



STEIGENBERGER
MARHABA THALASSO
HAMMAMET

ACHIEVEMENTS 2019 & TARGETS 2020

Think globally act locally

At Steigenberger Marhaba Thalasso, we work every day so that our team is becoming more responsible with the environment and the community.

These are our commitments and objectives

ENVIRONMENT

We are aware of our activity's with direct impact on the environment and therefore we attempt to minimize it through a different initiatives



Think globally act locally



SAVING WATER

We believe in responsible water use and strive to minimize its consumption

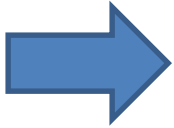
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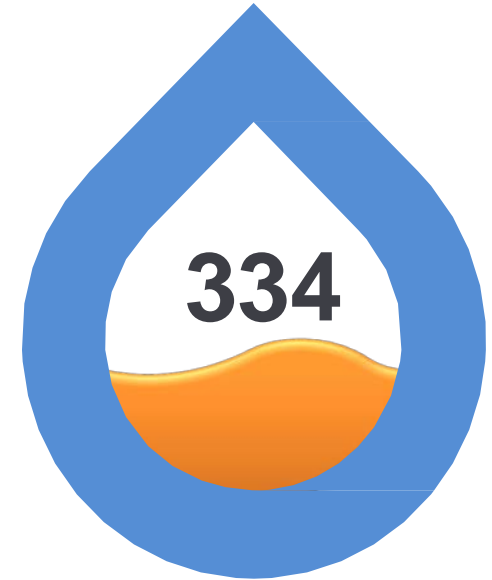
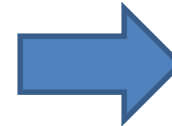
WATER (Litres per guest night)

2019



344

2020



334



WASTE MANAGEMENT

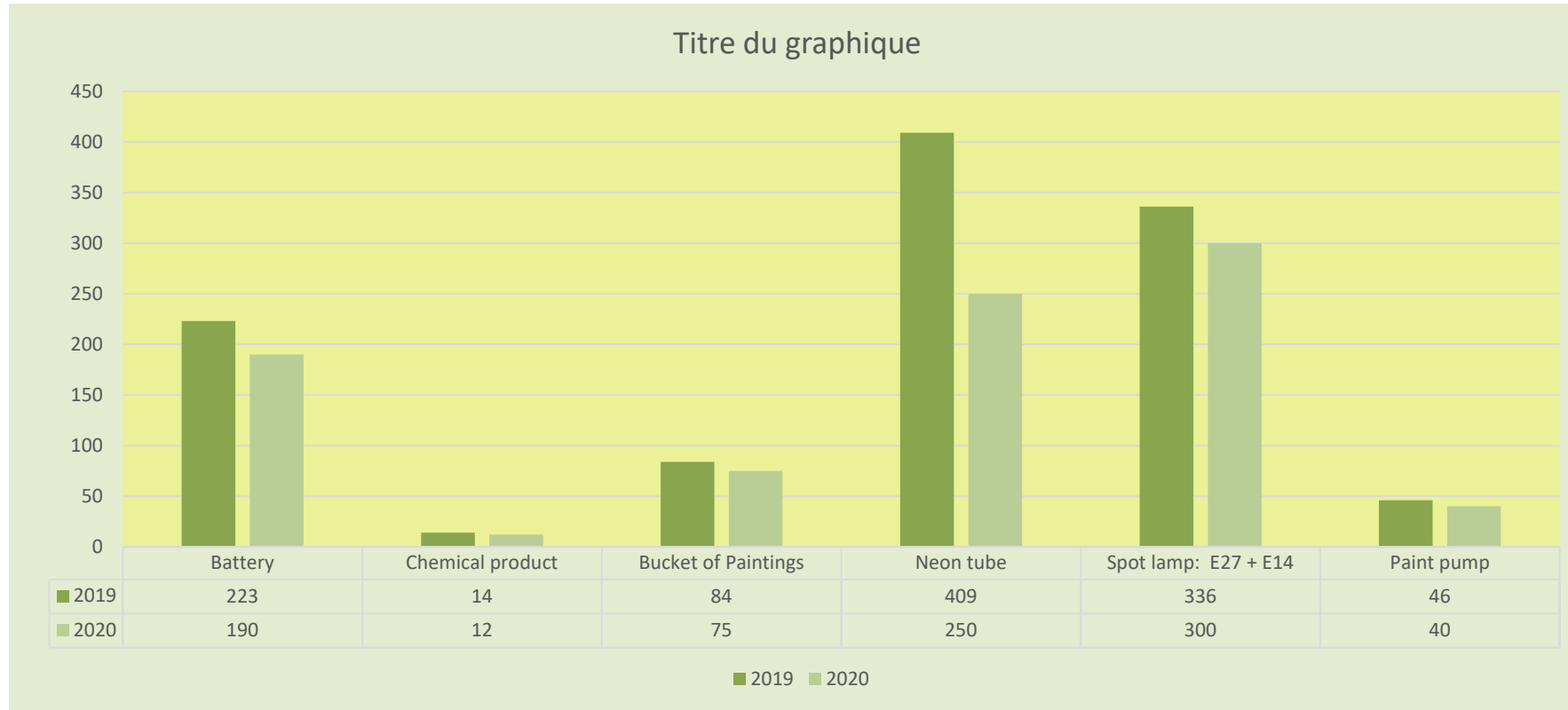
Our activity generates as far as possible to reduce the amount of waste and manage it responsibly, separating it in order to be recycled and treated

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DANGEROUS WASTE



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ENERGY SAVING

We work with efficient equipment
to reduce energy consumption of
electricity

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ENERGY (kWh per guest night)

2019



2020



GAZ SAVING

We work with efficient equipment
to reduce gaz energy consumption

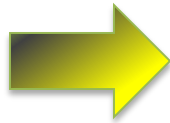
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GAZ (kWh per guest night)



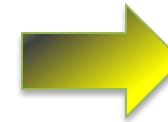
2019



2.03 kWh



2020



1.98 kWh

WILDLIFE PROTECTION

We participate in conservation programs of the natural environment through actions to protect endangered species or its habitat

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WILDLIFE PROTECTION IN TUNISIA

Sea Turtles



Dogs & Cats



Pink Flamingos



Reforestation Program “Plant The maximum of Olives trees”



SUSTAINABILITY WARRANTY



We have decided to get certified with **Travelife** system ensuring the sustainable management of our hotel and the fulfillment of these commitments



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We keep going TRAVELIFE certification

2019



Stage 2 **Travelife**
Sustainability in tourism 

2017



Stage 1

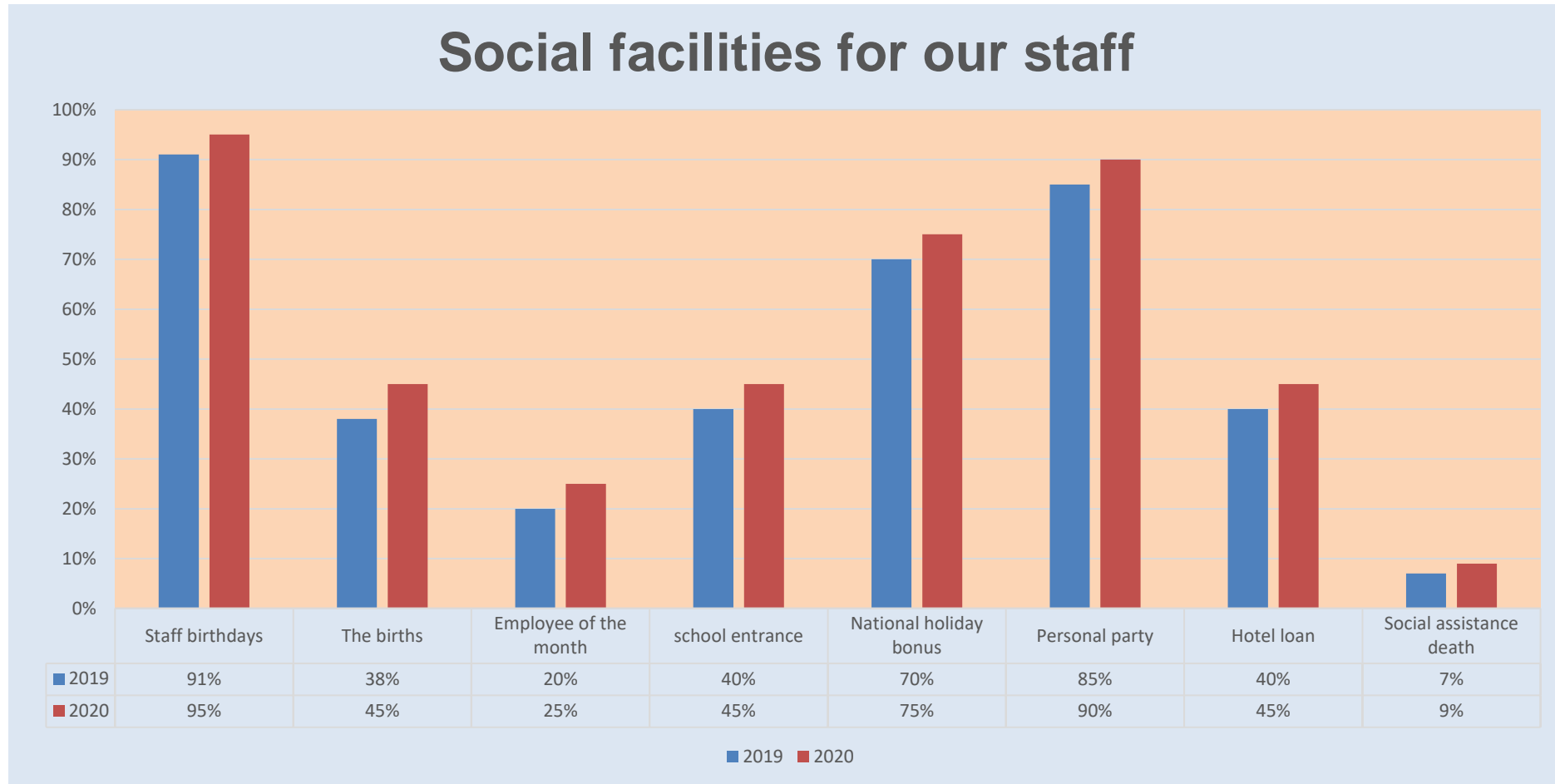
Travelife
Sustainability in tourism 

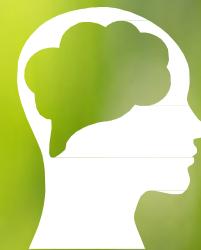
SOCIAL « YES WE DO ! »

At Steigenberger Marhaba Thalasso the social commitment consists of its responsibility towards its customers, employees and the community in which it carries out its business. It must conform to the utmost respect and integrity

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SUSTAINABLE AWARENESS

We sensitize our employees,
customers and suppliers to
show them how important small
initiatives add up to big results
« Think globally act locally »

Think globally act locally

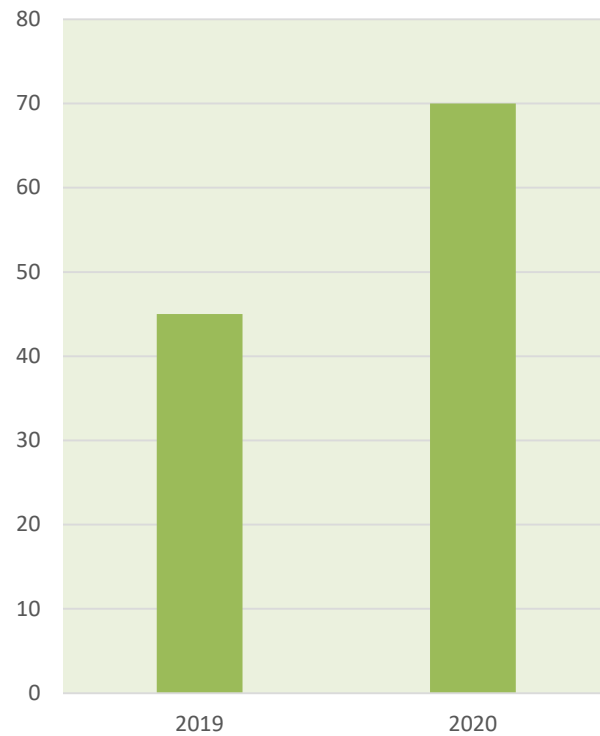
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SUSTAINABLE AWARENESS

Tips for being a responsible tourist

Staff sustainability training



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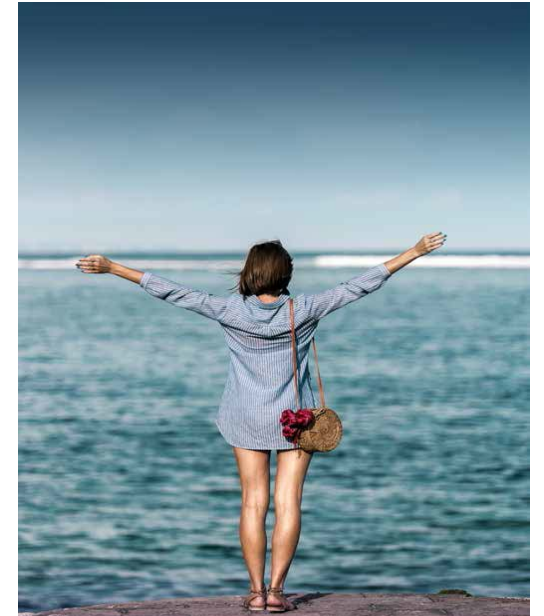
SUSTAINABLE HITS



Elimination of plastic straws in our hotel



World Environmental Day: 5th June 2019.



First Steigenberger Sustainability Report 2017

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CUSTOMER SATISFACTION

At Steigenberger Marhaba Thalasso Hammamet, we have always had our guests' total satisfaction as a maximum, since that is the basis of our business success





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CUSTOMER SATISFACTION

2019

2020

	14/ 116 Hammamet Hotels	TOP 10
	Recommadation level 81 %	Recommadation level 85 %
	Recommadation level 73,6 %	Recommadation level 78 %
	Over all score 1,76 %	Over all score 1,82 %

OUR TEAM WORKING



Our main asset is people;
therefore we prioritize
opportunities for personal and
professional development
of our team

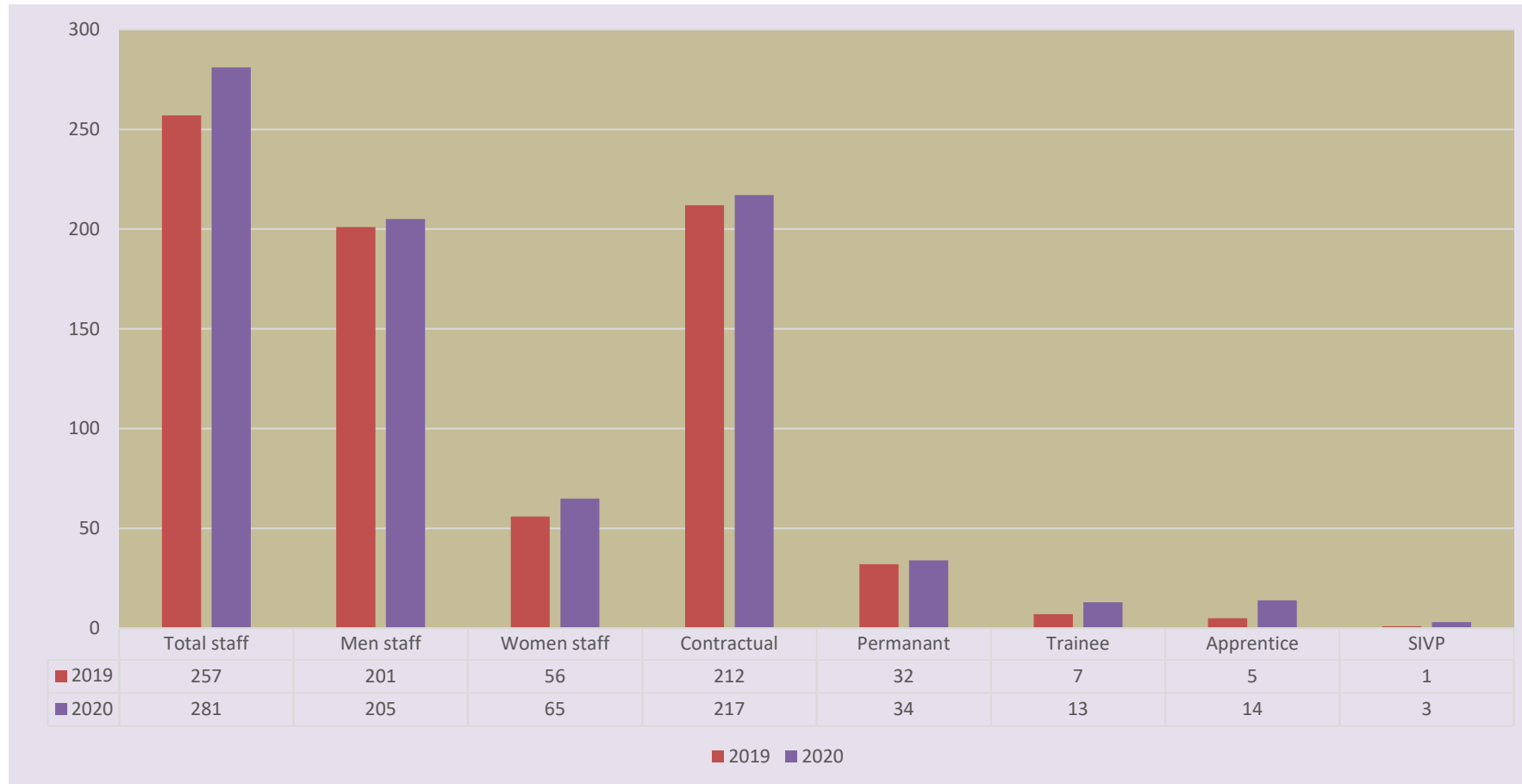


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TEAM WORKING



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COMMITMENT TO LOCAL COMMUNITY

We are integrating with the community of places where we operate, contributing to its improvement and enhanced well-being through social projects and generating development opportunities



CHILDREN PROTECTION

We are aware that Commercial Sexual Exploitation of minors throughout the world is an issue which involves the tourism industry.

We are committed to follow with the criteria of the code as ECPAT with actions and good practices aimed at eradicating the problem

HEALTH AND SAFETY RIGOR

We understand that it is essential to ensure safety and health in all service processes therefore we do protect our customers and employees from potential hazards

HEALTH &
SAFETY



CRISTAL
INTERNATIONAL STANDARDS

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HEALTH & SAFETY

CRISTAL EXAMINATIONS & ANALYTICALS

