

Sustainable development charter

La Badira Hotel has decided to implement a sustainable development strategy with the ambition to become the locomotive of sustainable hotel industry in Tunisia through its commitments exposed in this charter.

The culture and values of our hotel are thus mobilized to pursue an economic development respectful of people and the environment.

This approach aims to:

- 1- Reduce the impact of our activities on the environment.
- 2- Achieve a better working climate and well-being for each member of the La Badira team.
- 3- Meet the expectations of our stakeholders and assume our social responsibility.
- 4- To raise our values of responsibility towards future generations as well as our attachment to our heritage, our culture, our country, our region and our immediate environment.

This is achieved through:

- ✓ The Leading Hotels of The World labeling exclusive in Tunisia
- ✓ The implementation of management systems: quality (ISO 9001) and food safety (ISO 22000)
- ✓ The obtaining of the certifications Food, Aqua, Pool, Room, Safety and Fire by the Cristal international office.
- ✓ The implementation of the international certification program TRAVELIFE to achieve our Sustainable Hospitality approach.

OUR COMMITMENT :

RESPECTING THE LEGISLATION :

We conduct our business and maintain our relationships with various stakeholders in the financial, social, environmental and food safety legislation in force in Tunisia and according to international standards. To this end, we ensure a regular monitoring and regulatory follow-up.

PROTECT THE ENVIRONMENT :

Controlling energy consumption :

Continue our efforts to rationalize energy (electricity, gas, wood, coal and fuel) and reduce annual consumption by 3% through rigorous management :

- *Over the next few years, we will gradually introduce energy-saving LED lighting and motion detectors in our buildings.*
- *LED lamps, motion detectors in the bathrooms and corridors and install curtains in the cold rooms.*
- *Install a daylight detector for the programming of outdoor lighting.*
- *Optimize the scheduling of heating, air conditioning, swimming pool pumps, central air conditioning air handling units and preventive maintenance of equipment.*
- *Limit the maximum and minimum temperature of room thermostats in the rooms.*
- *Educate employees and guests on energy conservation.*

Save water :

Reduce annual water consumption by 3% :

- *Generalize the use of flow reducers.*
- *Optimize the operation of rain detectors to stop automatic watering.*
- *Raise awareness among employees and customers about saving water.*
- *Limit linen changes.*

Improve waste management :

- Ensure waste is sorted and find ways to recycle it.
- Reduce the amount of waste at the source by **3%** by:
 - Limiting packaging and promoting bulk purchasing.
 - Ensuring proper inventory and order management.
 - Adopting an ecological purchasing policy.
- Informing and training our employees and customers on good environmental practices waste sorting and food waste.
- Reducing the use of harmful products by **1%** per year through purchasing agreements with certified suppliers, the use of chlorine-free cleaning products for daily cleaning, reducing the amount of chlorine used for water treatment and the choice of energy efficient appliances.
- Educate customers on the frequency of laundry to reduce the use of detergents and water.

Protect biodiversity :

Implement biodiversity-friendly procurement and management practices for green spaces respectful of biodiversity :

- Implement protective plants and native species.
- Plant an additional tree each year on National Day.
- Follow an eco-responsible purchasing approach and raise awareness among our suppliers and sub suppliers and subcontractors about respect for wildlife and biodiversity.

CONSOLIDATE OUR SOCIAL RESPONSIBILITY :

Our social commitment is based on the respect of human rights, and in particular :

- Respect for the rights of children (under eighteen years of age) and their protection against any kind of exploitation and in particular sexual exploitation and the effective

prohibition of child labour except in the framework of a vocational training program approved by the public authority.

- The guarantee of good working conditions, as well as health and safety to our employees and to our customers.
- The practice of a responsible management of the human resources which banishes any professional discrimination.
- The guarantee of continuous training of employees and the increase in skills with **85%** of the objectives of competences by department.

The development of social dialogue, the holding of regular meetings, the development of communication tools to contribute to well-being.

- Promoting compliance with the provisions of the ILO's fundamental collective agreements.
- Valuing feedback from our employees through the analysis of the results of suggestions and satisfaction surveys.
- Optimizing employee satisfaction to a rate of **85%**.

STRENGTHENING OUR SOCIAL AND COMMUNITY RESPONSIBILITY :

We contribute to the respect of the principles of fair trade, to the development of the well-being of local populations and to the enhancement of the local heritage by :

- Collaboration with civil society organizations and participation in local community actions.
- The promotion of local culture and the valorization of local crafts.
- Reducing our carbon footprint by opting for local products delivered by local suppliers at a rate of **80%** in order to minimize the impacts generated by the transportation of goods.

GUARANTEEING HEALTH AND SAFETY :

We prevent risks related to the health and safety of our customers and employees by complying with the requirements of our ISO certifications and holding internal, external and second party audits.

We are committed to :

- Achieve an **85%** target against Health and Safety requirements.
- Offer our employees and customers a more balanced diet and prevent obesity.

OPTIMIZE THE QUALITY OF OUR SERVICES :

- We strive to provide a quality service, and take into account the feedback from our customers through
- regular satisfaction questionnaires. The results of these questionnaires are analyzed and integrated into an action plan to meet the main expectations.
- We are committed to maintaining a customer satisfaction rate of **85%**.

Through annual reports, we are committed to tracking the level of achievement of our sustainability goals and evaluate our overall performance.

We encourage all La Badira employees to adhere and contribute to the achievement of the objectives of this charter, and we are committed to providing the necessary means to achieve them. We also ask our service providers to commit themselves to this charter and thank our guests for their contribution to our sustainability challenges.