

AQI Venus Beach



SplashWorld

IN HAMMAMET TUNISIA



SUSTAINABILITY REPORT 2023





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OUR HOTELS



TML AFRICANA



MAGIC HOTEL MANAR



SPLASHWORLD VENUS BEACH



SUNEO ROYAL KENZ



TUI BLUE SCHEHERAZADE



MAGIC HOTEL SKANES



TML PENELOPE BEACH



TUI BLUE PALM BEACH

SUSTAINABILITY POLICY



SUSTAINABLE DEVELOPMENT CHARTER

Conscious of the impact of ecological, social and economic changes on the hotel industry, **Magis Hotels & Resorts North Africa** is committed to sustainable development.

As part of this process our Hotel **Splash World Venus Beach_Hammamet**, undertakes to apply this charter of sustainable development.

1. EMPLOYEE & HUMAN RIGHTS POLICY

In our Hotel we believe in protecting the rights of our employees and human rights in general. We are convinced that to have a high quality service and to maintain appropriate relationships with customers our employees must work in good conditions ; to this end, we undertake to guarantee the following :

- Each employee must have a written contract containing accurate information about his or her salary, type of work in accordance with national legislation.
- Recruit employees from our local community.
- Ensure that all staff are paid above the minimum socially guaranteed wage, regardless of age, gender, ethnicity, religion, culture or disability.
- Ensure that employees are well informed about health and safety rules in each department.
- Ensure that employees respect each other.
- Provide training for our employees
- Health care : Splash World Venus Beach 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, Splashworld Venus Beach is due to transport the injured employee to the nearest hospital and to declare it to the Social Services System to obtain his/her right for the medical fee charges.
- Equal Opportunities : Splash World Venus Beach evaluates all employees based on their individual performance rather than 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.
- Harassment/Violence: SplashWorld Venus Beach 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.
- SplashWorld Venus Beach cares about child Protection and respect of Human Rights (part of the Treaty of UN 2008)



2. COMMUNITY POLICY :

In order to have good relations with our local community and the local companies with which we work, we undertake to guarantee the following:

- Promote the supply of local products.
- Contribute to the sustainable development of the destination in the form of charitable donations or contributions to a project that takes charge of the local community (school /clubs/ associations/ etc) Promote the destination to our clients to encourage them to discover and learn about the local culture.

3. PROTECTION OF CHILDREN :

Through our interest in all matters relating to the safety and protection of children and their rights, our hotel is committed to protecting children up to the age of 18 who are subject to many forms of abuse and exploitation, including physical and verbal abuse of clients, employees or visitors, pornography, child trafficking, sexual abuse, prostitution ...

For this purpose, we undertake to:

- Ensure that all our employees understand that they are responsible for safeguarding the rights of the child against any prejudice within our hotel.
- Ensure that employees under 18 years are employed in accordance with national regulations.
- Train our staff to identify and inform appropriate action when suspecting child abuse or exploitation.

4. ENVIRONMENTAL POLICY :

Our hotel recognizes the environmental impact of its services and is keen to minimize this impact. We focus on reducing our energy consumption, water consumption and waste generation. This policy is implemented in our day-to-day operations and involves all stakeholders, including our clients. For this purpose we undertake to:

- Providing efficient water and energy facilities throughout the hotel.
- Minimize and actively control our energy consumption.
- Consider the low energy consumption when purchasing new equipment.
- Promote segregation of waste streams and provide customers and employees with easy access to the appropriate recycling bins.
- Reducing the amount of packaging used, limiting individual portions and favoring products with few packaging.
- Do not waste water by regularly checking our equipment and communicating water saving practices to all our employees and customers.
- Use environmentally friendly products.
- Train our employees at the beginning of each season on our environmental goals and how they can contribute to this policy.
- Comply with all applicable environmental laws.
- Encourage our customers to support us in our environmental goals.



5. QUALITY POLICY :

Our hotel aims to constantly improve the quality and experience we offer our guests. Every day we work on the satisfaction and happiness of our guests during their stay, so that they are happy to return to our hotel in the future. To this end, we undertake to ensure:

Food safety in:

- Insuring the quality of the foods by checking them at each reception, Trying within the limits of the possible to get fresh produce every day,
- Regularly checking the condition of refrigerated equipments and storage rooms and arranging our supplies on the basis of their expiry date.
- Applying the rules of good hygiene practices and applicable regulatory and legal requirements.

Customer Satisfaction in :

- Now a high level of benefits and services presented to customers.
- Acting promptly against any complaint from our customers.
- Taking into consideration the suggestions of our customers in our improvement projects.

A Continuing Interview :

- Guest rooms and all common premises.
- Of all the facilities of the hotel.

This charter is communicated to all employees and interested third parties

The Hotel Management
Splash World Venus Beach Hammamet



Doing the Right Thing for our Planet



ENERGY

2022	2023	Target 2025
 <p>Energy Consumption/Night</p> <p>22 kwh</p>	 <p>Energy Consumption/Night</p> <p>21,2 kwh</p>	 <p>Energy Consumption/Night</p> <p>20 kwh</p>

2022	2023	Target 2025
 <p>Carbon/Night</p> <p>6,5 kgco2</p>	 <p>Carbon/Night</p> <p>6 kgco2</p>	 <p>Carbon/Night</p> <p>5,8 kgco2</p>

- Led light replacement in 100% of the public area of the Hotels.
- Led light replacement of 55% of the guest rooms out of 339.
- Installation of motion light sensors in the reception restroom and 2nd floor corridor for automated lighting control.
- Reduction of Electricity Power during winter time (closing period).
- Installation of « PureChlor » Salt Chlorine Generator in the Aquaparc main Pool based on the following advantages:
 1. Production of fresh & pure chlorine without alteration, unlike conditioned chlorine which is sensitive to the surrounding factors (light, polluted air, temperature etc..)
 2. Health: High desinfectant power removing almost all chloramines, so harmful to the health of bathers and responsible for unpleasant odors.
 3. Respect for bathers' Health: no more red eyes, no more itchy skins, no more chlorine odor.
 4. Cost Saving: significant reduction in transport and storage costs: low cost of use, salt is half the cost of conditioned chlorine; storage in large quantities, reduction in delivery times and constraints related to storage regulations.

WATER EVERY DROP COUNTS

2022	2023	Target 2025
 Water Consumption/Night	 Water Consumption/Night	 Water Consumption/Night
0,567 m³	0,480 m³	0,400 m³

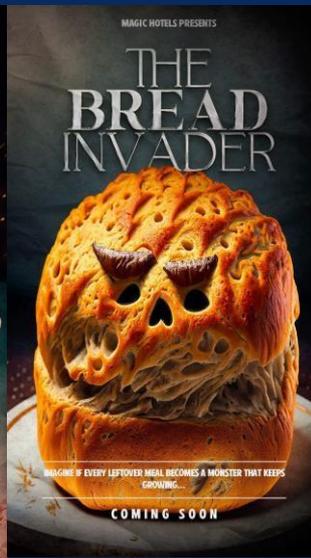
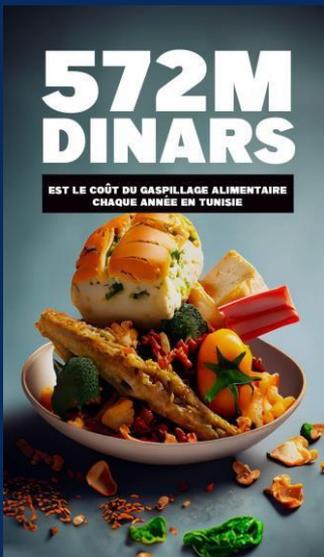
- Halving water use across all restrooms: Installation of Water-Saving taps in both the front and the back of house restrooms.
- Water-Saving taps installation in the Guests rooms is planned to be done during the coming renovation winter 2024.
- Water the green space of the hotel with rain-birds during the cool parts of the day.
- Purchase of Eco-friendly laundry equipments during the renovation of winter 2021.
- Use of 90% of biodegradable laundry detergents.



WASTE
REDUCE, REUSE, RECYCLE

2022	2023	Target 2025
		
<i>Waste Intensity kg/night</i>	<i>Waste Intensity kg/night</i>	<i>Waste Intensity kg/night</i>
1,8	1,7	1,5

- No more Snack Buffet: Less leftovers and unnecessary overconsumption.
- Food Donation for local Authorities
- Single use plastic elimination programme in F&B
- Paper, Plastic and glass bottle recycling via local partners.
- Anti-Food Waste Campaign #Be_Over_With_Your_Leftover
Scan Me BEFORE YOU EAT



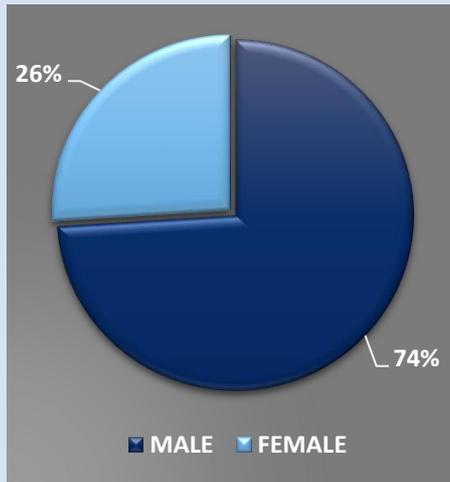


Doing the right thing for our People

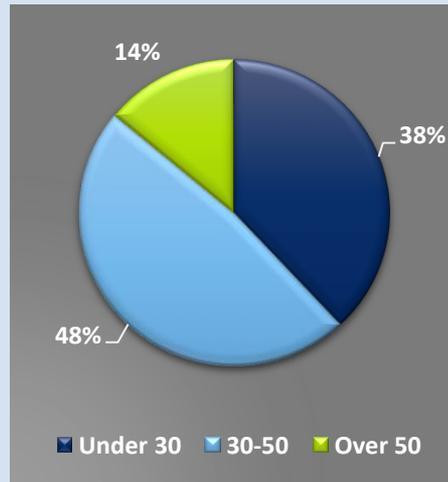


- Open doors to enable the staff to live the customer experience before the opening.
- End of season party with presents distribution to thank the staff for their contribution to the success.
- Celebration of the National Women Day
- Grill party by the Aid El Kebir
- Celebration of Birthdays
- Come together with the Management Team by the end of the season
- Group Health Insurance that covers employee and their spouses and children.
- School assistance at the beginning of the Academic Year
- Ramadan Bag
- Eid Al Idha: Feast of Sacrifice
- Eid Al Sghir: Sugar Feast
- Employee Of the Month
- Interest free loans to the employee in need.

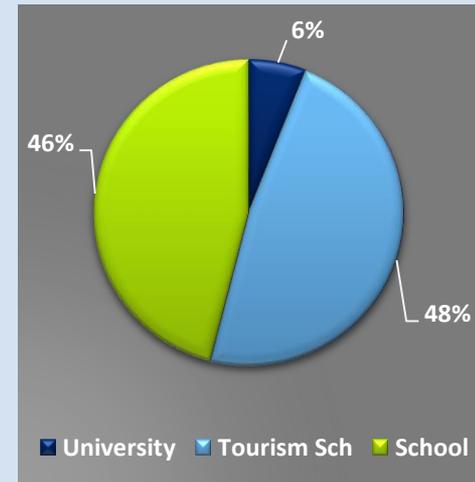
By Gender



By Age



By School Level



Year/Category	2022	2023
Managers	9%	9%
Masters	30%	33%
Executives	61%	58%

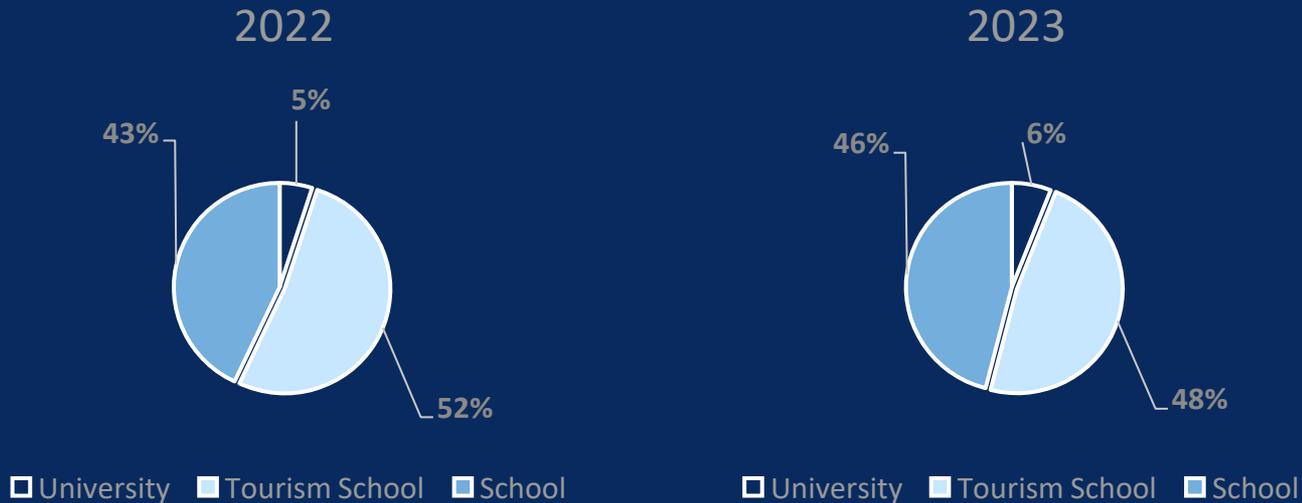


Performing Data: Total Workforce & Turnover

Total Workforce	2022	2023	Target
Local	87 %	80 %	90 %
No Local	13 %	20 %	10 %
Gender	72% Male 28% Female	74% Male 26% Female	70% Male 30% Female

By Age Group	2022	2023	Target
Under 30	33%	38%	40%
30 to 50	46%	48%	50%
Over 50	21%	14%	10%

Total Workforce	2022	2023	Target
University	5%	6%	15%
Tourism School	52%	48%	60%
School	43%	46%	25%

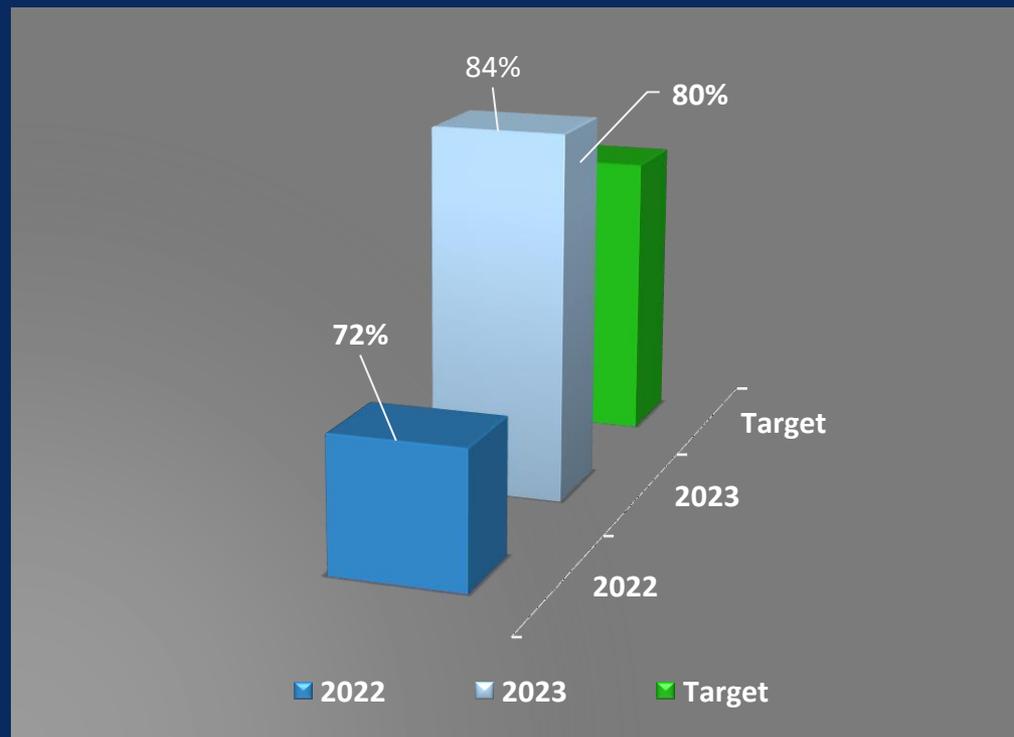




Training & Development



Year	2022	2023	Target
% Training	72%	84%	80%





Better for the Community



Social Actions	2022	2023	Evolution	Target Vs 2023
Back to School Assistance	13 810	15 670	13 %	20 %
Eid Al-Idha Assistance	8 775	15 386	75 %	17 %
Ramadan Bag	2320	3 360	45 %	49 %
Employee of the Month	1 200	1 500	25 %	20 %

Cultural Conservation & Heritage



Partnering with cultural non-profit, integrating cultural traditions in our guests experience and supporting environmentally focused local artists.



STAKEHOLDER ENGAGEMENT

Guests

Guests satisfaction surveys, solicitation of direct and targeted feedback to inform quality programmes.

Local Communities

Participation in local hotel associations, community benefit organisations, local heritage preservation initiatives and local recycling organisations.

Colleagues

We value each colleague and provide a caring, inclusive, motivating and rewarding environment for all. We bring out the best in our people through effective training and personal development, enabling a fulfilling career with the Group

Working Together

We emphasise the importance of teamwork and treat each other with mutual respect and trust. By working cooperatively with both internal and external parties, we contribute to the MAGIC Hotels & Resorts Group's success and the sustainable development of the city where we are.

Last 7 Days	Target	Basis	Overall	service	F&B	Clean.	Room	Day time Activities	Evening Entertain.	Wifi
Splash Venus Beach	8,3	37	8,3	8,8	8,0	8,0	7,5	8,6	8,4	7,1

08/10/2023	14/10/2023	SPLASH WORLD VENUS BEACH 3*	Ok
Chambres libérées : 20		Questionnaires : 20	Taux de réponse : 100.0%
Séjour		Témoignage	
Situation géographique hôtel	3.5 (20)	Satisfaction séjour	100.0% (19)
Service et dispo personnel hôtelier	4.3 (20)	Satisfaction animations	94.4% (18)
Propreté de l'hôtel	4.0 (20)	Recommandation Hôtel	94.7% (19)
Confort et propreté des chambres	4.0 (20)	Recommandation Club Coralia	94.7% (19)
Qualité et variété des repas	3.8 (19)		
Formule All Inclusive (boissons)	3.7 (20)		
Animation Club Coralia		Animation Coralia Kids Club	
Accueil, dispo, amabilité équipe Coralia	4.6 (20)	Avec enfants	35.0% (20)
Responsable Coralia	4.6 (20)	Accueil des animateurs	4.4 (5)
Loisirs: sports, activité ludiques,...	3.9 (17)	Infrastructures/matériels	4.2 (5)
Activités journées	4.1 (17)	Programme d'animation	4.2 (5)
Soirées Club Coralia	3.7 (15)		
Soirées de l'hôtel (spectacles)	3.2 (18)		

SplashWorld Venus Beach [Manage This Listing](#)

●●●●● 1,798 reviews | #15 of 106 hotels in Hammamet

📍 Zone Touristique - Av De La Paix, Hammamet 8050 Tunisia

☎ [Add phone number](#) | 🌐 [Add hotel website](#)




📷 [View all photos \(3,167\)](#)

SplashWorld Venus Beach ●●●●● ⓘ

📍 Zone Touristique - Av De La Paix 8050 Hammamet Tunesien [Auf Karte anzeigen](#)

👍 83% 🌟 5,0 / 6 456 Bewertungen ⓘ

[Hotelübersicht](#) [Bewertungen](#) [Bilder](#) [Videos](#) [Fragen](#)



4.5 Excellent ●●●●● 1,798 reviews

#15 of 106 hotels in Hammamet

Location	●●●●●	4.3
Cleanliness	●●●●●	4.4
Service	●●●●●	4.4
Value	●●●●●	4.4

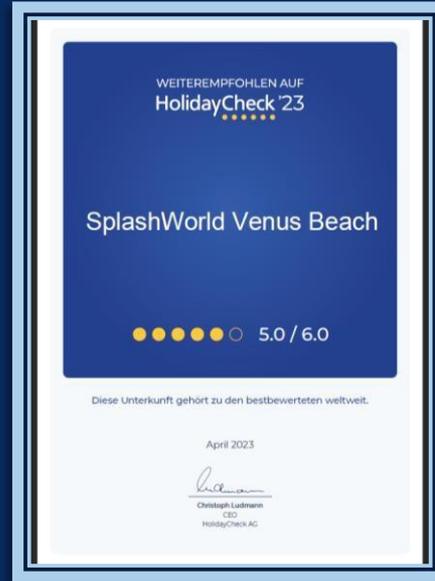
🏆 Travelers' Choice



Membership Associations



Selection of Our Awards & Recognition



Selection of Our Awards & Recognition



Association : ARC En CIEL
27 oct. 2022 · 🌍

3ème séjour au magnifique [Hotel Splashworld Venus Beach](#) avec nos enfants de la moyenne section 🌈🌻🌺 ces 3 séjours furent extraordinaires 🤗🥰 une belle expérience pour les enfants riche en apprentissage, autonomie, confiance en soi, sociabilité....., 😊🧡 tout en s'amusant et en passant du bon temps 🌈🌻🌺 vraiment merci à tout le staff de l'hôtel qui était aux petits soins, un grand merci pour l'animation et en particulier l'animateur Amine, merci Madame Yosra, Amira, le photographe pour les belles photos en cadeaux 🌻🌺
Ines et Fatma we love you 🧡🧡🧡
MAGIC Hotels & Resorts Merci beaucoup



THANK YOU FOR
YOUR KIND
ATTENTION

