



ACHIEVEMENTS 2019 & 2020 & TARGETS 2021

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 activities' with direct impact on the environment and therefore we attempt to minimize it through different initiatives



Think globally act locally



SAVING WATER

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

Think globally act locally

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 WATER (Litres per guest night)



target not achieved 334 due to the decrease in the number of overnight stays (COVID 19)

WASTE MANAGEMENT



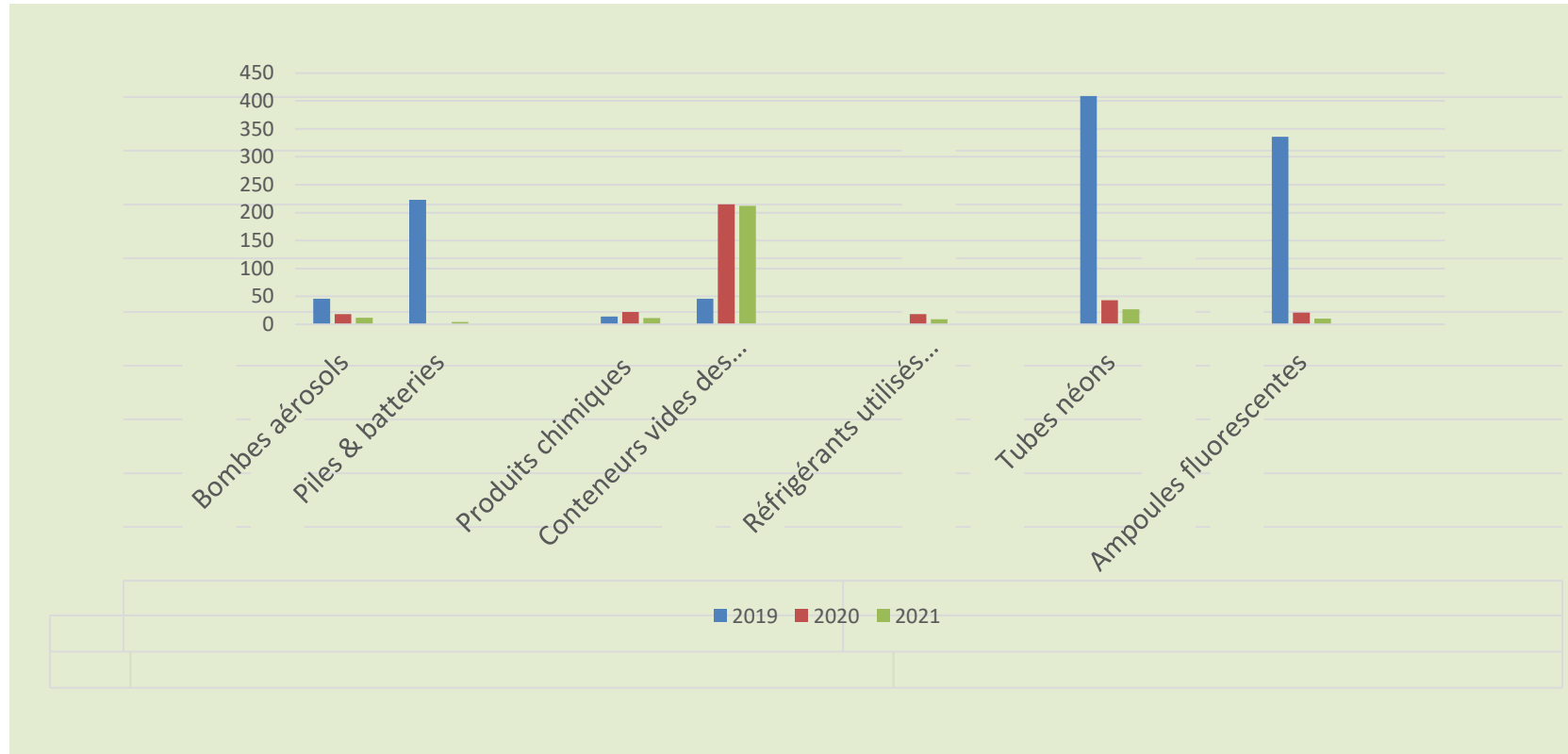
Our activity generates as far as possible to reduce the amount of waste and manage it responsibly, separating it in order to be recycled and treated

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DANGEROUS WASTE

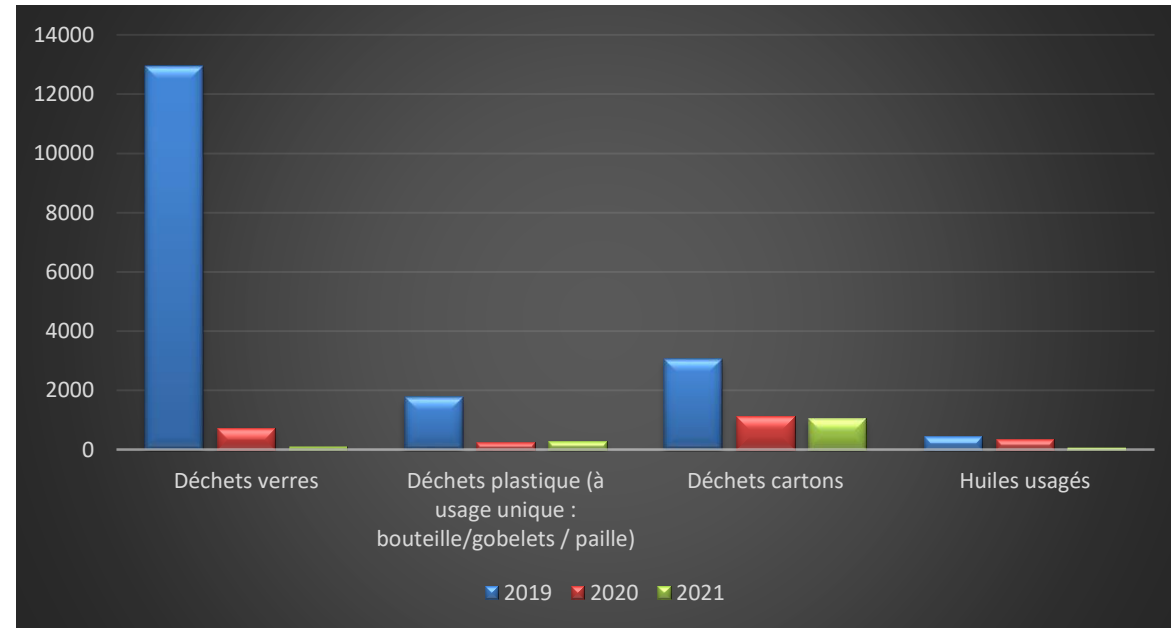


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INERT WASTE

	2019	2020	2021
Déchets verres	12950	720	100
Déchets plastique (à usage unique : bouteille/gobelets / paille)	1760	250	290
Déchets cartons	3060	1125	1058
Huiles usagés	442	350	85



Recycle into biofuel

ENERGY SAVING



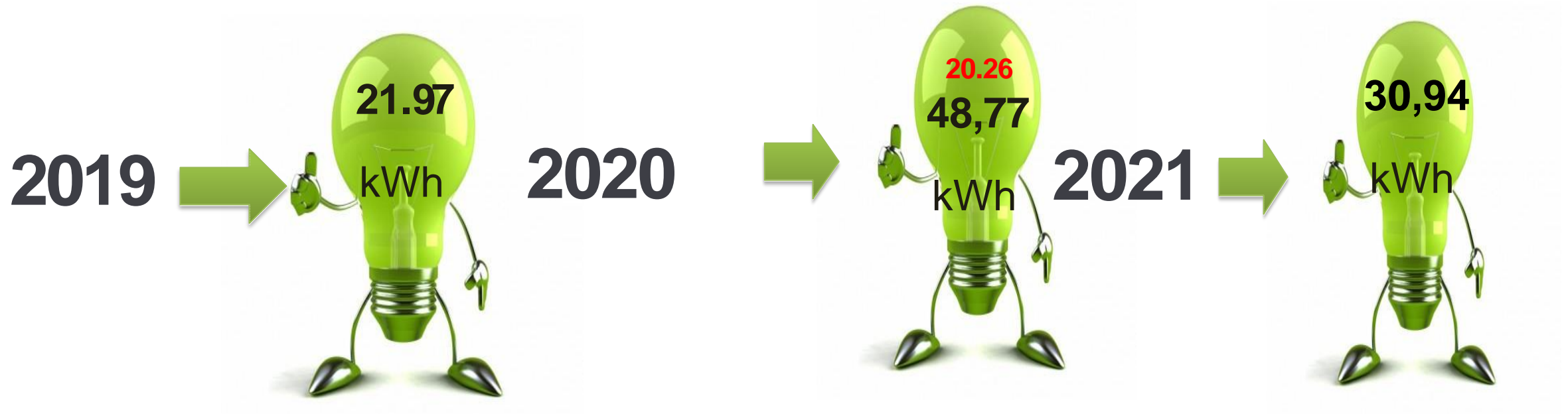
We work with efficient equipment
to reduce energy consumption of
electricity

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ENERGY (kWh per guest night)



target 20.26 not achieved due to the decrease in the number of overnight stays (COVID 19)

GAZ SAVING

We work with efficient equipment
to reduce gaz energy consumption

ACHIEVEMENTS 2019 & 2020 & TARGETS 2021



GAZ (kWh per guest night)



2019 → 33,74kwh



2020 → 31,98 kWh
6214 kWh



2021 → 29,72 kWh

target not achieved 31,98 due to the decrease in the number of overnight stays (COVID 19)

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



Think globally act locally

SOCIAL «Yes We Do !»

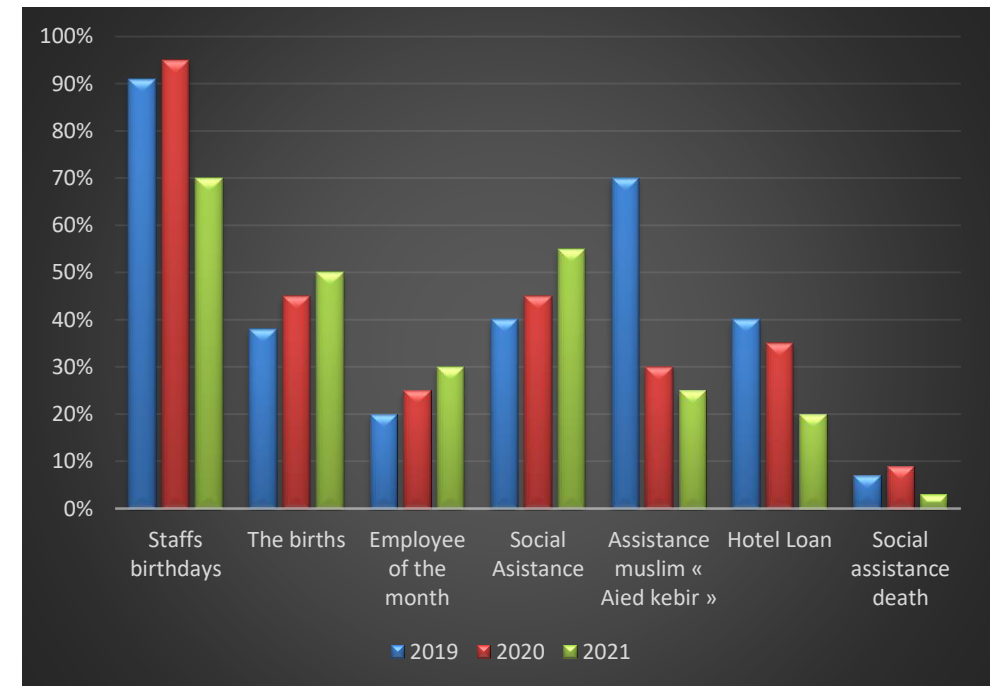
At Steigenberger Marhaba Thalasso the social commitment consists of its responsibility towards its customers, employees and the community in which it carries out its business. It must conform to the utmost respect and integrity

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Social facilities for our staff

	2019	Montant (DT)	2020	Montant (DT)	2021	Montant (DT)
Staffs birthdays	91%	4080	95%	2400	70%	3300
The births	38%	2500	45%	3800	50%	2000
School Entrance	40%	5600	45%	3400	55%	5600
Employee of the month	20%	700	25%	600	30%	400
Social Assistance	40%	5600	45%	3400	55%	5600
Assistance muslim « Aied kebir »	70%	5300	30%	3000	25%	3400
Personnel Party	10000	10000	12000	12000	12000	12000
Hotel Loan	40%	13000	35%	11000	20%	8000
Social assistance death	7%	800	9%	800	3%	600





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 »

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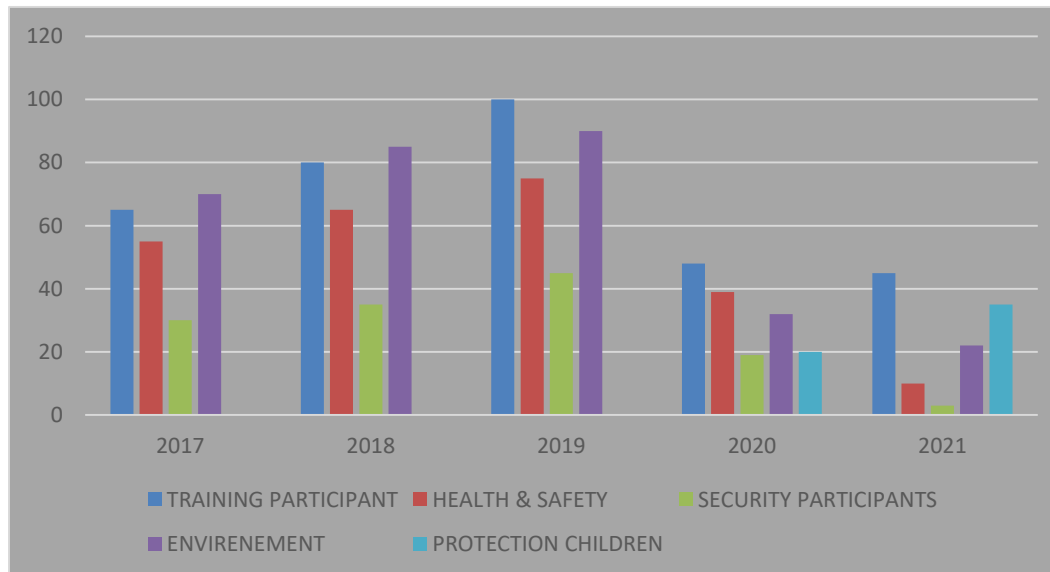
Staff sustainability training

	2019	2020	2021
TRAINING PARTICIPANT	100	48	45
HEALTH & SAFETY	75	39	10
SECURITY PARTICIPANTS	45	19	3
ENVIRENEMENT	90	32	22
PROTECTION CHILDREN	15	20	35



SUSTAINABLE AWARENESS

Tips for being a responsible tourist



ACHIEVEMENTS 2019 & 2020 TARGETS 2021



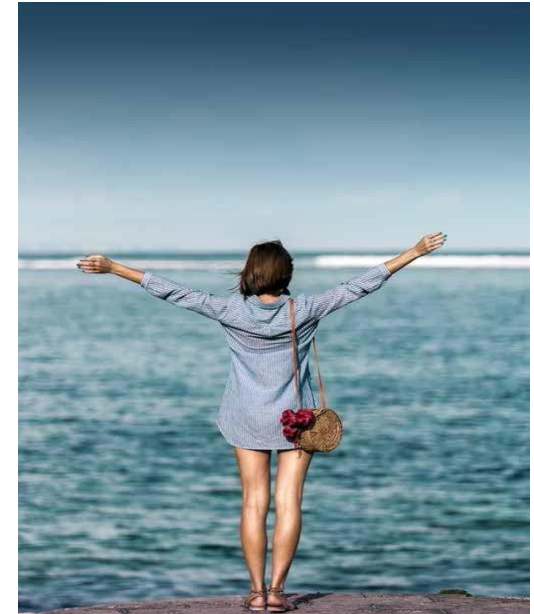
SUSTAINABLE HITS



Elimination of plastic straws in our hotel



World Environmental Day: 5th June 2021.



First Steigenberger Sustainability Report 2017

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

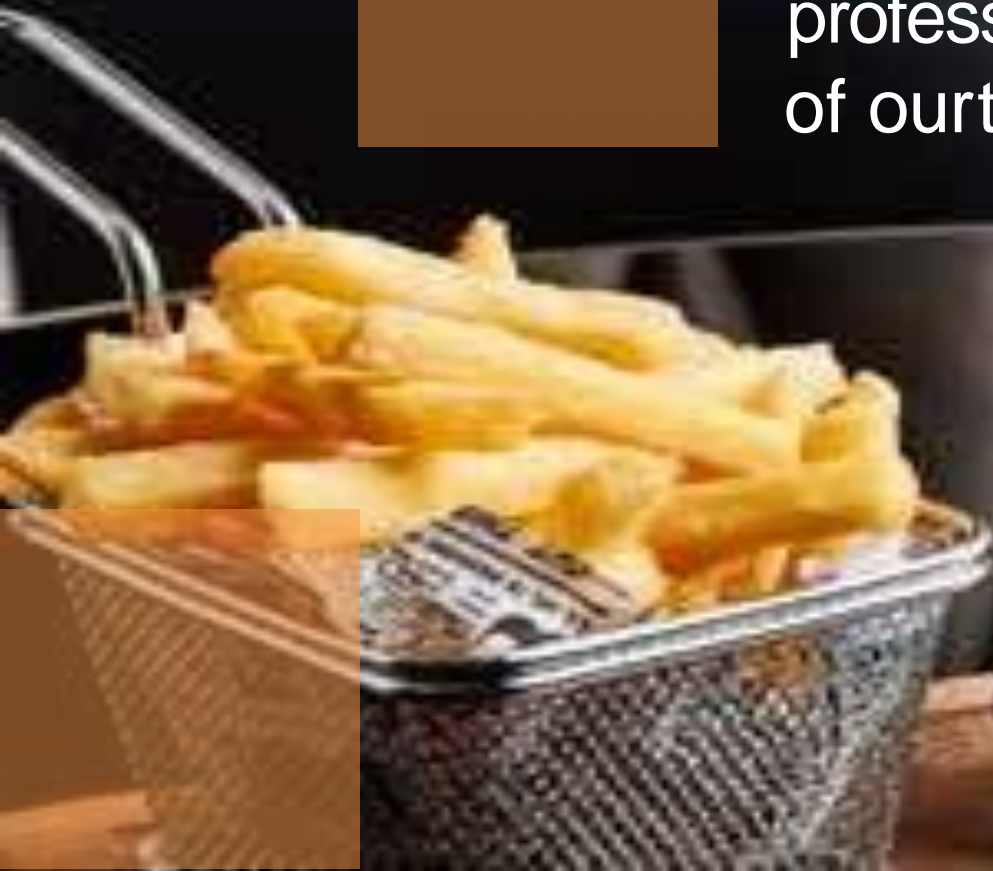
2021

 tripadvisor	14/ 116 Hammamet Hotels	TOP 10	TOP 09
 HOLIDAYCHECK	Recommadation level 81 %	Recommadation level 85 %	Recommadation level 97 %
 TOP Hotels	Recommadation level 73,6 %	Recommadation level 75 %	Recommadation level 77 %
 HOTELPLUS	Over all score 1,76 %	Over all score 1,82 %	Over all score 1,84

OUR TEAM WORKING



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



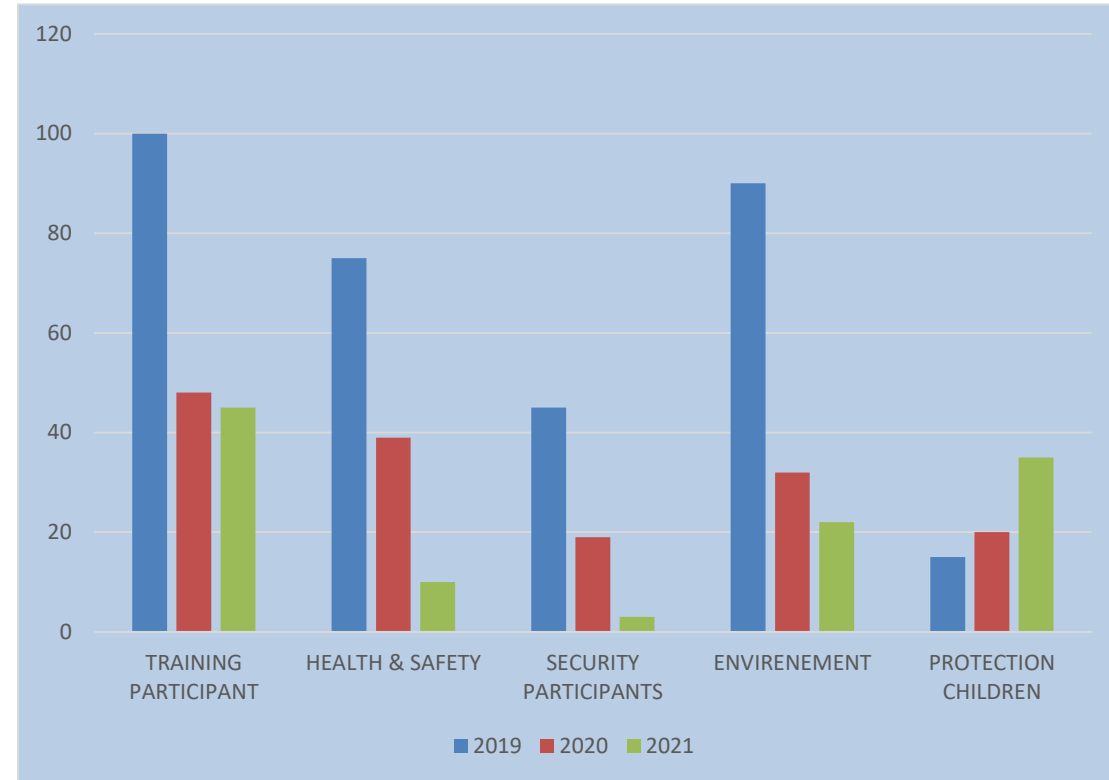
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TEAM WORKING

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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



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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

