



Sustainable Development Report

HOTEL BEL AZUR THALASSO & BUNGALOWS
Hammamet

Hotel Bel Azur Thalasso & Bungalows
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Period : 2024/2025

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CONTEXT

Within the framework of Tunisian policy on sustainable development issues and the contribution to the consolidation of a sustainable strategy in environmental and social matters, as well as the improvement of the competitiveness and performance of the Hotel Bel Azur Thalasso & Bungalows while strengthening their attractiveness, in the face of an increasingly demanding clientele regarding environmental sustainability and tough regional competition; our hotel has decided to implement an integrated approach to sustainable hospitality according to the international label "Travelife", mainly aimed at improving its performance on 3 levels: economic, environmental, and social.

I. INTRODUCTION

The culture and values of our hotel are mobilized to pursue economic development that respects people and the environment.

Our strategy revolves around protecting the environment, supporting the local economy, and working with the local community. Over the past three years, we have worked to reduce our carbon footprint while increasing the positive impact we can have on our surroundings.

Our Sustainable Development Report, published in 2025, contains the initiatives and measures taken by our hotel with clear objectives and key performance indicators for the financial years 2023/2024 and 2024/2025. This report covers the progress of our hotel.

Each year, we prepare a sustainability report showing the progress made towards our sustainability goals, our environmental impact, our support for and respect for labor and human rights, our communication with local communities, and support from the local region.

Our sustainable development policy and annual report, in French and English, are regularly communicated to all interested stakeholders (employees, clients, suppliers, subcontractors, travel agencies, Ministry of Tourism) via various communication channels: website, displays in different premises, mailings to various external service providers and QR codes.



II. PURPOSE OF THE REPORT

This report summarizes the assessment of the situation of HÔTEL BEL AZUR THALASSO & BUNGALOWS with respect to the criteria of section A: "**Annual assessment, planning and key policies**" to understand the environmental impacts and plan priority improvement actions for the year 2025/2026 in order to meet the requirements of section A of the checklist and implement the necessary measures.

This report contains a summary of our sustainability performance in 2025. It includes comparisons with our environmental performance in previous years and describes the progress we have made and set this year in terms of sustainability.

It also contains recommendations regarding the actions we should focus on in the coming year. These

recommendations are based on the results of the annual sustainability assessment in environmental performance, which was carried out this year in October and will focus on 2025.

III. ENVIRONMENTAL PERFORMANCE

1) ENERGY :

	Energy consumption	total kWh	Average kWh per night - Guest	Total kg CO2e	Average in kg of CO2 equivalent per night
Period	From 01/01/2023 to 31/12/2023	11,515,146.00	60.78	4,058,017.68	21.42 kg CO2
Period	From 01/01/2024 to 31/12/2024	11,724,728.47	54.92	3,925,214.68	18.39 kg CO2
Period	From 01/01/2025 to 30/09/2025	7,943,770.00	52.26	2,658,447.17	17.49 kg Co

Energy			
	Mains Electricity and Gas (kWh)	1,040,063.00	792,597.00
	Mains Electricity (kg CO ₂ e)	126,041.74	157,219.52
	Fuels measured by weight (kWh)	0.00	0.00
	Fuels measured by weight (kg CO ₂ e)	0.00	0.00
	Fuels measured by liquid (kWh)	0.00	0.00
	Fuels measured by liquid (kg CO ₂ e)	0.00	0.00
	Total Kilowatt Hours (kWh)	1,040,063.00	792,597.00
	Ave kWh Per Guest Night	78.90	52.91
	Total Energy Emissions (kg CO₂ e)	281,555.05	259,066.07
	Total Energy Emissions (kg CO₂ e) per guest night	21.36	17.29

- From 2023 to 2024: Energy consumption per night was reduced by 9.6%. This is a very significant year-on-year improvement, indicating the implementation of effective energy efficiency measures.
- From 2024 to 2025: The upward trend continues with a further reduction of 4.8% in the first nine months of the year. This confirms that efforts are being sustained and are bearing fruit.

Our establishment reduced its average electricity consumption per customer by nearly 14% between 2023 and 2025, which demonstrates excellent control of our energy performance .

Actions to be carried out in 2025:

Laundry room optimization

- Acquisition of a **60 kg washing machine** and a **70 kg drying machine** , reducing water and energy consumption per cycle.

Major energy improvements

- Acquisition of a **new chilled water unit** and a **new boiler** , guaranteeing better energy efficiency.
- Replacement of lighting** in common areas (garden, swimming pool, parking, terraces, laundry room, kitchen, booster room) with **low-energy LED lamps** .
- Installation of motion detectors and automatic lighting systems** in corridors, floors and bungalows, allowing for a reduction in electrical waste.

In 2025, our institution actively pursued its environmental policy through:

- Improved **energy efficiency** through the renovation of facilities and the gradual replacement of high-consumption equipment.

These initiatives reflect our **ongoing commitment to sustainable development, respect for natural resources** and reducing **our environmental footprint**.

2026 Objectives

We know that we still have work to do and in 2026 we will implement a number of new initiatives across all of our operations to help us achieve our 2030 goal.

Among the improvement actions planned for the coming years:

- Install 03 sub-meters at the laundry room, cold rooms, kitchen, common areas...) to better monitor consumption.
- Renewal and acquisition of a new laundry room calendar.
- Air conditioning represents a significant portion of our overall energy consumption. Therefore, our hotel has purchased high-efficiency air conditioners (Inverter technology).
- The installation of LED lamps and motion detectors in the corridors of the floors – Rooms.
- Repair of the magnetic room cards to optimize room lighting by automatically turning off the bathroom and toilet when the guest leaves the room.
- Reminding and raising awareness among employees and customers about energy conservation: scheduling awareness days for staff to switch off equipment that is not in use (lights, televisions and mini bars, cold rooms, customer rooms, etc.) and ensuring that they are switched off.
- Ensure proper preventive maintenance of equipment.
- Install a heat recovery system to optimize energy use

Recommended improvements

To achieve our goal of reducing greenhouse gas emissions by 20% by 2030, we will need to significantly reduce our energy consumption each year and seek cleaner energy sources (solar energy: photovoltaic).

2) CARBON EMISSIONS



The Bel Azur hotel has taken into account in its roadmap the completion of its carbon footprint assessment, which offers numerous advantages:

- Identify the most significant consumption areas and implement actions to optimize them, thereby reducing our energy and water bills.
- Achieve energy consumption reduction targets.
- Communicating our commitment to the environment to your customers and employees
- Anticipate national and international regulations relating to the hotel sector.
- Reducing our carbon footprint according to the 3 emission scopes:
 - ✓ Scope 1: includes direct GHG emissions from fixed or mobile energy sources owned or controlled by our hotel and
 - ✓ Scope 2 includes indirect emissions resulting from the purchase of electricity, cooling, or steam; and
 - ✓ Scope 3 includes indirect emissions from sources related to our hotel's activities but not owned or directly controlled by the hotel.



Vélo (avec ou sans assistance électrique)



Covoiturage (conducteur·rice ou passager·ère)



Scooter et trottinette électriques en free floating



Autopartage avec des véhicules électriques, hybrides ou hydrogène



Titre de transport en commun hors abonnement

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Sustainable mobility strategy: Encourage the use of environmentally friendly transport by developing alternative solutions to the private car for customers and staff.

Priority actions:

- Implementation of a carpooling program with discounted fares
- Development of a fleet of self-service electric bikes and scooters
- Creation of dedicated infrastructure (secure parking, charging stations)
- Awareness campaign on the benefits of sustainable mobility

Objective: To reduce the carbon footprint of travel related to our activity by 15% by 2027.

Finally, conducting our carbon footprint assessment can help improve the brand image of our Bel Azur hotel in terms of social and environmental responsibility.



Climate awareness strategy for customer travel:

We encourage our customers to reduce the carbon footprint of their travel through informed choices:

Concrete recommendations:

- Favor airlines committed to reducing their CO₂ emissions
- Opt for economy class and choose non-stop flights
- Reducing luggage weight to decrease fuel consumption

Objective: To empower everyone in their mobility while maintaining our high standards of service quality

Objectif d'ici 2026 : Réduction de 15 % d'émission en Kg CO2

Émission en kg CO2 en 2025



Par client nuit

Émission en kg CO2 en 2026



Par client nuit

3) WATER :

Consumption water	Total number of m ³	Average cubic meters per night	Total in kg of CO ₂ equivalent	Average kg of CO _{2e} per night
From 01/01/2023 to 31/12/2023	76,047.00 m ³	0.40 m ³	11,331.01 kg CO ₂	0.06 kg CO ₂
From 01/01/2024 to 31/12/2024	125,717.00 m ³	0.59 m ³	18,731.82 kg CO ₂	0.09 kg CO ₂
From 01/01/2025 to 30/09/2025	69,277.00 m ³	0.48 m ³	10,322.28 kg CO ₂	0.06 kg CO ₂

Water	water		
	Mains Water (m ³)	8,306.00	7,713.00
	Mains Water (kg CO ₂ e)	1,237.59	1,149.24
	Ave. consumption per guest night (m ³)	0.70	0.64
	Total Water Emissions (kg CO₂ e)	1,237.59	1,149.24
	Total Water Emissions (kg CO₂ e) Per guest night	0.10	0.10

The figures above show a 6% reduction in water consumption and a 20% reduction in carbon emissions:

This is explained by the implementation of the following actions:

- Installation of flow restrictors on taps and hand showers, and low flow shower heads.
- Using PVC placemats to reduce washing frequency
- Implementation of automatic detection at local communal urinals.
- Water leak check
- Installation of PPR piping (laundry room, office bar)
- Raising staff awareness about water conservation.
- Raising customer awareness through signage and a video sequence in the rooms.
- Implementation of a summer and winter irrigation schedule
- Feasibility study for installing an automatic watering system
- Planting xerophytic plants that are well adapted to drought conditions, requiring less water
- Better implementation of our current program for reusing towels and sheets and raising customer awareness through signage in rooms.
- The installation of 05 sub-meters for water.
- Raise customer awareness about the importance of reusing towels and not asking for bed linens to be changed for short stays.

New actions to be carried out in 2025

- 70% of the galvanized steel pipes were replaced with PPR pipes, which are more durable and limit losses.
- Installation of a dosing pump and repair of valves, check valves and hydraulic installations to limit leaks and improve regulation.
- Repair of swimming pool tiles, renovation of washing systems and replacement of filters for better water management .
- **Acquisition of four hot water exchangers** , allowing for more efficient use of water and energy in domestic hot water heating
- **Purchase of a new water softener**

In 2025, our institution actively pursued its environmental policy through:

- **Optimized water management** through network modernization, equipment repair and ongoing awareness campaigns.

Recommended improvements

To achieve our goal of reducing water consumption by 30% by the end of 2026, further actions will be necessary. It is recommended to:

- ✓ Focus on guest rooms which account for the largest share of water consumption, particularly in terms of toilet flushing.
- ✓ Raise awareness and strengthen the skills of maintenance and laundry staff on how to save water and follow the water conservation program.

- ✓ Using water-retaining granules in gardens, which swell with water, helps conserve water. Thanks to these granules, the soil stays moist longer and watering is less frequent, saving both time and water.
- ✓ Install rainwater harvesting systems to water green spaces.



4) WASTE

Elimination waste solids	Total kg	Average kg per night	Total kg CO ₂ e	Average kg of CO ₂ e per night
January 1st to December 31st 2024	Dump	Dump	Dump	Dump
	14,052 kg	0.31 kg/ night	8,808.85 kg of CO ₂ e	0.19 kgCO ₂ e
	Recycling	Recycling	Recycling	Recycling
	14193 kg	0.31 kg / night	292.35 kgCO ₂ e	0.006 kgCO ₂ e
	Construction waste	Construction waste	Construction waste	Construction waste
	9950	0.219 kg/ night	4,460.29 kgCO ₂ e	0.098 kgCO ₂ e
	Total	Total	Total	Total
	162,153 kg	3.58 kg/ night	14,766.98 kg of CO₂e	0.326 kgCO₂e
1st to September 30th 2025	Dump	Dump	Dump	Dump
	18,669 kg	0.31 kg/ night	11,703.13 kg of CO ₂ e	0.216 kgCO ₂ e
	Recycling	Recycling	Recycling	Recycling
	12290 kg	0.20 kg/ night	273.03 kgCO ₂ e	0.013 kgCO ₂ e
	Waste construction	Waste construction	Waste construction	Waste construction
		0 kg/ night	0	0
	Total	Total	Total	Total
	142459 kg	2.37 kg	12,974.47 kg of CO₂e	0.216 kg CO₂e

Section Name	Classification	This Year Total 2025	Last Year Total 2024	% change from last year
Summary				
	Total energy (kWh)	11,569,651.00	11,966,528.47	-3.32
	Total water consumption (m ³)	108,500.00	120,994.00	-10.33
	Total solid waste (kg)	14,032.50	18,382.00	-23.66
	Total Emissions (kg CO ₂ e)	3,961,135.66	4,059,663.95	-2.43

Total Net Emissions (kg CO ₂ e)	0.00	0.00	0.00
Actual Guest Nights	226,025.00	208,405.00	8.45
Ave. emissions per guest night (kg CO ₂ e)	17.53	19.48	-10.01
Ave. emissions per m ² GFA (kg CO ₂ e)	6.60	6.77	-2.51
Scope 1 emissions kg CO ₂ e	1,425,612.38	1,492,625.23	-4.49
Scope 2 emissions kg CO ₂ e	2,519,057.96	2,548,619.20	-1.16
Scope 3 emissions kg CO ₂ e	16,465.30	18,419.51	-10.61
Environmentally hazardous substances (kg)	4,170.00	3,465.00	20.35
Environmentally hazardous substances (l)	20,381.00	15,556.00	31.02
High emission food purchased (kg)	199,811.50	166,128.10	20.28
High emission food purchased (l)	25,956.00	26,179.00	-0.85
Single Use Plastics items purchased	357,086.00	333,491.00	7.08

Année 2024



DÉCHETS SOLIDES



Statistiques sommaires

Total en kg	1249
Kg par g/n	0,14
Total kg CO ₂ e	26,6
Kg de CO ₂ e par g/n	0

[Voir les statistiques détaillées](#) 

Année 2025



DÉCHETS SOLIDES



Statistiques sommaires

Total en kg	854
Kg par g/n	0,08
Total kg CO ₂ e	18,19
Kg de CO ₂ e par g/n	0

[Voir les statistiques détaillées](#) 

🔍 Interpretation of the results

- Significant waste reduction:
 - The annual total fell from 1,249 kg to 854 kg , a decrease of almost a third (-31.6%) .
 - This decrease reflects better control of waste production , probably linked to optimization actions (sorting, reuse, awareness or adjustment of purchases).
- Performance improvement per night client (g/n):
 - The waste produced per g/n (grams per night) decreases from 0.14 to 0.08 kg , an improvement of 43% .
 - This shows better environmental efficiency , although visitor numbers (number of overnight stays) can also influence this ratio.
- in CO₂ emissions :
 - Emissions associated with waste management fall from 26.6 to 18.19 kg CO₂e , consistent with the overall reduction in volumes.
 - This translates into a direct reduction in the site's carbon footprint , consistent with a sustainable environmental policy.

The year 2025 shows remarkable progress in waste reduction and sustainable management. The institution appears to have optimized its practices ;

- ✓ Sorting , reduction at the source and raising awareness among staff and customers.
- ✓ The implementation of a waste sorting system
- ✓ Selective sorting of plastic waste, glass bottles, cardboard, used oil, bread, etc.
- ✓ Cardboard, plastic waste and used oils are recycled (agreement with an approved supplier)
- ✓ The installation of water fountains in the staff canteen, reception and SPA to limit the use of plastic water bottles.
- ✓ Use of microfiber mops and cloths.
- ✓ Shredding of green waste and setting up a composting center

- ✓ Reuse of wood waste from pizza boards to make name signs for the types of plants planted by hotel guests and staff
- ✓ Digitization of information on hotel activities via QR code
- ✓ Raising customer awareness of our sustainable development approach through video sequences
- ✓ Buying in bulk to reduce packaging

Recommended improvements:

By the end of **2026**, the Hotel Management commits to strengthening its environmental policy through the implementation of the following actions:

- Setting up a composting centre for the recovery of organic waste from catering and green spaces.
- single- dose welcome products with refillable dispensers, in order to reduce single-use packaging.
- Reducing the use of single-use plastics, including cups, spoons, straws and stirrers, in favor of reusable or biodegradable solutions.
- Acquisition of eco-designed hospitality products, made of wood with recyclable cardboard packaging (dental sets, razors, combs, etc.).
- Active participation in events and training sessions organized within the framework of the College of 10 Hotels in the Hammamet region, aimed at:
 - Optimize and structure the overall management of waste, with priority given to plastic and composting;
 - Promote the exchange of good environmental practices between partner institutions.

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Solid Waste totals	
Composted waste and anaerobic digestion	
Total in kg	7200.00
Kg per g/n	2.78
Total kg CO ₂ e	64.45
Kg CO ₂ e per g/n	0.02
Incinerated Waste	
Total in kg	0.00
Kg per g/n	0.00
Total kg CO ₂ e	0.00
Kg CO ₂ e per g/n	0.00
Landfill Waste	
Total in kg	1100.00
Kg per g/n	0.42
Total kg CO ₂ e	689.56
Kg CO ₂ e per g/n	0.27
Recycled Waste	
Total in kg	952.00
Kg per g/n	0.37
Total kg CO ₂ e	20.27
Kg CO ₂ e per g/n	0.01

Année 2025

Solid Waste totals	
Composted waste and anaerobic digestion	
Total in kg	5400.00
Kg per g/n	2.08
Total kg CO ₂ e	48.34
Kg CO ₂ e per g/n	0.02
Incinerated Waste	
Total in kg	0.00
Kg per g/n	0.00
Total kg CO ₂ e	0.00
Kg CO ₂ e per g/n	0.00
Landfill Waste	
Total in kg	1450.00
Kg per g/n	0.56
Total kg CO ₂ e	908.97
Kg CO ₂ e per g/n	0.35
Recycled Waste	
Total in kg	882.00
Kg per g/n	0.34
Total kg CO ₂ e	18.78
Kg CO ₂ e per g/n	0.01

Fighting food waste

Reducing food waste is a priority in our environmental strategy and is fully integrated into the customer experience offered by our establishment.

Our catering teams are committed to providing a quality culinary experience while limiting the environmental impact linked to overproduction and waste.

To achieve this objective, several concrete actions have been implemented:

- Portion adjustments and reduced plate sizes allow for adjusting the quantities served without compromising customer satisfaction;
- Development of show-cooking, promoting preparation on demand and thus reducing food surpluses;
- Raising awareness among staff and customers about more responsible consumption, particularly through displays in restaurants bearing the message: *"Stop food waste!"*
- Implementation of quantitative monitoring to accurately measure the amount of food waste generated and to identify areas for improvement.

Thanks to these initiatives, the establishment recorded a 33% reduction in food waste in 2025 compared

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to the previous year.

This result demonstrates the **commitment of management and all staff** to sustainable catering and **responsible management of food resources**.

Year	Quantity of waste food
2024	18,669 kg
2025	14,052 kg

Through the composting system, our hotel has set a target of reducing greenhouse gas emissions related to food waste by more than 50% by the end of 2025.



Food waste represents an inappropriate and unnecessary exploitation of natural and human resources such as arable land, water, and labor, producing avoidable greenhouse gas emissions. In a world increasingly called upon to adapt to a more rational use of resources, the "Green Table" sign in the restaurant aims to raise awareness and inform our customers about changing their behavior towards more responsible food consumption.

⊕ The Zero Single-Use Plastic Bottle Challenge:

Our commitment for the year 2025



Reducing plastic use and sustainable water management

The hotel management has embarked on an ambitious approach aimed at strengthening its autonomy and environmental responsibility in water management and the reduction of single-use plastics.

With this in mind, the establishment has implemented an internal drinking water supply system, distributed free of charge in glass bottles at the restaurant level (table service) as well as in fresh water fountains accessible to customers and staff.

This initiative is part of a broader effort to completely eliminate the use of plastic (PET) water bottles, whose production, transport, and disposal generate a significant carbon footprint and pose a risk to health and the environment.

It also helps reduce greenhouse gas (CO₂) emissions associated with the distribution and transport of plastic bottles by suppliers.

At the same time, management decided to gradually eliminate all single-use plastics within the establishment:

- Replacing plastic straws and stirrers with biodegradable cardboard straws
- Substitution of plastic water bottles with glass bottles by the end of 2026;
- Customer plastic wristbands will be replaced with fabric wristbands before the end of 2026.

These concrete actions reflect the hotel's commitment to sustainably reduce its waste, preserve natural resources and promote a responsible consumption model within its services.

IV. OVERALL RESULT OF ENVIRONMENTAL PERFORMANCE

CO₂ emissions and energy optimization:

Calculating our CO₂ emissions is a key lever in implementing our sustainability strategy. This approach has allowed us to better understand and control our energy consumption, while generating significant savings through more efficient resource management.

Indeed, the reduction of greenhouse gas (GHG) emissions is naturally accompanied by a decrease in energy consumption and an optimization of resources used upstream.

As part of our commitment to more responsible tourism, our establishment is dedicated to:

- Reduce greenhouse gas emissions from its daily activities;
- Optimize energy consumption, in particular by adopting more efficient and sustainable solutions;
- Collaborating with renewable energy suppliers, thereby contributing to the energy transition;
- Manage waste responsibly, by strengthening sorting, recovery and reduction at source;
- Adopt a responsible purchasing policy, particularly in the catering sector, by favouring short supply chains and local products.

These concrete actions reflect our commitment to sustainably reduce our carbon footprint and to actively participate in the ecological transition of the hotel sector.

Section Name	Classification	This Year Total 2025	Last Year Total 2024	% change from last year	Benchmark Year Total	% change from benchmark year
Summary	Total energy (kWh)	7,163,350.81	4,680,163.81	53.06	4,680,163.81	53.06
	Total water consumption (m³)	67,096.00	62,858.00	6.74	62,858.00	6.74
	Total solid waste (kg)	143,021.00	172,009.00	-16.85	172,009.00	-16.85
	Total Emissions (kgCO ₂ e)	1,902,925.86	1,407,571.29	35.19	1,407,571.29	35.19
	Total Net Emissions (kgCO ₂ e)	0.00	0.00	0.00	0.00	0.00
	ActualGuestNights	59,892.00	45,277.00	32.28	45,277.00	32.28
	Ave. emissions per guestnight (kg CO ₂ e)	443.72	588.27	-24.57	588.27	-24.57
	Ave. emissions per m ² GFA (kg CO ₂ e)	29.16	22.52	29.48	22.52	29.48
	Scope 1 emissions kg CO ₂ e	859,707.94	441,105.27	94.90	441,105.27	94.90
	Scope 2 emissions kg CO ₂ e	1,020,246.14	942,333.18	8.27	942,333.18	8.27
	Scope 3 emissions kg CO ₂ e	22,971.77	24,132.82	-4.81	24,132.82	-4.81
	Environmentally hazardous substances (kg)	9,000.98	14,835.65	-39.33	14,835.65	-39.33
	Environmentally hazardous substances (l)	17,064.37	17,744.51	-3.83	17,744.51	-3.83
	High emission food purchased	69,048.30	58,009.60	19.03	58,009.60	19.03
Broadcasts totals		Total kg CO ₂ e		Average kg of CO ₂ per night		
January 1st to December 31 st 2024	High emission food purchased (l)	19,299.80 1,407,571.29 kgCO ₂ e	18,272.50	5.62 31.08 kgCO ₂ e	18,272.50 kgCO ₂ e	5.62
January 1st to September 30 th 2025	Single Use Plastics items purchased	143,819,02,925.86 kgCO ₂ e	94,274.70	52.55 31.77 kgCO ₂ e	94,274.70 kgCO ₂ e	52.55

Among the actions and progress made in 2024/2025 to achieve our greenhouse gas emission reduction target:

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Année 2024



Année 2025



Objectif Année 2026

Goals	Improvement actions
<p><u>Objective 1:</u> Reduce - 50% of annual final energy consumption by 2030.</p>	<ul style="list-style-type: none"> - The installation of a photovoltaic system producing electricity through solar radiation. - Installation of LED spotlights in the garden - 04 SolarstreetLight (photovoltaic) 50W lamps at tennis court level - Conduct an energy study/audit. - Install solar-powered LED spotlights in the garden. - Install 03 sub-meters at the laundry room, cold storage rooms, kitchen, common areas...) - Renewal of a new laundry calendar. - Purchasing air conditioners with very high energy efficiency (Inverter technology). - The installation of LED lamps and motion detectors in the corridors of the floors – Rooms. - The installation of LED lights at the reception area and outside garden. - Repair of the magnetic room cards to optimize room lighting. - Install a heat recovery system to optimize energy use - Raising customer awareness about reducing greenhouse gas emissions caused by their travel by encouraging them to: <ul style="list-style-type: none"> Choose airlines with low CO2 emissions Travel in economy class Promote direct flights <ul style="list-style-type: none"> * Reduce luggage weight - Promote sustainable mobility by using sustainable transport and encouraging customers and employees to use carpooling in order to optimize Travel, Bicycle, scooter electric ...
<p><u>Objective 2:</u> Reduce water consumption by 20%</p>	<ul style="list-style-type: none"> - Using water-retaining granules in gardens, which swell with water, helps conserve water. Thanks to these granules, the soil stays moist longer and watering is less frequent, saving both time and water. - Install rainwater harvesting systems to water green spaces. - Choose water-based plants choose water- based plants - Installation of a new system (water tank) to collect wash water from the pool filters with treatment, while adding well water to supply toilet cisterns and garden irrigation. - Ongoing staff awareness training. - Reasonable planning of automatic winter and summer watering schedules. <p>Communication and raising customer awareness about the reuse of room & beach towels) via posters and signs.</p>
<p><u>Objective 3:</u> Eliminate single-use plastics 100%</p>	<p>Eliminate disposable products as much as possible:</p> <ul style="list-style-type: none"> - Plastic cups and spoons for ice cream at the restaurant; - Biodegradable cardboard straws and elimination of plastic straws/mixers. - Plastic water bottles will be replaced by glass bottles by the end of 2024. - Elimination of small bottles of toiletries and installation of large-format refillable dispensers of shower gel and shampoo instead of individual bottles in the rooms . - Replacing plastic toiletries with wooden ones (toothbrush/comb/razor...).

	<ul style="list-style-type: none"> - Loose yogurt filled into small glasses and yogurt pots removed from the buffet.
<u>Objective 4:</u> Reduce waste generation by 30% .	<ul style="list-style-type: none"> - Create the 3R Service within our hotel by applying the principle of the "3Rs ": Reduce the amount of waste generated, encourage the reuse of materials and recycle waste to reintroduce it into the life cycle of materials. - In March 2024, we planned to implement a 3R project : a scale to weigh our waste, we focus on waste management by minimizing the waste we generate, and we provide an appropriate destination with regular on-site monitoring via a checklist . - Favor slippers that are 100% compostable and biodegradable. - Increase the proportion of organic and local products at breakfast. - Increase the proportion of vegetarian dishes on the menu. - Promote bulk packaging and family sizes for food products such as jams, teas, honeys and spreads. - Avoid all-you-can-eat buffets and opt for à la carte or made-to-order menus. - Implement educational messages to raise customer awareness of the importance of reducing waste and aiming for zero waste.
<u>Objective 5:</u> Fighting food waste	<ul style="list-style-type: none"> - Train in-house managers on food waste. - Implementation of food waste monitoring in various restaurants including the Equipeet restaurant to measure the amount of food waste thrown away. - Inventory management is based on the FEFO "First Expired First Out" rule and expiration dates. - While respecting food safety rules, some products undergo transformations to prevent them from being rejected (Example: the transformation of dry bread: noble toast). - Create partnerships to provide food to local communities.
<u>Objective 6:</u> Protecting biodiversity Responsible consumption and fishing	<ul style="list-style-type: none"> - Selection of fish and seafood suppliers who do not fish overexploited species and ensure the sustainability of fish and seafood by fishing those that reproduce at an equal rate. - Protecting local fishing committees and their living environment, intensive fishing systems are avoided.
<u>Objective 7:</u> Protecting the biodiversity of plant species	<ul style="list-style-type: none"> - Setting up a plant nursery in our gardens to produce local seedlings of ornamental and flowering plants - Protective planting of native species - Annual planting of a tree on the occasion of the national tree festival (the 1st Sunday of the 1st week of November). - Planting our own shrubs, ornamental plants and vegetable plants such as herbs, fresh mint, basil, etc., allows us to improve the biodiversity of species present on the site of our hotel.
<u>Objective 8:</u> Reduce chlorine consumption by 80% Reduce the generation of waste from empty chlorine containers	Implementation of a new electrolyzer system to reduce chlorine consumption and hazardous waste (empty drums) (Year 2026).

Other recommendations:

Participation in the hotel



The Bel Azur hotel's membership in the college of companies to advance the development of innovative solutions for the Mediterranean basin with a collective of scientists and companies from the plastics value chain.

Objective of the Hammamet Hotel College during the year 2025-2026:

- 1- Optimize and organize waste management, prioritizing plastic and composting, as well as all other types of waste
- 2-Carbon footprint: training and technical assistance for calculating carbon footprint in the hotel (training costs are covered by GIZ, the date is 07-11 October 24, Trainer ABTA)

V. DEVELOPMENT OF THE SOCIAL COMPONENT:

1-Our values

We are a family business with strong values

These values have helped to create our corporate culture and shape the Group with a vision for the future.

Responsibility

We are committed to people and the environment.

Transparency

We demonstrate integrity in our decisions and actions.

Modesty

We are aware of our limitations.

Passion

We love what we do.

Creativity

We are constantly evolving and seeking original solutions.

LABOR LAW AND HUMAN RIGHTS (Protection of employees and respect for human rights)

TYPE OF CONTRACT:

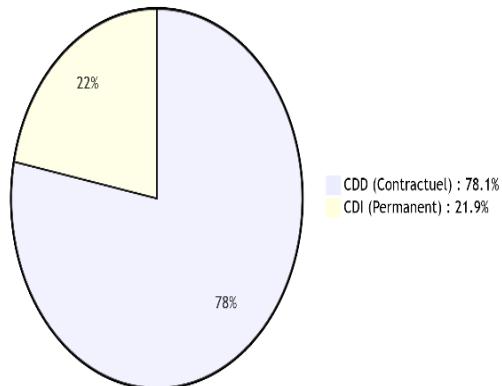
1. Total workforce

- Total number of employees : 274
- Permanent staff (permanent) : 60
- Contractual staff (fixed-term contract) : 214

2. Breakdown by contract type

Contract type	Effective	Percentage
Permanent contract	60	21.9%
Fixed-term contract (Contractual)	214	78.1%

Répartition des types de contrat



Interpretation :

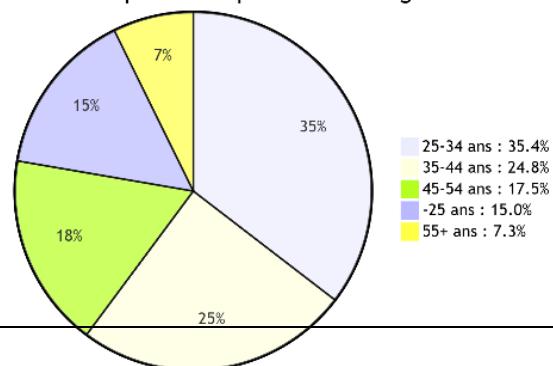
The vast majority of staff are on fixed-term contracts (over 78%). This may reflect a strong seasonality in the activities (hotels, restaurants, entertainment) or a policy of flexible employment.

3. Distribution by age group

We use the Birth date column to calculate the age on 30/09/2025.

Age range	Effective	Percentage
- under 25 years old	41	15.0%
25-34 years old	97	35.4%

Répartition du personnel par tranche d'âge



35-44 years old	68	24.8%
45-54 years old	48	17.5%
55 years and older	20	7.3%

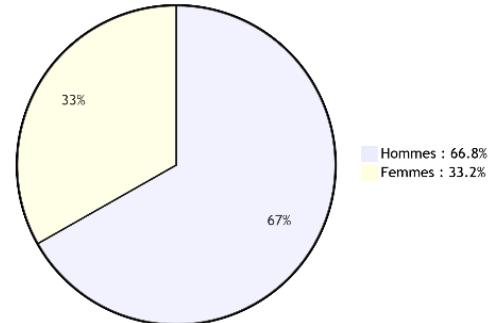
★ Interpretation :

- The **25-34 age group** represents the largest segment.
- A significant proportion of young people under 25 (15%) suggests a strong presence of apprentices or first jobs.
- Seniors (55 years and over) are underrepresented (7.3%).

4. Distribution by sex

Sex	Effective	Percentage
Man	183	66.8%
Women	91	33.2%

Répartition Hommes/Femmes



★ Interpretation :

- **Significant imbalance** between men and women (2/3 vs 1/3).
- This imbalance may be related to the jobs performed (cooking, maintenance, gardening, etc.).

⌚ Overall interpretation

- **Employment flexibility** : The high rate of fixed-term contracts can meet seasonal needs, but it can also lead to staff instability and high turnover.
- **Youth of the workforce** : The majority of employees are under 35, which can be an asset for dynamism and innovation, but also a challenge in terms of experience and retention.
- **Gender imbalance** : The high proportion of men may reflect the technical or manual jobs that are predominant in the hotel and restaurant industry.

❖ Recommendations

1. **Stabilize the staff :**
 - Convert some fixed-term contracts into permanent contracts for key positions.
 - Develop internal career progression pathways.
2. **Building loyalty among young people :**

- Set up a mentoring program.
- Offer certified training courses.

3. Promoting diversity :

- Encouraging women to apply for technical professions.
- Balance in future recruitment.

4. Anticipating aging :

- Preparing for the transfer of skills from senior employees.

❖ Conclusion

LE BEL AZUR has a young and flexible workforce, but needs to work on staff **stability** and balance **to strengthen its performance and attractiveness**.

If you wish, I can provide you with visual graphs (pie chart, bar charts) or a more detailed analysis by department.

QUANTIFIED OBJECTIVES 2025-2026:

Gradual stabilization of human capital

- **By the end of 2025** : Achieve **25% permanent contracts** (+3.1 points)
- **End of 2026** : Stabilize at **29.8% permanent contracts** (+7.9 points)
- **Key actions** : Fixed-term contract to permanent contract conversion program targeting 35 strategic positions

Balancing diversity

- **By the end of 2025** : Increase the female share to **35%** (+1.8 points)
- **By the end of 2026** : Reach **38% women** (+4.8 points)
- **Key actions** : Targeted recruitment, diversity training, process evolution

Optimizing the age pyramid

- **By the end of 2026** : Maintain the under-25s at **18%** while developing the expertise of the 35-44 age group
- **Key actions** : Intergenerational mentoring program, workforce planning

CONCLUSION AND ACTION:

BEL AZUR has **significant demographic advantages** but must absolutely transform its human resources management to move from a logic of **imposed flexibility** to a strategy of **controlled flexibility** .

Our 2026 ambition : To evolve BEL AZUR into a responsible employer model combining:

- **✓ Stability** thanks to a core group of 85 permanent employees (+42%)
- **✓ Equity** with 38% women in the workforce
- **✓ Transmission** via a structured mentoring program
- **✓ Performance achieved** through a 15% reduction in turnover

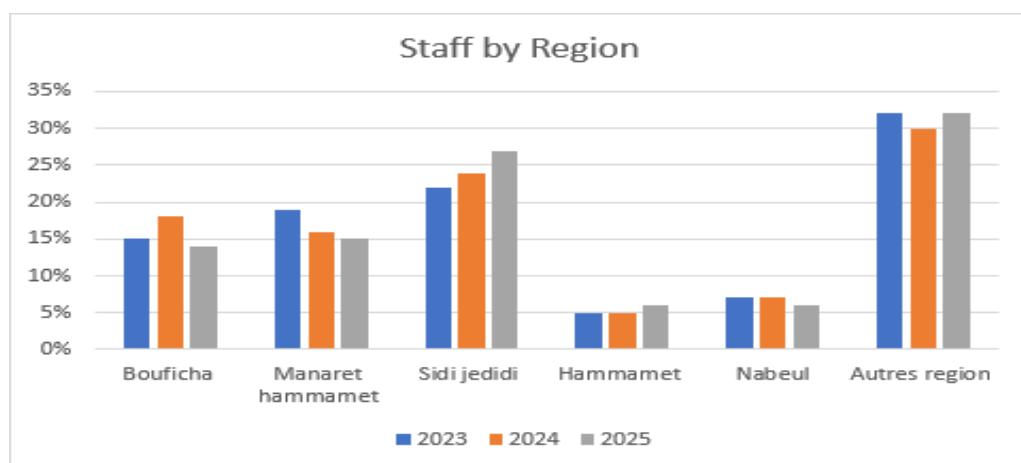
The challenge : Maintaining operational responsiveness while building a sustainable and engaged workforce. The success of this transformation will position BEL AZUR as a leading employer in the Tunisian tourism sector.

! Key message : Our youth is our strength, our stability will be our performance.

2024 target: Increase 5% of employees with permanent contracts compared to 2023 in order to gain a significant competitive advantage.

4) STAFF BY REGION:

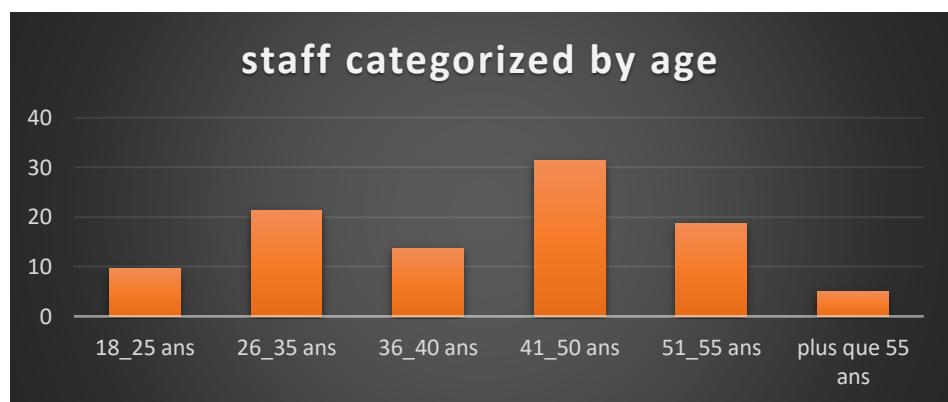
Region	2023	2024	2025
Bouficha	15%	18%	14%
Manaret Hammamet	19%	16%	15%
Sidi Jedidi	22%	24%	27%
Hammamet	5%	5%	6%
Nabeul	7%	7%	6%
Other regions	32%	30%	32%



1) STAFF CATEGORY BY AGE

Ages	18-25 years old	26-35 years old	36-40 years old	41-50 years old	51-55 years old	+ 55 years

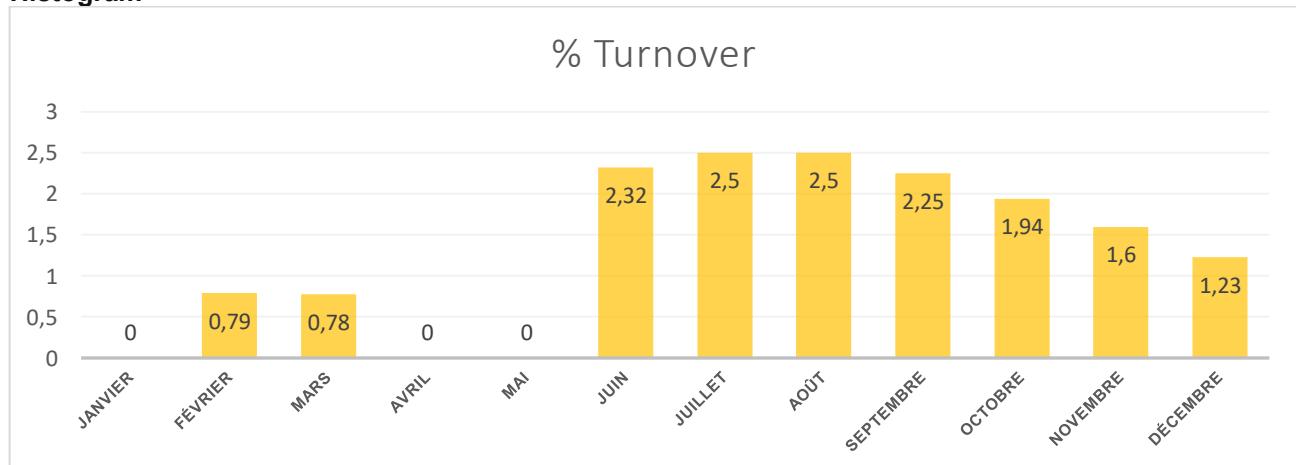
%	9.64	21.31	13.70	31.47	18.78 *	5.077
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2) TURNOVER 2025

Year 2025	jan	feb	Ma rch	a pr	m ay	Ju ne	J ul	au gu st	se ve n	oct	no v	de c
% TURNOVER	0	0.7 9	0.7 8	0	0	2.3 2	2. 5	2.5	2.2 5	1.9 4	1. 6	1.2 3

Histogram

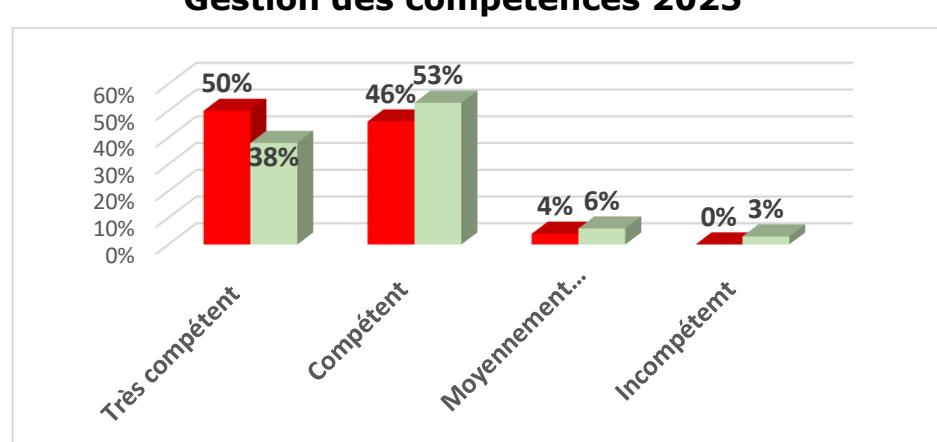
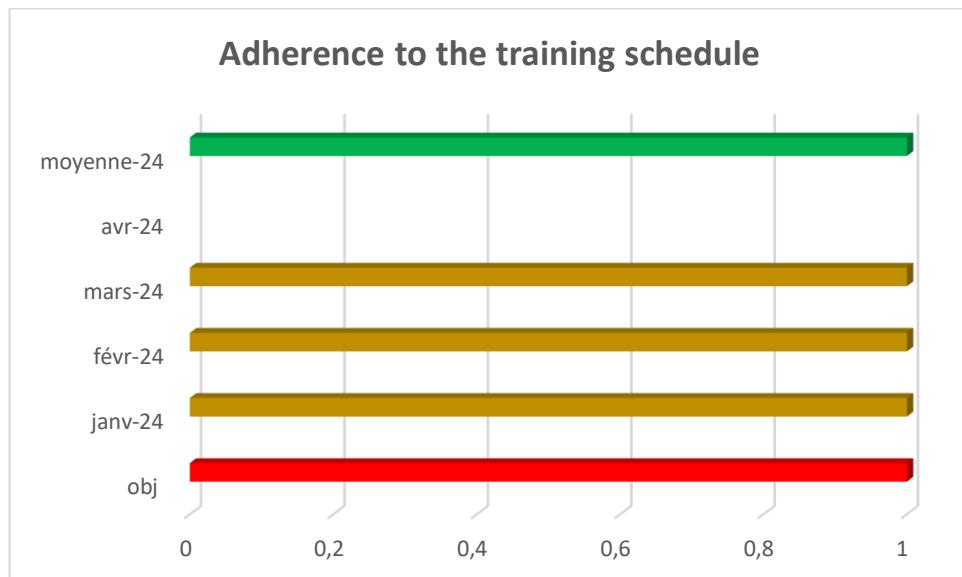


Target year 2024:

Reduce the turnover rate by 5% by the end of 2025

3) Continuing education and skills management

Team skills are continuously assessed and annual training is planned annually.



In order to comply with travelife requirements (D 11, D12, D13, D14, D15, D17) We have programmed training courses on the theme of sustainability in 2023/2024 in the following specific areas:

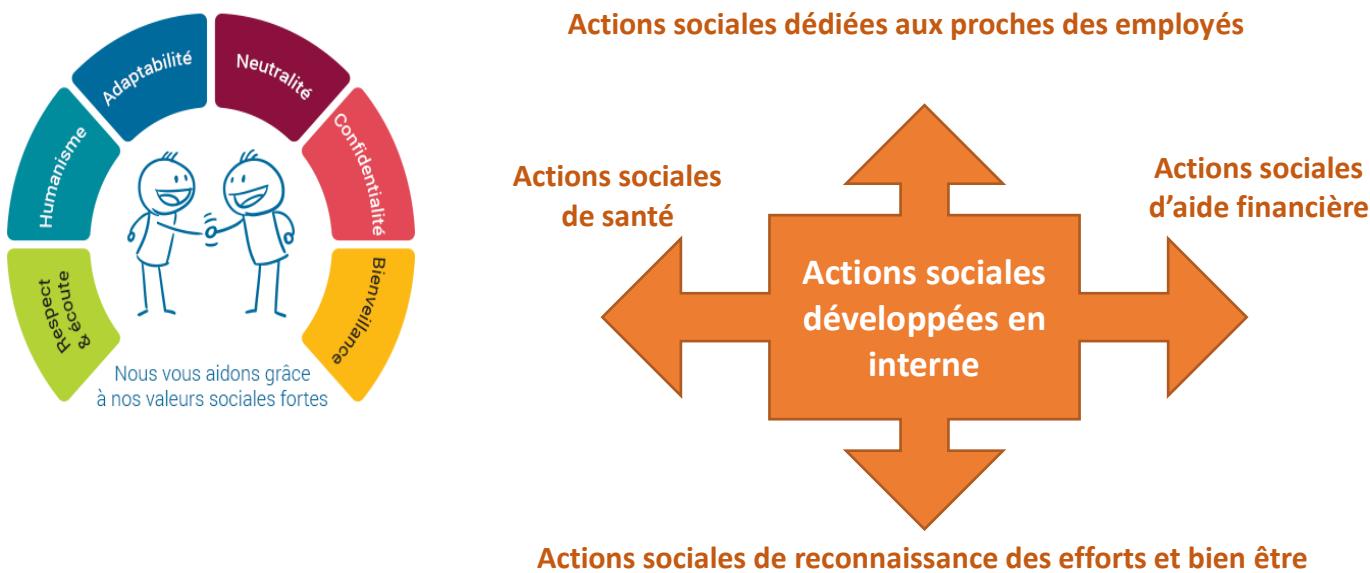
- Our employment policies and practices (D11)
- Human rights, including the protection of children and human exploitation (D12)
- Contribute to the respect of our commitments and objectives in terms of sustainable development (D13) (energy and water conservation)
- Respect and protect our local community (D14)
- Use the equipment in the most environmentally efficient way and how to report equipment maintenance problems (D15)
- Proper handling of chemicals and other types of hazardous substances (D17)
- Fighting food waste.

We regularly remind our hotel staff about these topics (emails sent to staff / notes / agendas for staff information sessions).

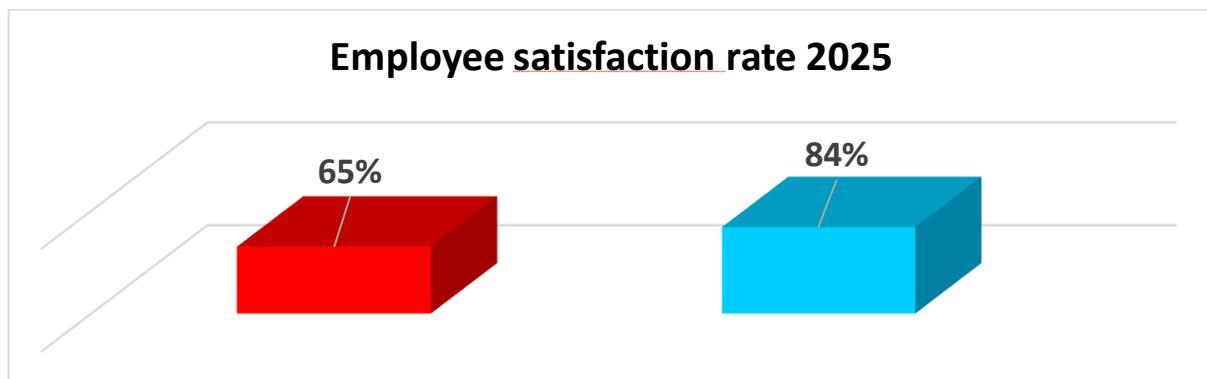
We also participated in the various digital exchange sessions that took place with members of the sectoral dialogue, representatives of the tourism and energy sectors (ONTT/FTH/ ANME).

4) Social dialogue:

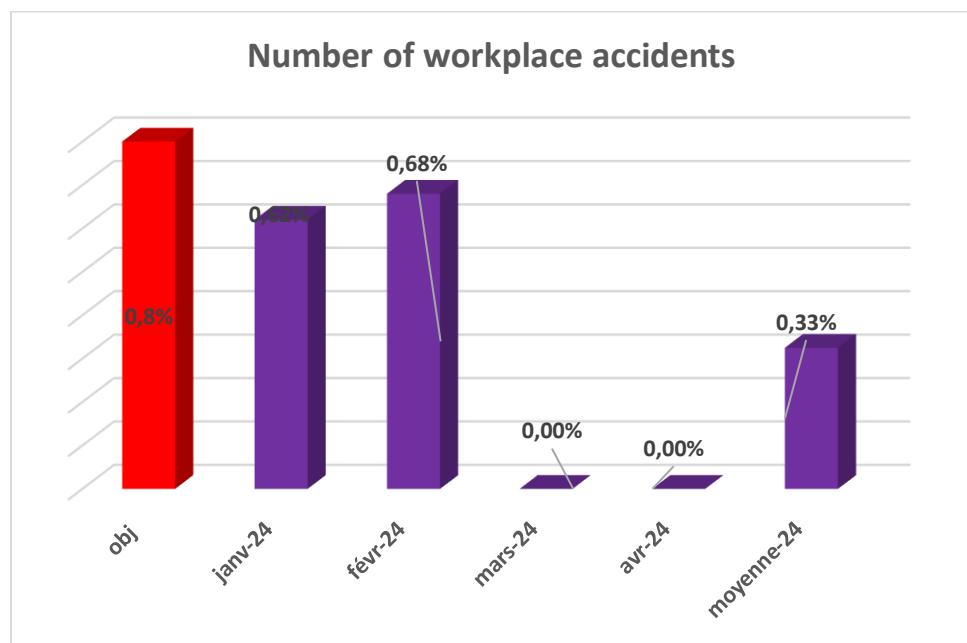
Management and department heads are always attentive to their teams through daily briefings by department, meetings with each employee to discuss their performance, difficulties and needs, and larger meetings...



- ✓ A suggestion box is available to employees at the time clock, with feedback collected and monitored by the human resources department.
- ✓ A notice board for service notes and information.
- ✓ An employee satisfaction survey is conducted in 2024 followed by an action plan.



- ✓ The hotel has an agreement with occupational health services, with a visit scheduled once a month.
- ✓ The hotel has an agreement with a clinic, "Polyclinique de Hammamet", so that hotel staff can benefit from a discount rate when undergoing treatment.
- ✓ Recruitment of a disabled person for the security service "viewing room"
- ✓ Creation of a workplace safety and health committee.
- ✓ The hotel has a "conflict management" and "employee complaint" procedure & "workplace harassment procedure" & "procedure in case of a work-related accident" & "recruitment procedure" "internal regulations" signed upon hiring,
- ✓ Monitoring of personal accident statuses with studies of causes and planning



- ✓ Help is always offered to employees experiencing difficulties.
- ✓ Monthly financial reward for the best employee per department (200 dinars).

Sustainability as an employer means achieving excellence in human resources and leadership practices while embracing and celebrating diversity.

- ✓ Acquisition of a school donation for employees
- ✓ Donation in the event of an employee's death
- ✓ Donation in the event of the death of parents
- ✓ A birthday cake will be given to each employee and manager.
- ✓ Bonus compensation for staff based on company objectives set and achieved in terms of customer satisfaction/hygiene and safety/behavior.

5) Integration of new recruits

The hotel's Human Resources department organizes and ensures the integration of new recruits by explaining our welcome booklet, which includes the hotel's concept, culture, and values; its various policies, norms, and standards; its commitments to employees such as respecting the minimum working age, integration, providing documents, ongoing training and skills development, participatory management, communication with management, meals offered at the L'Equipe restaurant, activities and leisure options, the right to association, leave, salary and bonus payments, procedures to follow in case of conflict, grievance, dispute, discrimination, or harassment, as well as the presentation of disciplinary procedures; and commitments (respecting job descriptions, confidentiality, respecting working hours, uniform and cleanliness, changing rooms and lockers, L'Equipe restaurant, memos and instructions, customer relations, workplace safety and security, and the preservation of hotel property and equipment). Lateness, Absence...

6) Fight against discrimination

We believe everyone should be treated fairly and with respect. As part of our commitment to sustainability, we regularly train our staff on preventing discrimination.

7) Child protection

We are also committed to ensuring the well-being of children and young people. It is our policy to always report suspected cases of child exploitation and abuse to the police.

We encourage our guests, staff and visitors to report their own concerns about child exploitation and abuse to the local

police /Child Protection Supply Office by calling 1899 or presenting themselves directly at the police station. We remind parents or legal guardians to give their permission for their children.



8) Supporting our community

✚ Respect the residents:

Our hotel treats local residents with the same level of respect and courtesy as our guests. Taking photos or videos of people without their permission, and posting them online, is prohibited.

✚ Protecting important cultural or historical sites:

These can be historical, cultural, religious, or scientific buildings or sites. They can also be areas considered sacred by indigenous peoples.

We protect sites in our community (historical, cultural, religious or scientific places...) by urging residents and our customers to respect them.

✚ Protecting vulnerable people:

We offer regular training on how to identify and report signs of child exploitation or abuse. We follow all guidelines given to us on how to identify and report signs of adult trafficking, abuse, or exploitation.

✚ Customer and staff participation in beach cleaning



Site visits by the Children's Voice Association



- Customer and staff participation in planting trees and shrubs



- Highlighting Tunisian artisanal know-how through the sale of local products, notably the Zarbiya made in a traditional way, offered within the hotel's bazaar .





- Participation of our employees in the painting of the Hammamet area



- Participation of our employees in the cleaning of the beach and the Hammamet area



- Organization of an event dedicated to hotel staff, including a screening action as part of Pink October 2025 within the establishment.



- Ramadan coffin and social assistance



- travelife team meeting in June 2024 with the aim of presenting the travelife certification project and duplicating our approach with other hotels as an example in the sustainability of the tourism sector .



- Customer participation in culinary workshops focused on Tunisian gastronomy, including the preparation of traditional Tunisian briki.



-Participation in the hotel college event



La Badira 
15 novembre 2023 · 

Lancement ce matin à La Badira d'une initiative pour créer le « collège des hôtels » pour le développement durable à Hammamet. La réunion a été initiée par BeMed, Beyond Plastic Med - BeMed , en collaboration avec la FTH Fédération Tunisienne de l'Hôtellerie 

Après l'Intercontinental Marseille, La Badira a été le premier projet pilote en Tunisie en 2023, et nous souhaitons partager cette expérience et l'élargir à de nombreux autres hôtels à Hammamet pour l'année 2024.

Nous saluons et remercions vivement nos consoeurs et nos confrères pour leur participation et leur engagement pour une Méditerranée sans plastique ❤️

#LaBadira #Luxuryexperience #Beautifulhotels #NoPlastic #lhwtraveler



RMI Azur Hôtels

- Participation in the Media City Forum in Sardinia by our General Manager, representing Tunisia in the field of sustainable tourism.



Following the analysis of the data and the evaluation of the actions implemented, we can proudly note the progress made within the framework of our sustainable development approach.

Aware of the importance of sustaining these results, we reaffirm our commitment to continually strengthen and develop our initiatives, ensuring that we promote sustainable economic development that respects both people and the environment.

This approach is a central pillar of our strategy, reflecting our desire to combine economic performance, social responsibility and environmental protection.

APPROVAL OF THE ANNUAL REPORT ON SUSTAINABLE DEVELOPMENT BY SENIOR MANAGEMENT	Signatures
Mr Haykel AKROUT /DG Hôtel Bel Azur	
Mme Safa El Abed /Directrice Commercial	
Mr Nejeh Ben Selem / Sous Directeur	
Mme Sana /Gouvernante Générale	
Mr Abdelwaheb Saidi /Chef d'entretien	
Mr Faouazi Hajji /Directeur de salle	