of Security



Samed Bouazizi
Head of Animation

FUNCTION



MANAGEMENT POLICY



The General Management of the TUI SUNEО Royal Kenz Hotel is committed to achieving the following objectives, by mobilizing all of the establishment's staff:



- 1. Profitability: Maintain a strategy of sustainable growth, profitability and sustainability of the company.**
- 2. Development of the offer: Support a differentiating positioning of the “all-inclusive” concept, by optimizing costs while maintaining the quality of services and consumer safety.**
- 3. Stakeholder Satisfaction: Meeting the needs and expectations of our customers, partners and employees, while reconciling economic development and overall satisfaction.**





MANAGEMENT POLICY



- 4. Food Safety:** Continuously ensure food safety and the compliance of our products and services with legal, regulatory and customer requirements.
- 5. Environmental Respect and Sustainability:** Integrate eco-responsible practices into all of the establishment's activities, reducing the environmental footprint through efficient waste management and conservation of energy resources.
- 6. Staff development:** Fostering an inclusive, stimulating work environment conducive to the personal and professional development of our employees, through training, recognition and support.





VISION



Our vision, It is to offer of the **vacation exceptional** with a **service outstanding** in order to of answer to expectation so four customers.



Booking.com



HolidayCheck



VISION

What does a customer expect from us?





LEADERSHIP: RESPONSIBILITY & COMMITMENT



The Hotel Management Team Tui Suneo Royal Kenz is firmly committed to sustainability and social responsibility. Our primary objective is to create an environment conducive to achieving measurable socio-economic and environmental sustainability goals, in line 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.





COMMUNITY & SOCIAL ENGAGEMENT

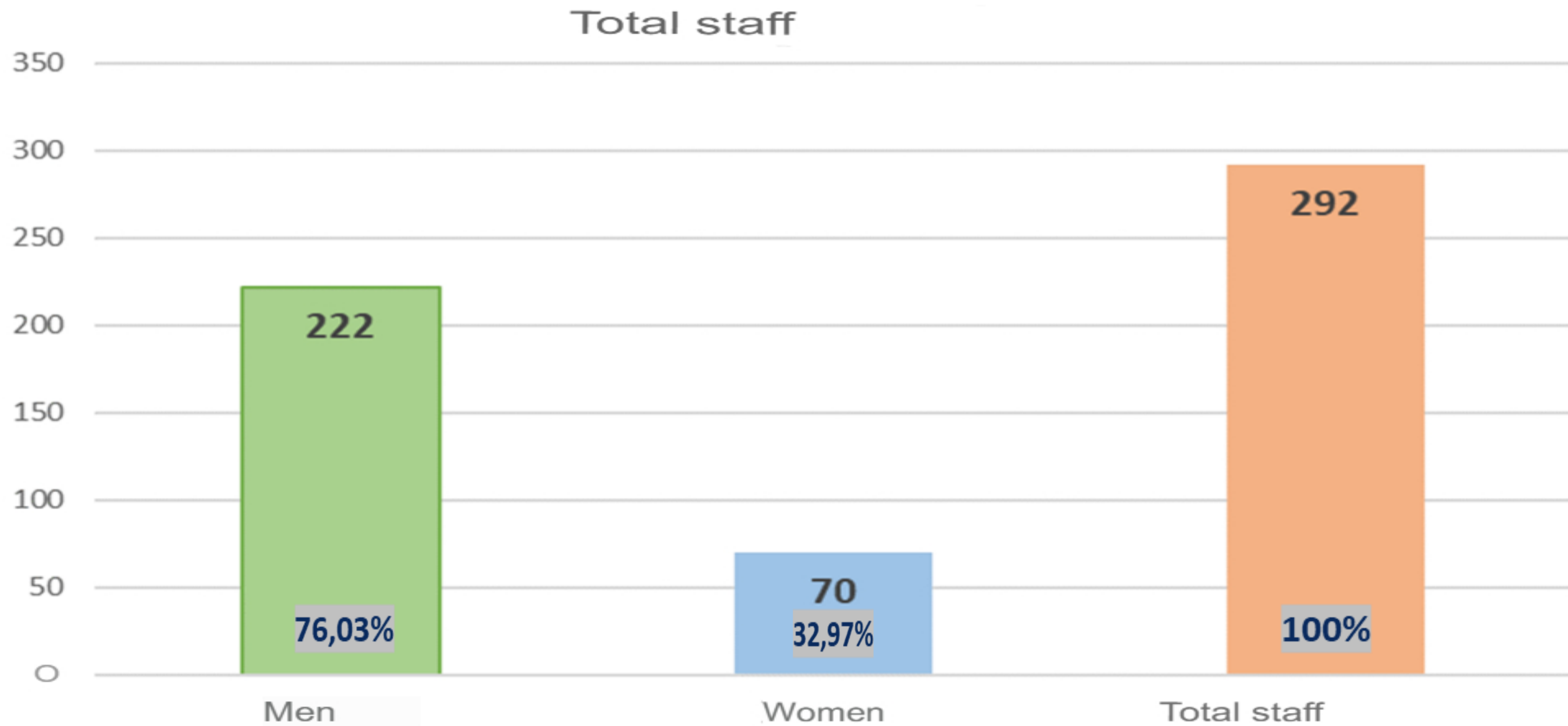


The Hotel Management Team is actively committed to supporting the well-being of local community members. By providing employment and meeting daily needs, we also promote social inclusion and equal opportunities. Our commitment to environmental sustainability is reflected in compliance with human rights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



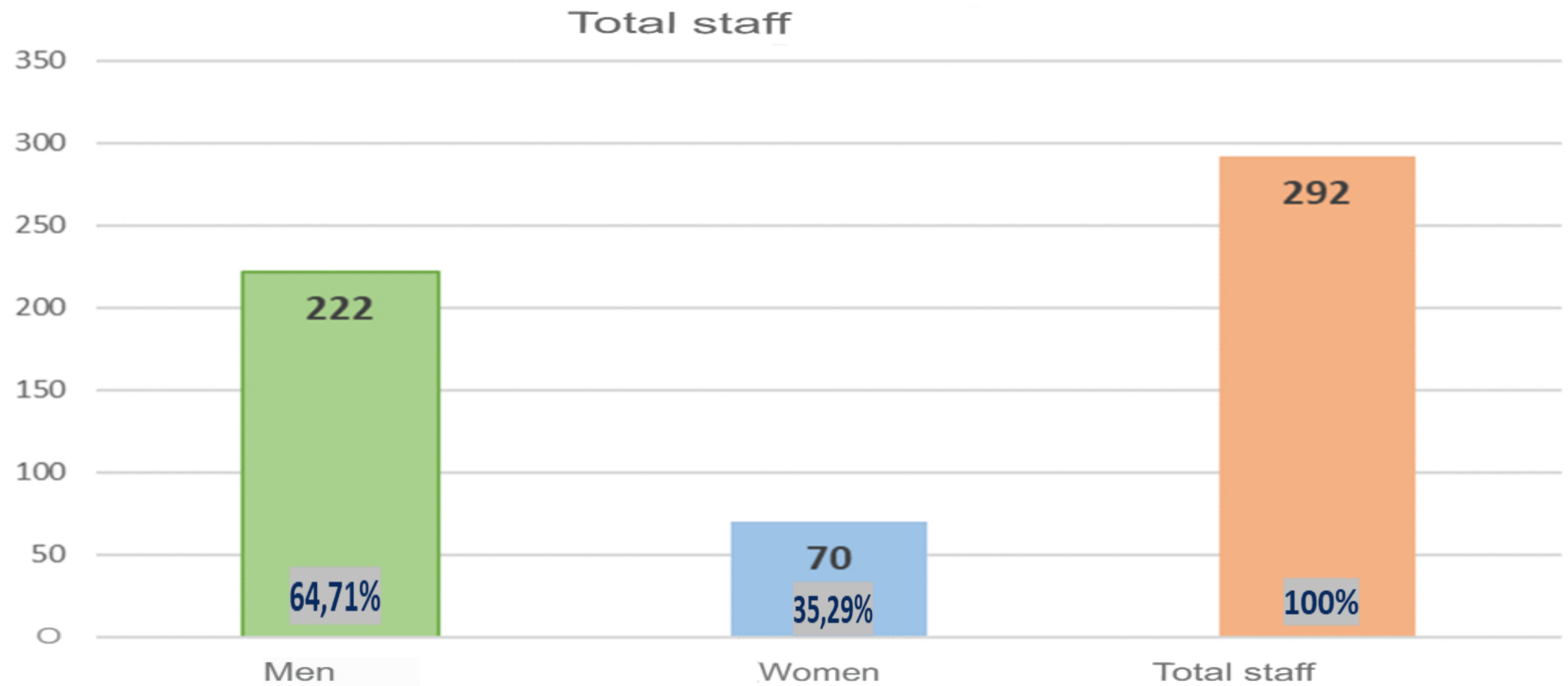
STATISTICS

Work force by sex



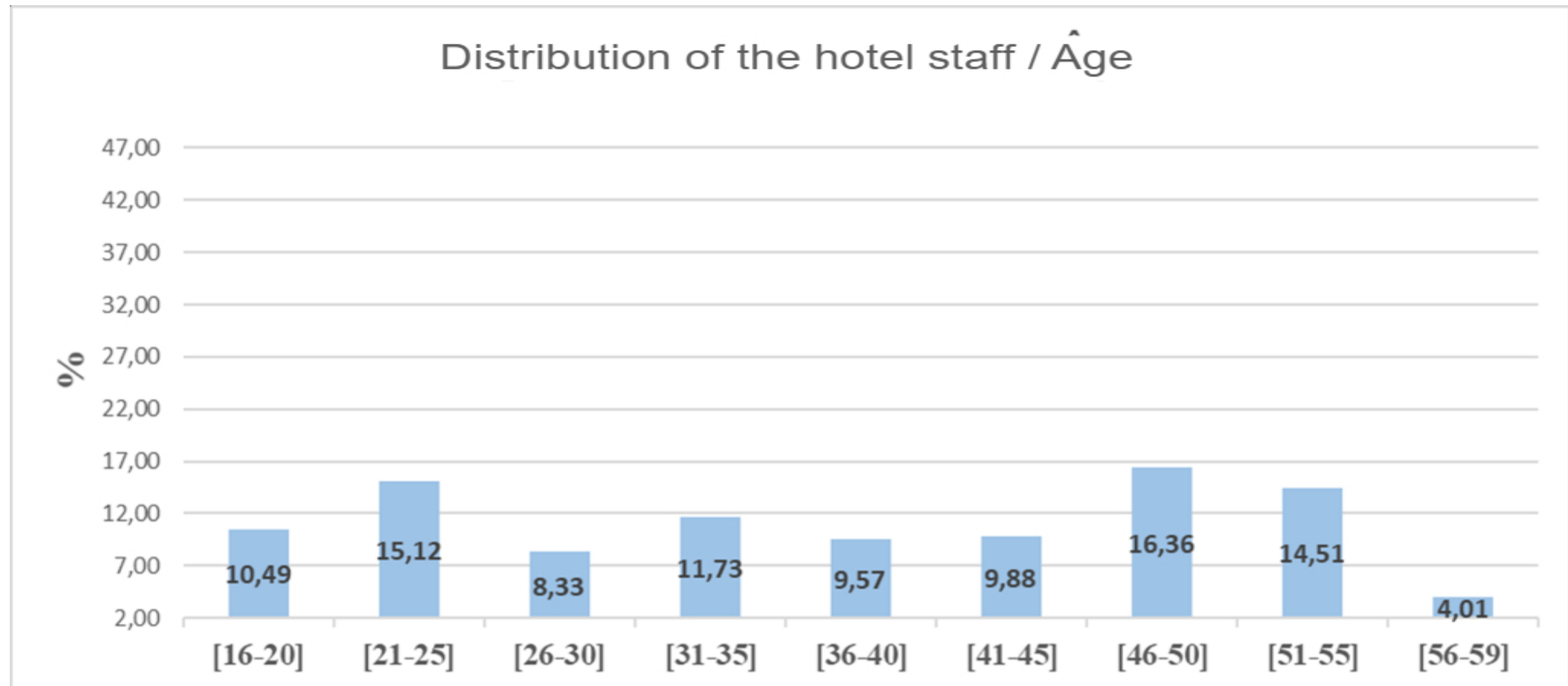
STATISTICS

Staff category



STATISTICS

Hotel staff / Age

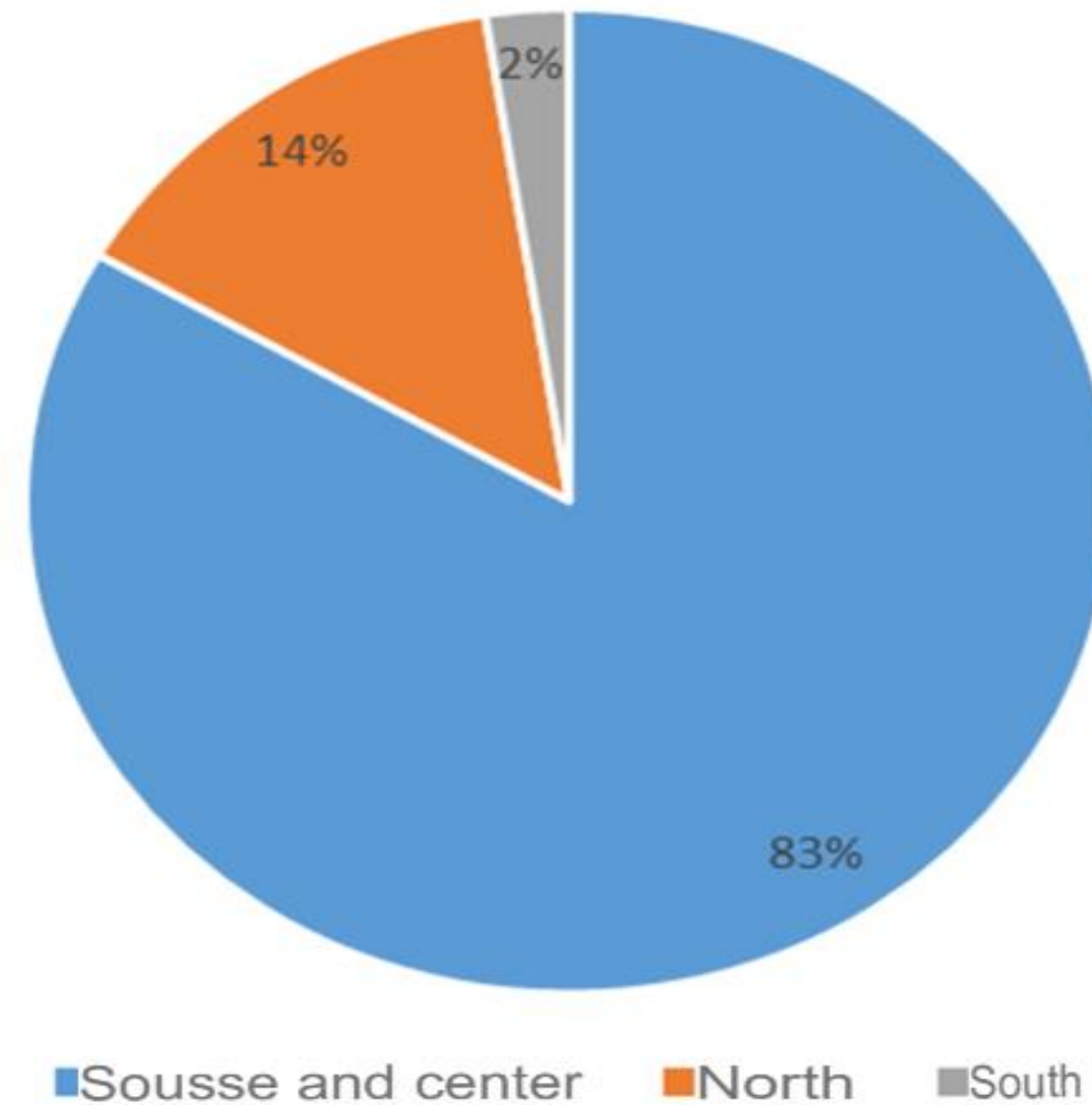




STATISTICS

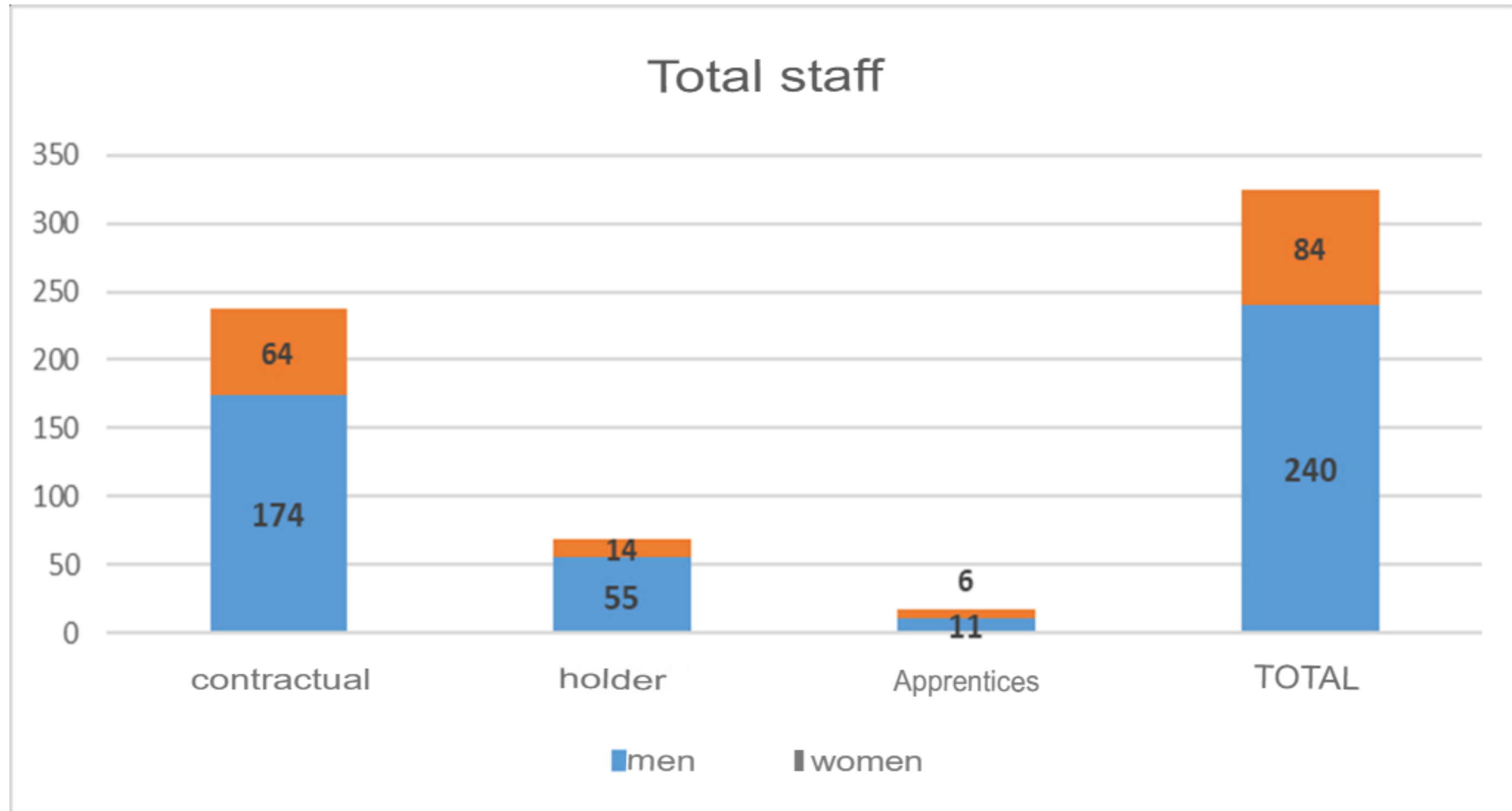
Staff rate / region

Distribution of the hotel staff / Region



STATISTICS

Effective





STATISTICS



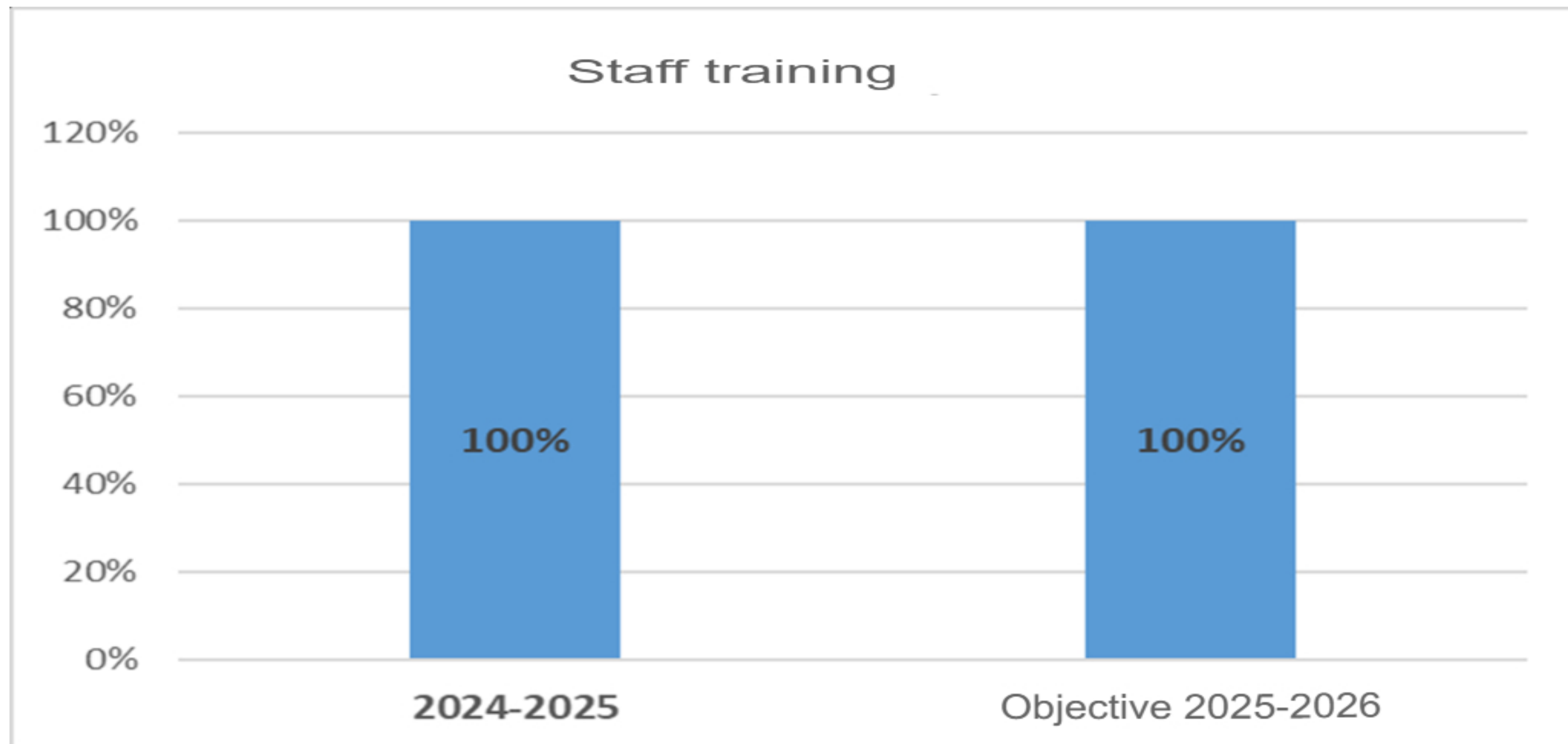
Improving staff skills:

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.



STATISTICS

Staff training in sustainable development





ENVIRONMENTAL PERFORMANCE

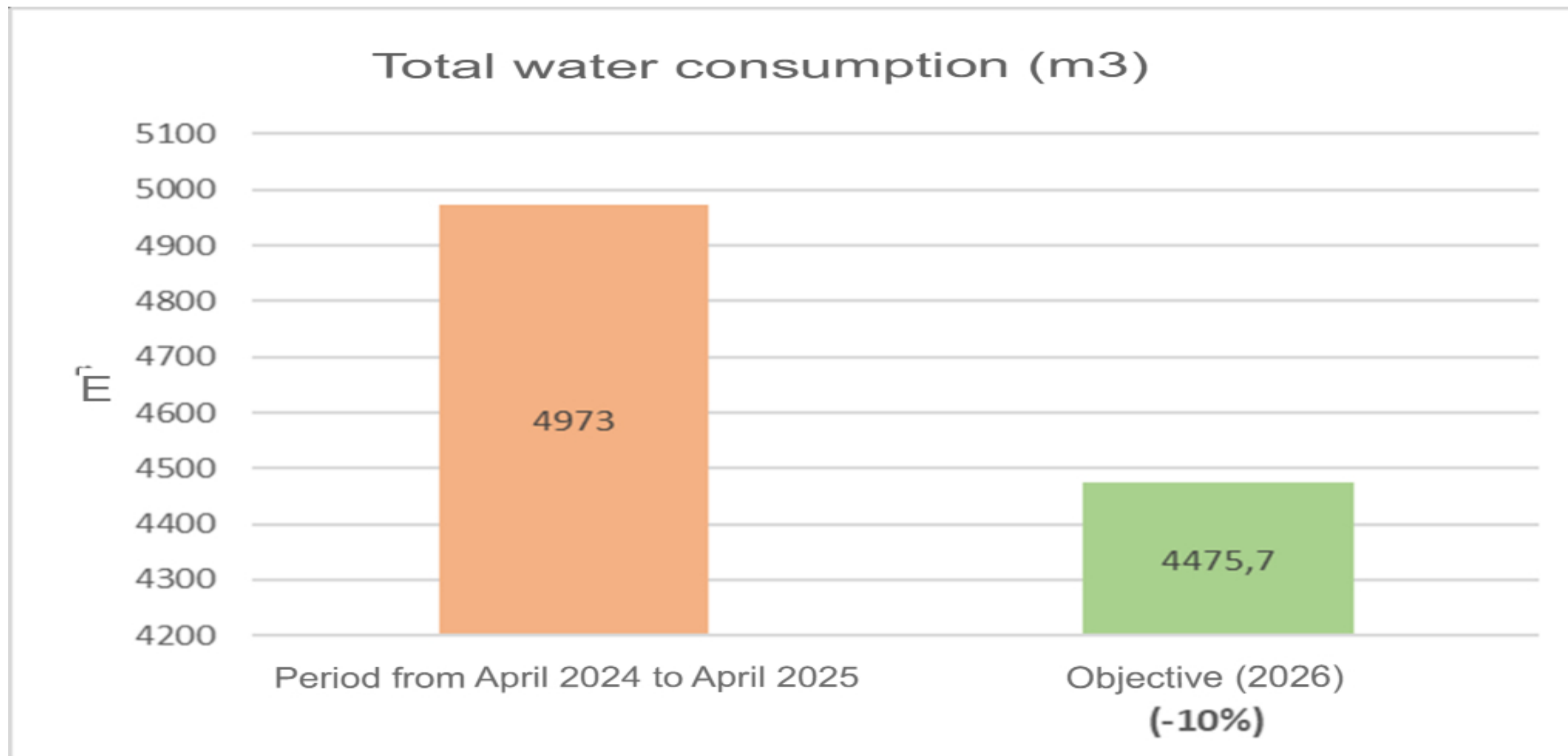


We have implemented a formal program to reduce our environmental footprint by setting long-term goals. At the Royal Kenz Hotel, we consider environmental performance a top priority. As a Magic Hotels & Resorts, we are actively engaged in sustainability by collaborating with tour operators and stakeholders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



ENVIRONMENTAL PERFORMANCE

Water consumption : m3





ENVIRONMENTAL PERFORMANCE



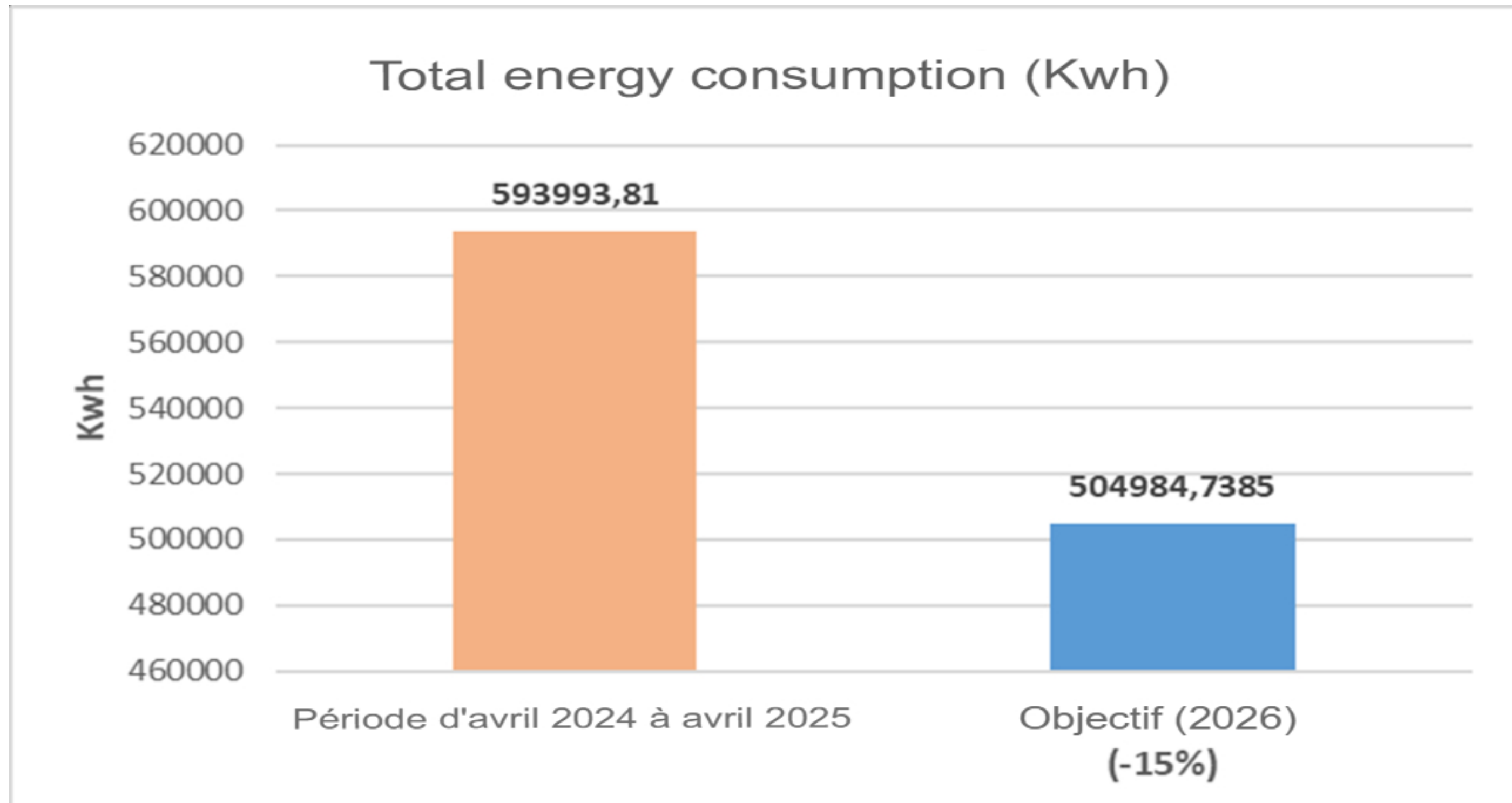
Measures to reduce energy consumption:

- **Daily monitoring of the energy consumption log to detect any under-use and identify optimization opportunities.**
- **Replacement of 20 300W halogen lamps in the swimming pools with 24W LED lamps.**
- **Reduction of uncontrolled ventilation in rooms by installing magnetic contacts on the bay windows of the 58 rooms.**



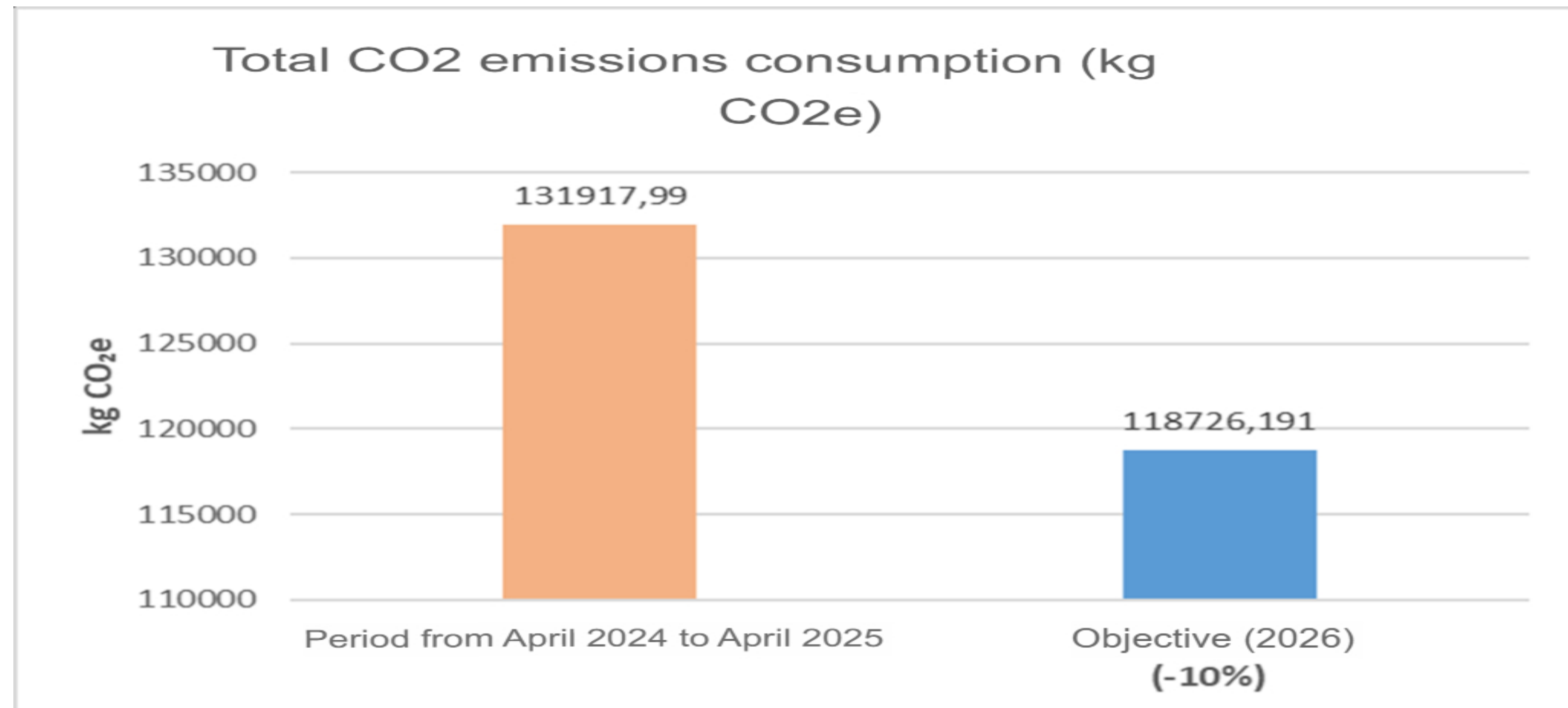
ENVIRONMENTAL PERFORMANCE

Energy consumption:



ENVIRONMENTAL PERFORMANCE

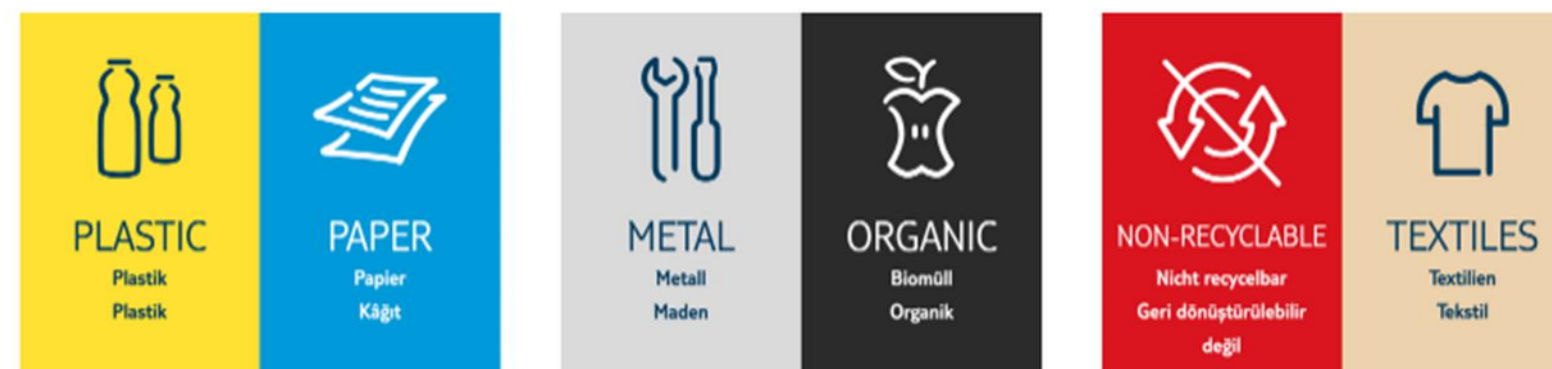
Emission CO2 :



WASTE MANAGEMENT

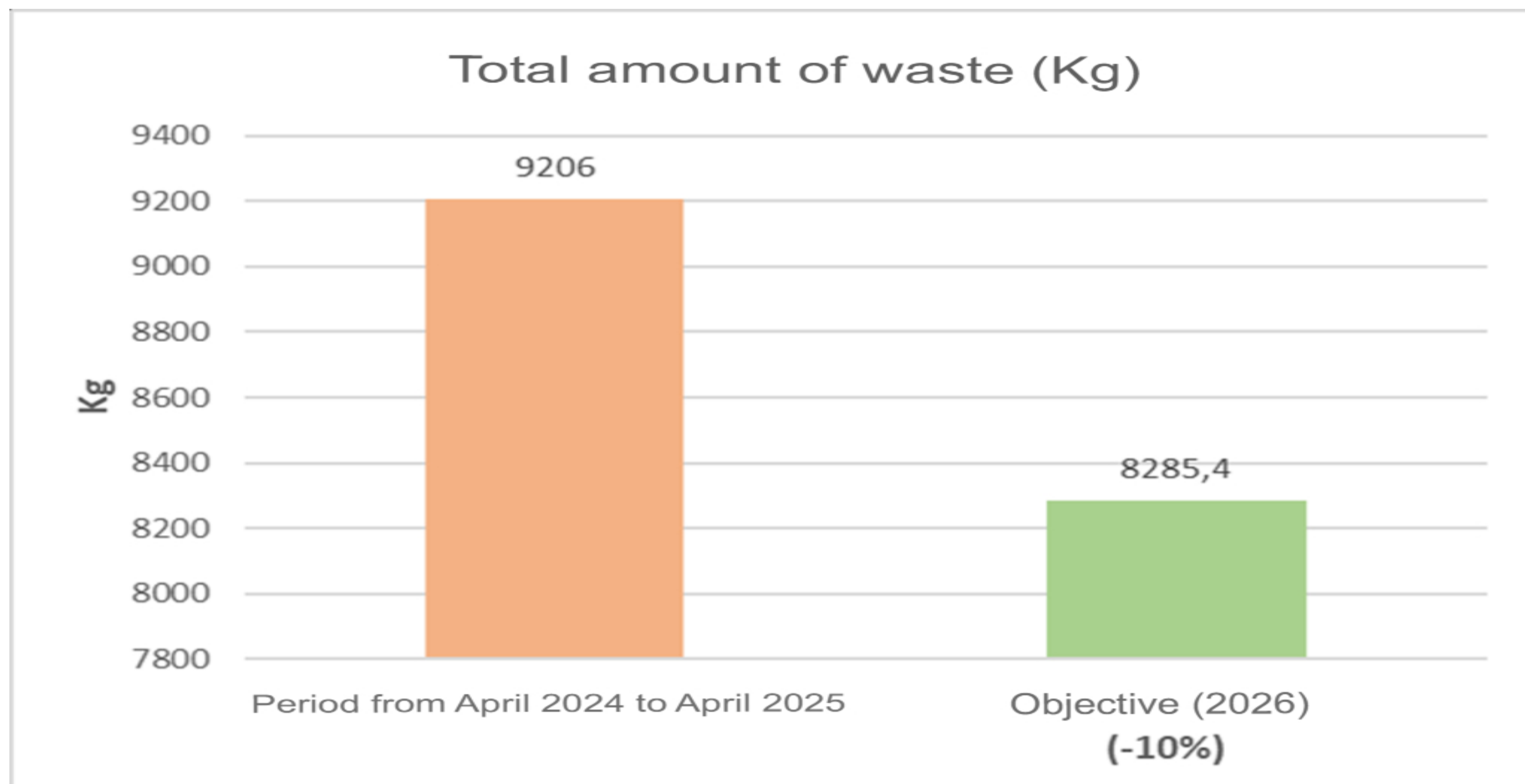
Measures to reduce waste generation:

- Strengthening staff training in selective sorting and the use of dedicated bins.
- Effective installation of sorting bins in public spaces, gardens and internal departments.
- Generalization of selective sorting systems in all hotel departments.
- Promotion of bulk purchasing in the various departments to limit single-use packaging.
- Implementation of agreements with approved collectors for better waste management.
- Regular monitoring of waste production to identify high generation sources.
- Preparation of a project for composting organic waste from catering and green spaces.
- Integration of environmental criteria into the choice of suppliers to reduce waste at source.



WASTE MANAGEMENT

Waste generation:





ENVIRONMENTAL & SOCIAL ACTIONS



As part of our commitment to environmental protection, a beach cleanup operation was organized with the active participation of our customers and our "Green team." This initiative reflects our desire to raise awareness about coastal preservation and promote concrete actions for a more sustainable future.



ENVIRONMENTAL & SOCIAL ACTIONS



As part of its commitment to environmental protection and coastal biodiversity, our TUI SUNEО Royal Kenz hotel actively participated in the organization of an environmental day on Sunday, February 2, 2025, on the beach of Medfoun has Hergla. This initiative was part of our corporate social responsibility (CSR) policy and aimed to:

- **Conduct a large-scale clean-up operation on the beach and surrounding forest.**
- **Reintroducing a green turtle into its natural environment, an exceptional event given the rarity of this species on our coasts.**

Our establishment's participation in this event reflects our desire to take concrete action to protect the environment, by collaborating with local institutions, associations, and members of the community.





ENVIRONMENTAL & SOCIAL ACTIONS



Cultural activities:

Ramadan Evening – March 2025

As part of the promotion of sustainable tourism and the enhancement of Tunisian cultural heritage, our unit participated in an initiative organized by the Regional Tourism Delegation of Sousse.

Our contribution:

- **Coordination with local artisans**
- **Highlighting intangible heritage (rituals, traditional music, Tunisian gastronomy)**
- **Creation of an authentic space respecting traditions.**
- **Raising awareness of sustainable tourism through educational spots.**

A unifying and committed evening, bringing together professionals, clients and partners around the values of sustainability.



ENVIRONMENTAL & SOCIAL ACTIONS

As part of its social commitment, the TUI SUNEО Royal Kenz hotel organized, in collaboration with the Tunisian Association "Awledna", a visit to the "El Amen" center, dedicated to the accommodation and support of women victims of violence. This initiative made it possible to:

- Conclude an agreement for the provision of food for residents (donations in kind (food and maintenance items).
- Discuss prospects for cooperation aimed at improving reception and support services for vulnerable people.
- Consider joint actions to promote the economic and social empowerment of beneficiaries.

This action is fully in line with our approach to solidarity tourism and social responsibility, contributing to a more equitable, inclusive society that respects human rights.





ENVIRONMENTAL & SOCIAL ACTIONS



Training:

- **“Magic” training Welcome**
- **Raising awareness of good environmental practices.**
- **First aid and first response training in collaboration with civil protection.**
- **Firefighting training.**
- **Preparation and analysis of attack risk signals, and management of emergency situations.**
- **Training in the requirements of the ISO 22000 standard version 2018.**
- **Training in good hygiene practices.**





ENVIRONMENTAL & SOCIAL ACTIONS

Staff Motivation:

Several strong social initiatives, demonstrating our commitment to staff well-being and recognition.

These initiatives aim to strengthen the cohesion, solidarity, and well-being of our teams:

- Donation of sheep on the occasion of "Eid El-Adha".
- Financial aid distributed on the occasion of "Eid El-Adha" and "Eid El-Fitr".
- Distribution of Ramadan baskets in the form of vouchers.
- School support for staff children.
- "Best Employee" Award.

ENVIRONMENTAL & SOCIAL ACTIONS

Social and environmental activities (April 2024 to April 2025)

Month	Objective	Actions	Participants	Value
June 2024	Social	Doations to employees on the occasion of Eid Al-Adha	Staff	58600 TND
June 2024	Social	Donation of sheep to the staff at the occasion of Eid Al-Adhha	Staff	21600 TND
June 2024	Environment	Cleaning beach	Staff, management and guests	500 TND
September 2024	Social	School aids		26940 TND
March 2025	Social	Ramadan bassinet	Staff	15400 TND
March 2025	Social	Donations to employees on the occasion of the Aid El-Fitr	Staff	26200 TND
March 2025	Social	Donation to an employee	Staff	500 TND
April 2025	Social	« Best employee » award	Staff	1800 TND
April 2025	Social	Visite to the « El Amen» center, dedicated to the reception of women victims of violence and their children accompanying persons	Staff	1426,082 TND
April 2025	Social	Group health insurance	Staff	85087,082 TND
Total				238053,918 TND



ENVIRONMENTAL & SOCIAL ACTIONS

Social and environmental activities (2025 - 2025)			
Month	Objective	Actions	Participants
June 2025	Social	Doations to employees on the occasion of Eid Al-Adha	Staff
June 2025	Social	Donation of sheep to the staff at the occasion of Eid Al-Adhha	Staff
May 2025	Environment	International day to biodiversity	Staff, management and guests
June 2025	Social	School aids	
June 2025	Environment	World Environment day	Staff, management and guests
June 2025	Environmrnt	Cleaning beach	Staff, management and guests
September 2025	Social	School aids	Staff
October 2025	Social	Donation to the « El Amen» center, dedicated to the reception of women victims of violence and their children accompanying persons	Staff
February 2025	Social	Ramadan bassinet	Staff
February 2025	Social	Donations to employees on the occasion of the Aid El-Fitr	Staff



CERTIFICATION



Health and Safety Certificates

