



Holiday Villages  
Manar

# SUSTAINABILITY REPORT 2018-2019

# Topics

1. Le Club
2. Magic Hotels
3. TUI
4. Introduction to the club
5. Management Team
6. Management Engagement & policy
7. Social Commitment
8. Workforce Development
9. Fair Employment
10. Training
11. Environmental performance
12. Communication
13. HV Rewards



# Introduction to the club

**1987: First opening of the Hotel Manar 5\* Classic**

**1997: The Austrian Tourism Company «Magic Life» invested in the Club and became the first Club **MAGIC LIFE Manar Imperial All In** concept in Tunisia.**

**2004 : TUI AG overtook the company and the brand «Magic Life»**

**2011: The Club Manar became «Holiday Village Manar» new English brand investing Tunisia.**

**As now the hotel is managed by the company Magic Hôtels North Africa Member of TUI Group**

# Magic Hotels



# Magic Hotels

## TUNISIA

Club Marmara Palm Beach Djerba

Djerba

SENSIMAR Palm Beach Palace

Djerba

TUI MAGIC LIFE Penelope

Djerba

Holiday Village Manar

Hammamet

Splash World Venus Beach

Hammamet

TUI MAGIC LIFE Africana

Hammamet

Club Marmara Hammamet Beach

Hammamet

Skanes Family Resort

Monastir

Royal Kenz Thalasso and SPA

Sousse

SENSIMAR Scheherazade

Sousse

## MOROCCO

SENSIMAR Medina Gardens

Marrakech

Splash World Aqua Mirage

Marrakech

## EGYPT

TUI MAGIC LIFE Kalawy

Red Sea

TUI MAGIC LIFE Sharm el Sheikh

Sharm el Sheikh





# Magic Hotels

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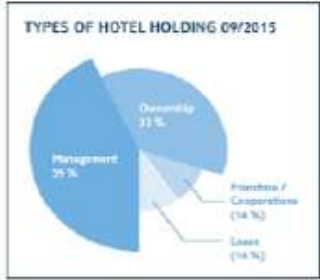
# Magic Hotels

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## GLOBAL BRANDS AND PARTNERS

TUI Hotels & Resorts broad international footprint includes more than 350 Hotels & Resorts in 28 destinations.





TUI

HolidayVillages<sup>®</sup>  
Manar

OUR  
VISION

**Think Travel.  
Think TUI.**





**T** RUSTED

**U** NIQUE

**I** NSPIRING





- **N°1 Mondial** dans le Tourisme
- Opère dans **180 Pays**
- Environ **30 millions** de touristes
- **240** marque et groupe
- **1800** agences en europe
- **130** avions



HolidayVillages  
Manar



**77,000**  
employees in 30 countries



**18.7**  
billion  
euros  
turnover



More than **30 million** customers



More than  
**130**



More than **300**  
hotels with 210,000 beds



planes

Europe-wide  
**1,800**  
travel agencies



**13**



cruises

# CLUB PRESENTATION

- **333 rooms** , out of it 36 swim-up
- **Main Restaurant : Jasmin**
- **A la Carte Restaurants:** Italien, Snack and Baia.
- **Bars:** Lobby Bar, Sports Bar, Snack Bar, Aqua Bar, Beach Bar, Show Bar,
- **Convention Center:** Conference rooms
- **Kids-Club,**
- **Pools:** Activity, Relax, **Aqua Park (Toboggans)**, Indoor pool
- **Sports courts:** Tennis, **Foot**, Archery
- **SPA, Gym, Amphitheater, High Ropes**

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# Management Team



Najib Setti  
Accounting Manager



Safa Garali  
Guest service



Tayssir Zerelli  
Trainee Asst.  
General Manager



Walid Gharbi  
General Manager



Cyrine Ben Houda Elabri  
Executive secretary



Amen Allah Messadi  
Human Resources  
Responsible



Zehra Soket  
Executive Housekeeper



Kamel Lansari  
Executive Chef



Hassan Mghirba  
Front Office responsible



Moncef Sabbani  
Restaurant & Bar Manager



Ismail Hajri  
Night Manager



Imen Romana  
Responsible SMSA



Nourhiline Aounallah  
Technical Services Manager



Ali Mirazool  
Garden Chief



Zaid Ben Dhafer  
Environment Responsible



Belgacem Essaki  
Security Manager



## Management commitment

The Management Team of the Holiday Village Manar is committed to sustainability: The purpose of this statement is to provide the framework for driving our goal setting, management, and documentation of progress in all facets of sustainability – social and environmental

# Management Engagement & Policy

HolidayVillages	Politique	REF. HV-PM-0001-08
	<b>POLITIQUE MAGIC HOTELS &amp; RESORTS</b>	DATE D'ÉLAB. 23/04/2014
		REVISION 01
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## POLITIQUE GENERALE

L'industrie du tourisme a connu au cours de la dernière décennie de profondes mutations imposées par des facteurs politiques, économiques et même sécuritaires. Autour de la méditerranée, la carte touristique connaît des changements fréquents et parfois brusques rendant l'activité vulnérable et exposée à de nombreux risques voire menaces. Ce nouveau contexte a généré et /ou renforcé :

1. L'accélération de la concurrence, par rapport à la destination TUNISIE d'une part et sur le marché intérieur d'autre part.
2. Une mutation dans la relation client du fait notamment que l'économie numérique et les réseaux sociaux, ont fait que "le client a pris le pouvoir".
3. L'extension de la relation client-fournisseur aux parties prenantes et l'émergence de niveaux d'attentes liées à l'écosystème tout entier.
4. Le concept de la satisfaction qui ne suffit plus à fidéliser le client.

Face à ce contexte, notre société MAGIC HOTELS & RESORTS NORTH AFRICA décide de renforcer son engagement à aligner davantage sa stratégie, ses ressources et son organisation avec les meilleures pratiques managériales, soutenues par les standards internationaux les plus reconnus en la matière, les normes de management ISO 9001, ISO 14001 et ISO 22000 sont pour nous des Outils de conformité mais aussi de confiance et de progrès. Le développement de la performance de notre société devra toujours se faire en phase avec les fondamentaux du développement durable, dans ses dimensions économique, sociale et environnementale.

Notre vision est d'être un opérateur de tourisme tout inclus de classe mondiale en s'appropriant la mission de proposer et mettre en place des prestations de services touristiques conformes aux standard de qualité, de sécurité et de respect de l'environnement, définis par la réglementation, les clients et les partenaires, et sans cesse améliorées.

Les enjeux que l'hôtel considère pertinents et prioritaires sont :

1. Le développement d'une entreprise performante, profitable et durable.
2. Le positionnement tantant que leader des prestations hôtelières tout inclus.
3. La contribution à la préservation de l'écosystème en rapport avec l'activité.

En cohérence avec notre vision et les enjeux définis, nos objectifs stratégiques sont :

1. Maintenir la stratégie de croissance, d'amélioration et d'excellence opérationnelle à tous les niveaux : Rentabilité, profitabilité, sécurité sanitaire des aliments irrégocables, minimisation et bonne gestion Des déchets, et optimisation de la consommation des ressources électricité et eaux.
2. Soutenir un positionnement différenciateur de l'offre tout inclus avec optimisation des coûts, maintien de la qualité et sécurité du consommateur et des denrées alimentaires.
3. Concilier le développement, la maîtrise des impacts environnementaux, la satisfaction des besoins et attentes de nos clients, partenaires y compris dans la chaîne alimentaire et employés.

Nos valeurs pour la réalisation de nos objectifs sont :

1. Pratiques loyales en matière de commercialisation, d'informations et de contrats.
2. Respect envers les clients, les partenaires et les employés.
3. Communication proactive avec les parties intéressées y compris dans la chaîne alimentaire.
4. Empreinte légère de l'activité sur l'écosystème en adoptant au particulier une approche préventive.
5. Développement du capital humain et Création de richesses et de revenus pour nos salariés et nos partenaires.
6. Travail d'équipe et intégrité.

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La direction générale invite tous les chefs des départements et tous les employés à tous les niveaux à veiller à :

1. Respecter nos standards de travail.
2. S'impliquer dans la mise en œuvre de nos Systèmes de Management : Qualité, Sécurité des denrées alimentaires et environnementale.
3. Faire de la satisfaction des clients notre priorité au quotidien.
4. Ouvrir pour la maîtrise des coûts d'exploitation et la réduction, voire l'élimination des gaspillages.
5. Être actif dans la contribution à l'amélioration de la performance de nos processus.
6. Viser l'excellence opérationnelle.

Le Directeur général : Walid Gharti



HolidayVillages  
Manar  
TUNISIE  
196-197-198-199-200-201-202-203-204-205-206-207-208-209-210-211-212-213-214-215-216-217-218-219-220-221-222-223-224-225-226-227-228-229-230-231-232-233-234-235-236-237-238-239-240-241-242-243-244-245-246-247-248-249-250-251-252-253-254-255-256-257-258-259-260-261-262-263-264-265-266-267-268-269-270-271-272-273-274-275-276-277-278-279-280-281-282-283-284-285-286-287-288-289-290-291-292-293-294-295-296-297-298-299-300-301-302-303-304-305-306-307-308-309-310-311-312-313-314-315-316-317-318-319-320-321-322-323-324-325-326-327-328-329-330-331-332-333-334-335-336-337-338-339-340-341-342-343-344-345-346-347-348-349-350-351-352-353-354-355-356-357-358-359-360-361-362-363-364-365-366-367-368-369-370-371-372-373-374-375-376-377-378-379-380-381-382-383-384-385-386-387-388-389-390-391-392-393-394-395-396-397-398-399-400-401-402-403-404-405-406-407-408-409-410-411-412-413-414-415-416-417-418-419-420-421-422-423-424-425-426-427-428-429-430-431-432-433-434-435-436-437-438-439-440-441-442-443-444-445-446-447-448-449-450-451-452-453-454-455-456-457-458-459-460-461-462-463-464-465-466-467-468-469-470-471-472-473-474-475-476-477-478-479-480-481-482-483-484-485-486-487-488-489-490-491-492-493-494-495-496-497-498-499-500-501-502-503-504-505-506-507-508-509-510-511-512-513-514-515-516-517-518-519-520-521-522-523-524-525-526-527-528-529-530-531-532-533-534-535-536-537-538-539-540-541-542-543-544-545-546-547-548-549-550-551-552-553-554-555-556-557-558-559-560-561-562-563-564-565-566-567-568-569-570-571-572-573-574-575-576-577-578-579-580-581-582-583-584-585-586-587-588-589-590-591-592-593-594-595-596-597-598-599-600-601-602-603-604-605-606-607-608-609-610-611-612-613-614-615-616-617-618-619-620-621-622-623-624-625-626-627-628-629-630-631-632-633-634-635-636-637-638-639-640-641-642-643-644-645-646-647-648-649-650-651-652-653-654-655-656-657-658-659-660-661-662-663-664-665-666-667-668-669-670-671-672-673-674-675-676-677-678-679-680-681-682-683-684-685-686-687-688-689-690-691-692-693-694-695-696-697-698-699-700-701-702-703-704-705-706-707-708-709-710-711-712-713-714-715-716-717-718-719-720-721-722-723-724-725-726-727-728-729-730-731-732-733-734-735-736-737-738-739-740-741-742-743-744-745-746-747-748-749-750-751-752-753-754-755-756-757-758-759-760-761-762-763-764-765-766-767-768-769-770-771-772-773-774-775-776-777-778-779-780-781-782-783-784-785-786-787-788-789-790-791-792-793-794-795-796-797-798-799-800-801-802-803-804-805-806-807-808-809-810-811-812-813-814-815-816-817-818-819-820-821-822-823-824-825-826-827-828-829-830-831-832-833-834-835-836-837-838-839-840-841-842-843-844-845-846-847-848-849-850-851-852-853-854-855-856-857-858-859-860-861-862-863-864-865-866-867-868-869-870-871-872-873-874-875-876-877-878-879-880-881-882-883-884-885-886-887-888-889-890-891-892-893-894-895-896-897-898-899-900-901-902-903-904-905-906-907-908-909-910-911-912-913-914-915-916-917-918-919-920-921-922-923-924-925-926-927-928-929-930-931-932-933-934-935-936-937-938-939-940-941-942-943-944-945-946-947-948-949-950-951-952-953-954-955-956-957-958-959-960-961-962-963-964-965-966-967-968-969-970-971-972-973-974-975-976-977-978-979-980-981-982-983-984-985-986-987-988-989-990-991-992-993-994-995-996-997-998-999-1000

## Social & Community Engagement

Through our global workforce, we touch thousands of communities every day and support community needs.

Being a part of a community means we offer jobs to local people, provide opportunities to the disadvantaged and operate in an environmentally sustainable manner.



## SOCIAL POLICY STATEMENT

The Management of Holiday village Manar is committed to ensure positive relationship between our establishment and the local community and its business.

Holiday village Manar ensures with its utmost capacity to eliminate or minimise the occurrences of negative impacts and be of assistance to local community.

Our Social Policy and primary objectives are as follows:

### 1\*) Certification

To broaden sustainability performance including the socio-economic impacts, as well as staff awareness and welfare, achievement of certifications shall be continued.

### 2\*) Employment

The hotel is aware of the priority in recruiting local people as favoured employees. Thus, decreases the percentage of unemployment of the community that will grant benefit to other businesses whilst it's an encouragement to local residents to stay within the community. This policy preserves our destination which is one of our bases for the prospective and repeat guests.

### 3\*) Charity and Donations

It is in the charitable tradition of Holiday village Manar to support local institutions and organisations (such as; Home for the Aged People, Orphanage, School, Museum, etc...) by providing foods, clothing and other essential products and materials. The hotel donates items such as furniture, linen, blankets or any other materials which are no longer suitable for use in the hotel's standard. It is the policy of the hotel to help local community by donations of in-kind support, meal provisions, or sponsorship of local sports team or advertising local businesses.

### 4\*) Purchasing

The hotel purchases and promotes local produces whilst ensuring that the quality of food does not compromise the comfort and satisfaction of our guests. In doing this, we help reduce the CO2 emissions from transportation of products from international destinations. We are engaged to settle our payment with our suppliers within the term agreed.

Hotel Holiday village Manar aims and engaged itself to continuously improve its relationship to local community and promote socio-environmental awareness.

Walid Gharbi

General Manager

Holiday Villages  
Walid Gharbi  
General Manager  
Tel: 00 202 333 333 - Fax: 00 202 333 333

## Associates, Customers, Suppliers etc...

- Help to the local orphanage « la Voix de l'enfant Nabeul »
- Contribution to the primary school of Mrezka



# Social Activities; Orphanage Visit



**Holiday Village Manar is very proud to support the local Orphanage “La Voix de l’Enfant” in Nabeul with donations from customers and staff members.**



**Accompanied by some loyal customers we visited the Orphanage to hand over the donations.**





# Social Activities – Tommys' Splash



the Charity Day took place around the Activity Pool, Face painting, inflatable race and many other activities were organized.

We remain committed to raising money for charity and good causes.



# Social Activities – Primary School Mrezga

The 15<sup>st</sup> of September the Management Team visited the local primary school in Mrezga, which our social committee is supporting since many years.

Prior to the Visit our Maintenance Team did Plumber & Electric Work and the Garden Team did some Cleaning & Planting.

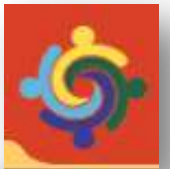
The same day we delivery the rest of 40 Tables with Chairs, renovated from the Hotels Carpenter and we distributed Schoolbook packages for 10 pupils in need.





# Engagement of the Social Committee

- An environmental social initiative in 2004 gave birth to the social comity in different hotels from our chain including our Hotel.
- Mr Amen Allah Messadi is the responsible of the committee who's taking care of the social local community needs.
- The Social committee organizes social actions on the internal & external level





## Workforce Development

This strategy drives our associates' commitment to delivering on our Hotel standards of service excellence and inspires them to go above and beyond. As a result, our associates help Holiday Village Manar succeed, which ultimately leads to their personal success. This strategy also reinforces our core value to "Put People First."

## EMPLOYEES' POLICY

The Management of Holiday Village Manar is committed to maintain and reserve health, safety, equal opportunities and rights of its employees according to local regulations and ethical standards, as follows:

### \* Remuneration

We will ensure that all employees of Holiday Village Manar are paid fairly for their work and all terms of employment conforming to the Tunisian employment regulations. This includes wages, leaves recovered, Social Security fees, Income Tax and other benefits they are entitled to.

### \* Health Care

HV Manar is providing Employees' annual Medical Check-up and twice a year stool laboratory analysis ( Staff involved in Food safety process) . In any case of accident at work area, HV Manar is due to transport the injured employee to the nearest hospital and to declare it to Social Services System to obtain his/her right for the medical fee charges.

### \* Equal Opportunities

HV Manar evaluates all employees based on their individual performance rather than their personal character or beliefs. Offer all employees a smooth working environment, free from discrimination, harassment, intimidation or cruelty. All employees are treated equally regardless gender, race, religion, sexual orientation, political beliefs or disability.

HV Manar believes that every employee has to be treated equally whether women or men.

### \* Harassment / Violence

HV Manar do not tolerate violence, threats, harassment, intimidation, and any other disruptive behaviour within the hotel. Any incident reports will be taken seriously and will be dealt with appropriately. Behaviours such as oral or written statements, gestures, or expressions that communicate a direct or indirect threat of moral and physical harm.

HV Manar cares about child Protection and respect of human rights (part of the Treaty of UN 2006).

Employees who commit such acts may be dismissed from the premises and can be subject of disciplinary action, legal penalties, or both. Report should be done immediately to the HR office; where a disciplinary Committee (consisting of 4 Department Heads and 4 employees - disciplinary procedure as per Article 157 of the Tunisian Employment Regulation) together with the management team for eventual judgement.

We need all employees' cooperation to implement the above mentioned policies effectively, in order to maintain a safe working environment.

Walid Gharbi

General Manager

  
Walid Gharbi  
Tél: 00 90 303 444 444

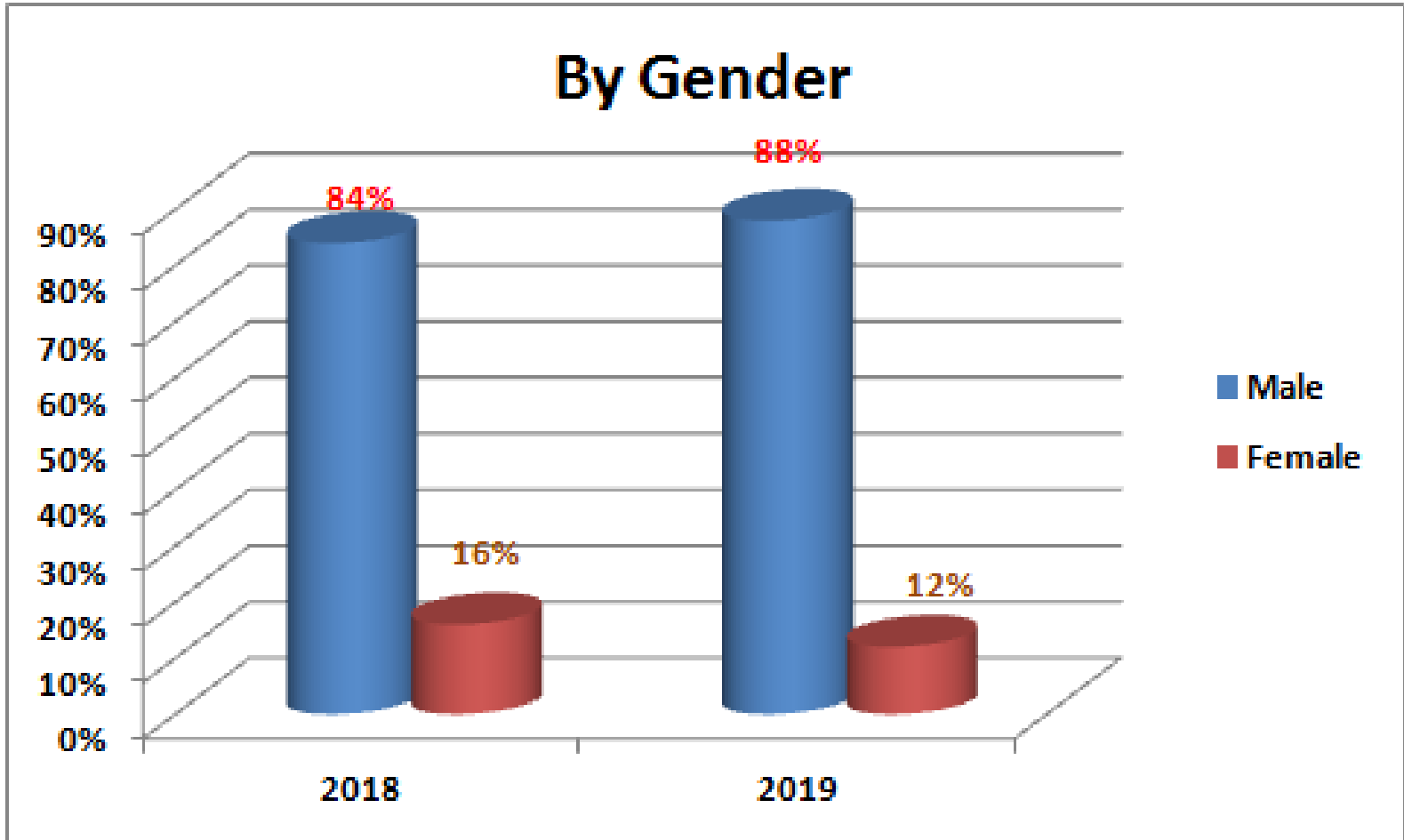
# Workforce



	2018	2019
Total Staff	230	263
Permanent	68	73
Contractuel	162	190
Trainee	4	6
Apprentice	8	11
Disable	0	0
turnover	13	9
opportunities	1	0

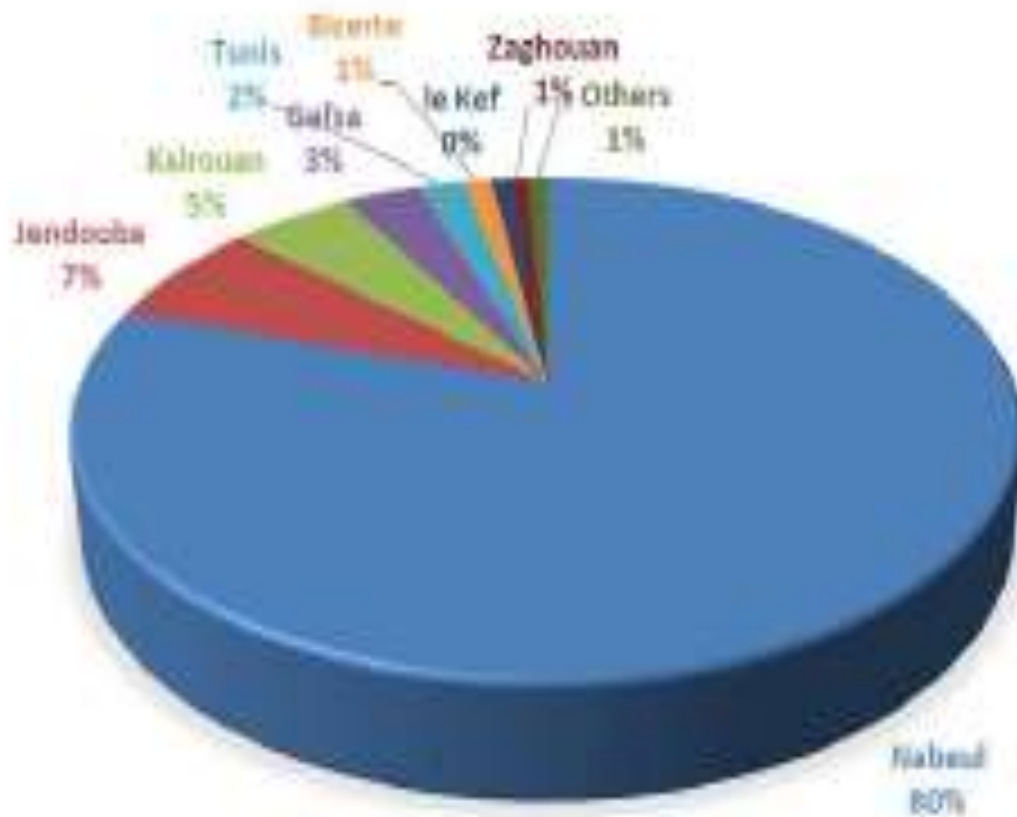


# Workforce by Gender



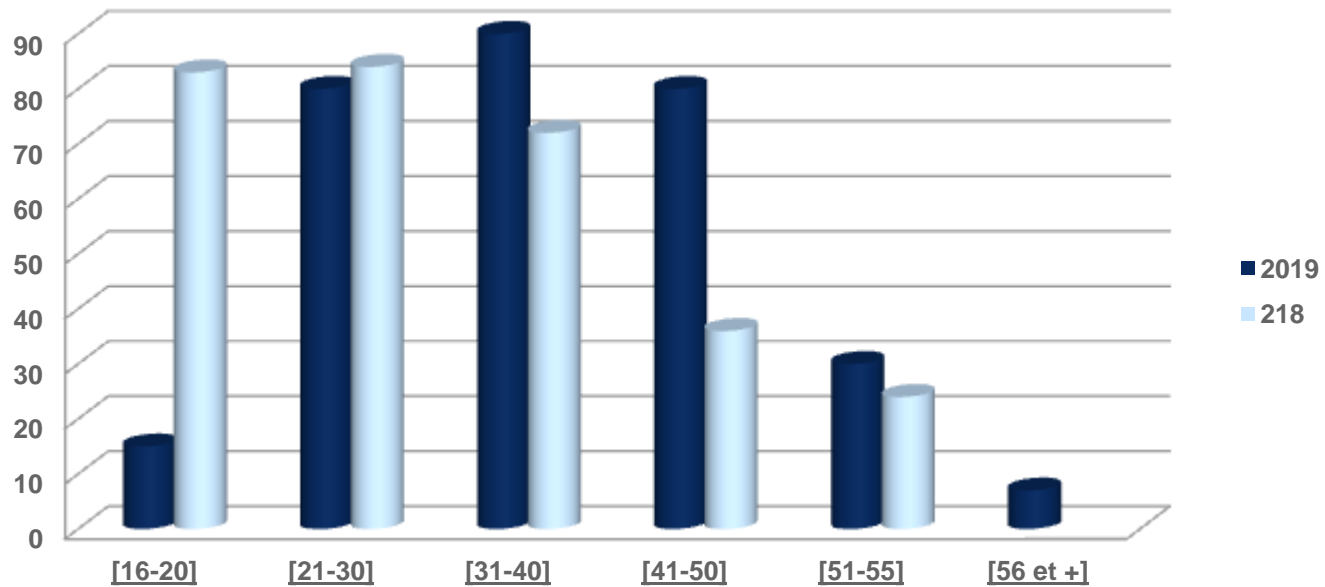
# Workforce by Region

Total per Region	263	%
Nabeul	210	80%
Jendouba	18	7%
Kairouan	13	5%
Gafsa	8	3%
Tunis	5	2%
Blzerte	3	1%
le Kef	2	1%
Zaghouan	2	1%
Others	2	1%



# Workforce by Age

## Repartition by age





# Training

- Welcome programme & Smiling Senses
- Hygiene Training with CRISTAL
- Environmental Training
- Customer service & Claims management
- Security and first aids
- Anti Terrorism Training
- Inter departements trainings



# La Motivation du Personnel

## Staff Motivation

- Birthdays
- Best employees of the Month
- Help for the Month of Ramadan
- Organisation Ramadan post fasting day dinner
- Fest (Aid, Women day etc...)
- Help for the school year
- End of season party
- Credits from company



## Environmental Performance

Responsible management of natural resources in our hotel operations has been a part of our business since 2005.

As we have grown over the years, we have established a formal program to reduce our water and energy use. With ISO 14001, we set our first long-term environmental goals and HV Manar environmental performance is a critical focus for our company. With the changing climate and increased stresses on natural capital and resources, an ever-growing number of customers, associates and external TO want to be informed about and engaged in our efforts to operate our hotels more sustainably.



## Reduce water intensity



## Reduce energy intensity

## Water Management :

**Reduce water consumption to  $\geq 3\%$   $\rightarrow$  0.450m<sup>3</sup>/night**

### Our Measurement standards

- ❖ Daily register of water consumption / Night
- ❖ Installation of sub-meters in key hotel areas.
- ❖ Automatic control of leaks in the public areas and customer rooms
- ❖ Installation of water efficient shower heads in guest rooms & associates Areas
- ❖ Installation of water saving devices in the public area rest rooms and guest Rooms
- ❖ Complete diagnostic of the whole system in the property to define any area of leaks
- ❖ Installation of smart irrigation system STEP and treatment of used water





## Water Management :

### Our Measurement standards

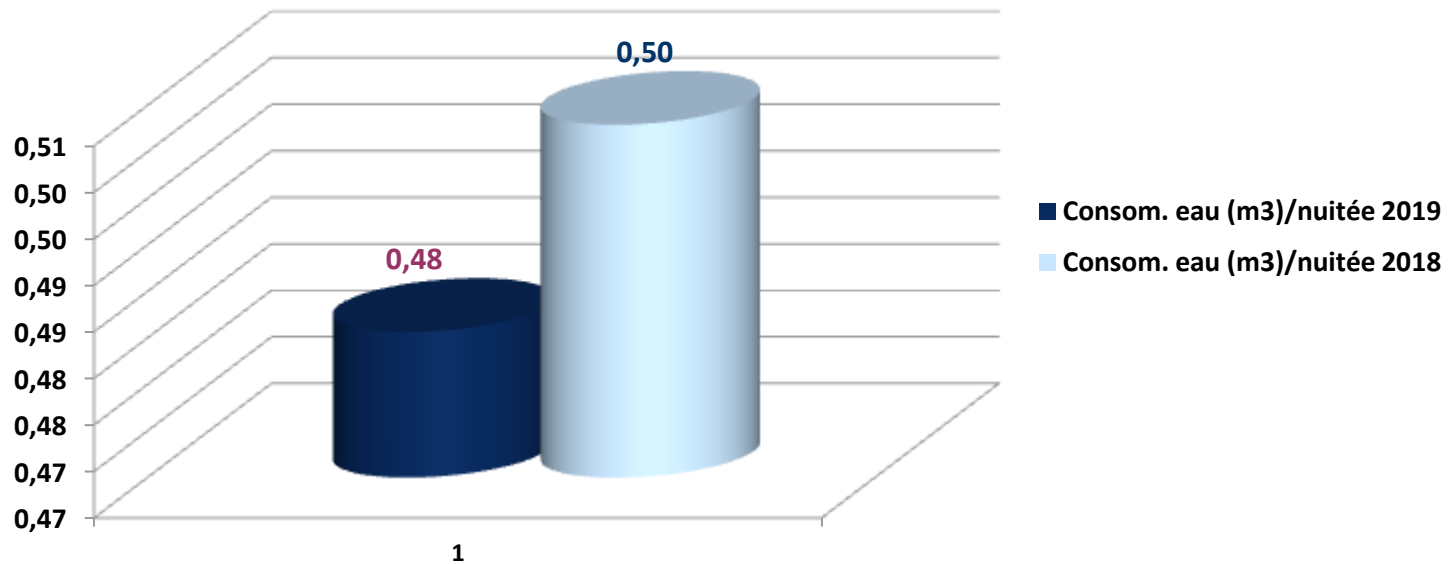
- ❖ Installation of a smart automatic irrigation system of the garden controlled by computer
- ❖ Installation of rain check system in order to stop the irrigation system automatically in case of rains.
- ❖ Installation of water saving devices and economic shower heads in the kitchen.
- ❖ Installation of automatic stop buttons in all the showers around the pools.
- **Communicate policy to both customer and staff to the role they play in saving energy: Towel and linen reuse, recycling program**
- ❖ **Reuse of the treated water with respect to the law**



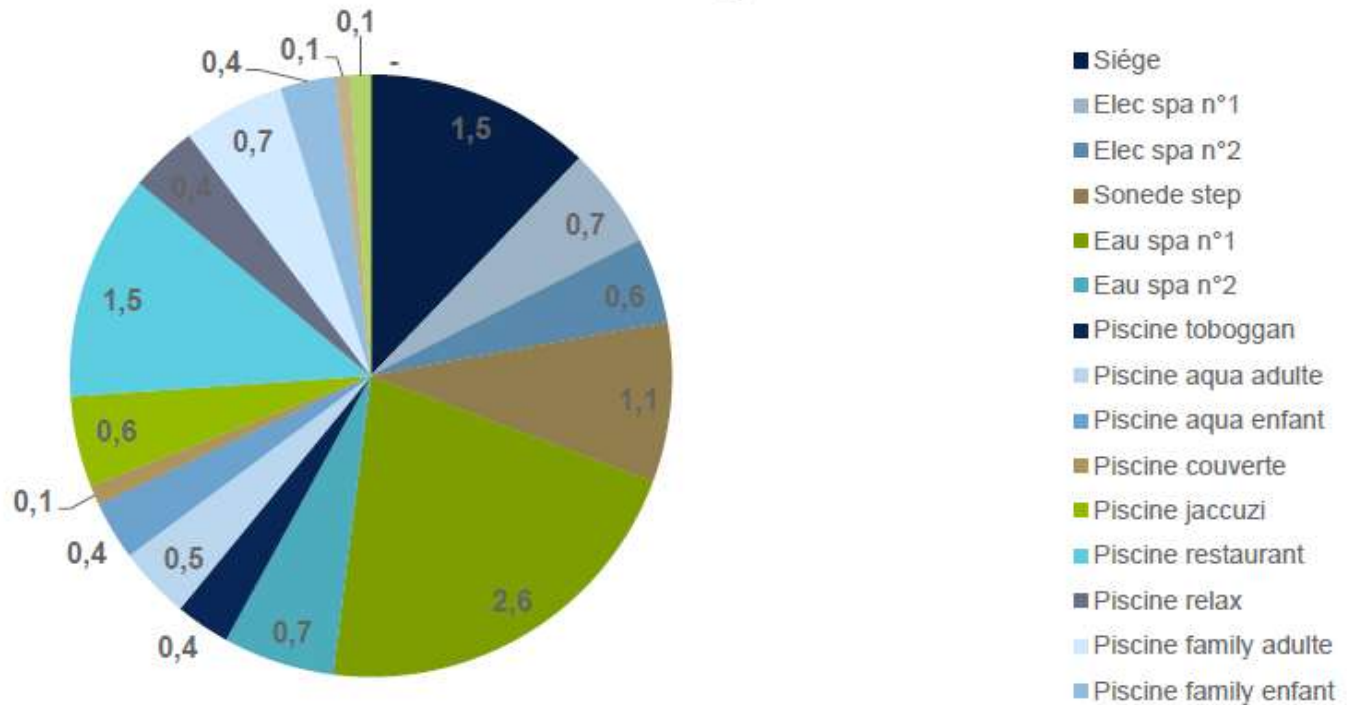
# Environmental Performance indicators

Reduce water consumption to  $\geq 3\%$   **0.450m<sup>3</sup>/night**

## Water use / night



### Consommation d'energie en %



## Energy Management :

Reduce consumption to  $\geq 3\%$   $\rightarrow$  25.5kwh/night



### Our Measurement standards

- ❖ Preventif equipment and machines control on periodic
- ❖ Daily control of the consumption of the energy register in order to identify any miss use.
- ❖ Reducing energy use by turning off appliances when not in use and switching lights and air conditioning off when they vacate guest bedrooms.
- ❖ Changement of 80% of the high efficiency lightening.
- ❖ Installation of sub-meters in the areas of high energy consumption:  
« sauna, hammam, pools »





## Energy Management :

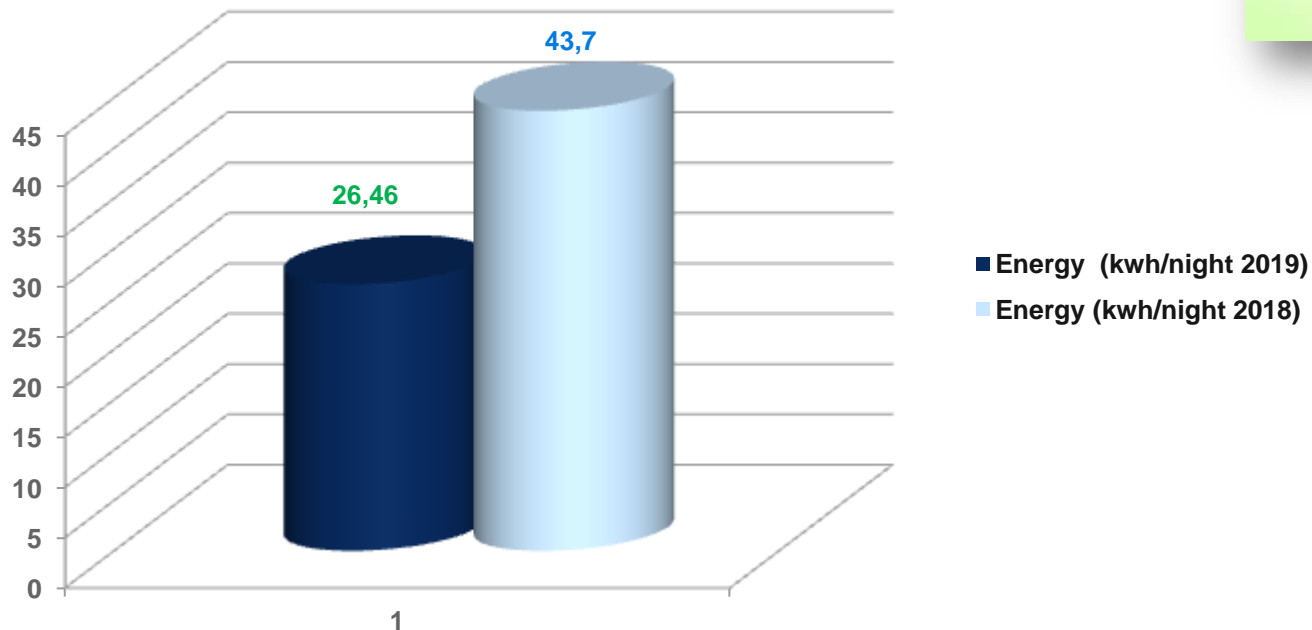
### Our Measurement standards

- ❖ Annual control Data of energy consumption equivalent to petrol and to be in respect to the legislation
- ❖ Installation smart cards in the customer rooms by removing stops all the energy in the room.
- ❖ Isolation of the boilers and the AC system to limit the energy loss.
- ❖ Annual Energy Audits.

## Energy Management (Energy): Reduce to $\geq 3\%$

👉 **25.5kwh/night**

Energy (kwh/night)

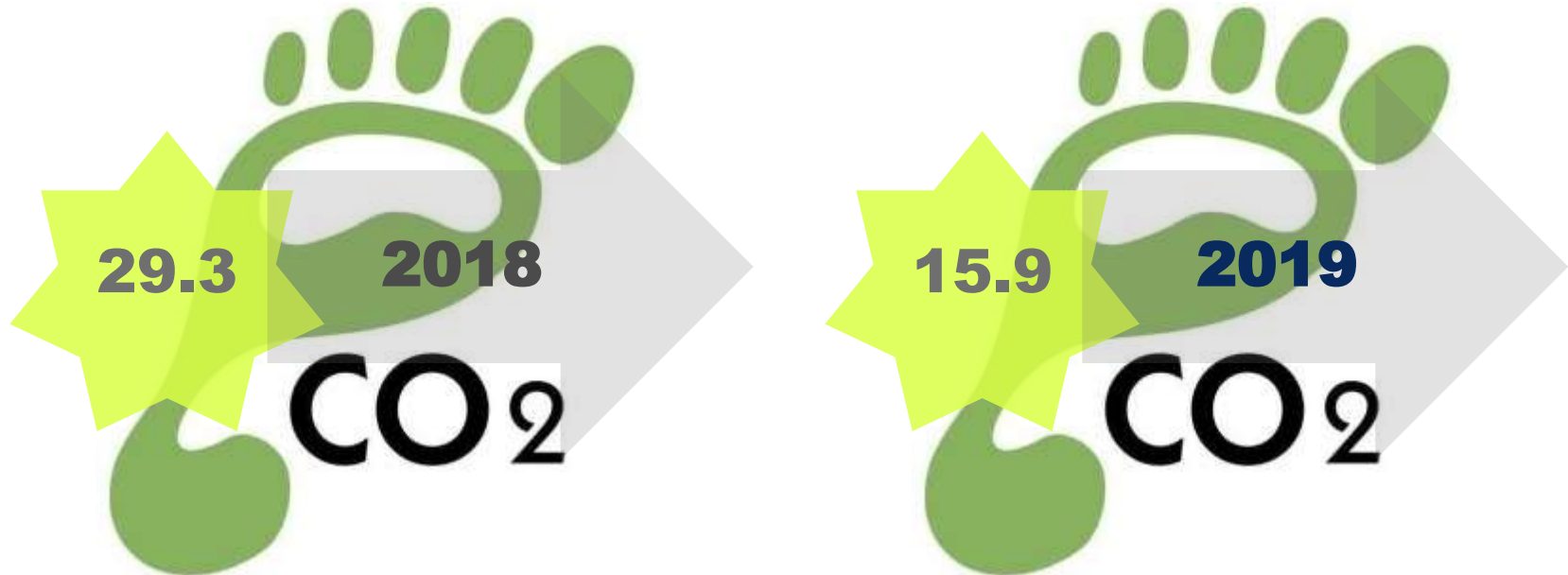


## Environmental Performance indicators

Emission Intensity: Reduce to CO<sub>2</sub> à  $\geq 5\%$

👉 15 kg/night

Emprunt CO<sub>2</sub> (kg) / night





# Waste Management

Reduce consumption to  $\geq 3\%$   $\rightarrow$  0.8 kg/night

## Our Measurement standards

- Provide the housekeeping Team with selectif waste bins with different color
- Installation of different waste bins in the garden and public areas.
- Implementation of selectif waste system for our associates:  
(Kitchen, Bars, Restaurants, public areas , garden, Administration
- Encourage the purchase for big quantity in order to reduce Package
- Construction of new disposal waste areas with respect to the environment
- Sign conventions and contracts with collectors from the community areas



# Waste Management

## Waste Recycling:

Glass

Plastic (PET, PEHD)

Carton, paper

Garden waste (compostage)

Used fried oil (bio carburant)



## Waste Collection and separation of the Hazardous:

Batteries

Used oil

Toners

Medical waste

Lamps and neaons

Machines

Aerosols ...



# Waste Management

Reduce consumption to  $\geq 3\%$   $\rightarrow$  0.8 kg/night

Waste (Kg/night)



# Environmental Activities – Village Clean-up

Twice a month clean-up activities are taking place.



The Team went out to clean around the pools as well as at the beach.





# Environmental Activities – Beach Clean-up

Beach Clean-ups are a fun and easy way helping to keep our beaches and ocean clean! That's why they are scheduled on a regular basis within our Village.



Provided with plastic bags and gloves our Team went out to remove trash from our beach.



# Environmental Activities – Environment Day

On the 11<sup>th</sup> of June Tunisia celebrates its national Environment Day.



**A fantastic opportunity for a planting action with the participation of some customers and to show our commitment to sustainability.**





# Staff – Security Training



The sessions were consisting of theoretical and practical training.



# Training- Safety

**Strong Security measures have been implemented and/or updated before reopening of the Club.**



- **Guard Dogs**
- **New Main Entrance and Staff Entrance Gate**
- **Walk-Through metal detector.**
- **Hand-held Body detector**
- **Additional new HD Security Cameras**



# Communication

We talk to our customers, staff and community about our culture, traditions, policy and commitment to the environment and the community engagement through the communication boards, TV, display infos, social media etc...



## SOCIAL & ENVIRONMENT ACTIVITIES 2019/2020

👉 **≥15% events**

2018	2019	2020
15	11	22

## SOCIAL ACTIVITIES 2020

N°	Month	Purpose	Date/Period	Action	Target	Participants	Value
1	April	Social		Staff BBQ Lunch	HV Staff	Staff	
2	Mai	Environment		Village Clean-up	Sustainability	Staff & Management & Guest	
3	Mai	Environment		Clean up the Med	Sustainability	Guest & Staff	
4	June	Environment	05/06/2020 / 11/06/2020	National Environment Day	Sustainability	Staff & Management	150 TND
5	June	Social & Environment		Best Employee & Planting	HV Staff & Sustainability	Staff & Management	150 TND
6	June	Environment		Village Clean-up	Sustainability	Staff & Management	
7	June	Social		Ramadan Coupon	HV Staff	Staff	
8	June	Social		Iftar Ramadan	HV Staff	Staff	
9	July	Social		Orphanage Visit & Donation	La Voix de l'Enfant	Guest, First Choice Team & Management	
10	July	Social & Environment		Best Employee & Planting	HV Staff & Sustainability	Staff & Management	150 TND
11	July	Environment		Village Clean-up	Sustainability	Staff & Management & Guest	
12	July	Social		Aid Celebration for Staff	HV Staff	Staff & Management	
13	August	Social	2020-08-13	National Womens Day	HV Staff	Staff & Management & Guest	
14	August	Environment		Village Clean-up	Sustainability	Staff & Management & Guest	
15	August	Social & Environment		Best Employee & Planting	HV Staff & Sustainability	Staff & Management	150 TND
16	September	Social	2020-09-10	School Supplies Contribution	HV Staff	Staff	
17	September	Social	2020-09-10	Maintenance in Primary School	Local Primary School	Staff & Management	
18	Octobre	Social		Aid Celebration for Staff	HV Staff	Staff & Management	
19	Octobre	Social & Environment		Best Employee & Planting	HV Staff & Sustainability	Staff & Management	150 TND
20	Octobre	Social		Orphanage Visit & Donation	La Voix de l'Enfant	First Choice Team & Management	
21	November	Social		Staff EOS Party	HV Staff	Staff & Management	
22	November	Social		Management EOS Dinner	Management	Management	
<b>TOTAL</b>							<b>750 TND</b>

Target : >22 events 2020

# Environnement Certificates

## ISO Certificates



**ISO 22000**



**ISO 14001**



# CRISTAL Certificates



- **Food check**
- **Room check**
- **Pool Check**
- **Aqua Check**

An aerial photograph of a resort pool area. The pool is a large, irregularly shaped turquoise body of water. It is surrounded by multiple levels of wooden decks with dark metal railings. The decks are furnished with lounge chairs and white umbrellas. The pool is set in a lush, green landscape with numerous palm trees. In the foreground, there is a sandy beach area with more lounge chairs and umbrellas. The overall scene is bright and sunny, suggesting a tropical or subtropical location.

**THINK GLOBALLY  
ACT LOCALLY**

