



SUSTAINABLE DEVELOPMENT REPORT

Hotel Timoulay Agadir is actively committed to sustainable development in the economic, social and environmental fields in order to reduce its operational impact on the environment. It strives to be a big actor regarding the challenges of sustainable development and ecotourism aiming at the pursuit of an activity that is profitable economically, but with the awareness that it is based on the quality of our environment as a whole.



Our hotel aims to offer a high quality service in perfect harmony with the environment. Our mindset aims to reconcile economic progress, the preservation of local heritage resources and the well-being of the inhabitants of the territory.

We strive to educate our team, our partners and our guests on a daily basis to adopt a series of eco-gestures and best practices to help improve the environment.

Sustainable development, which requires economic, environmental and social reconciliation, has gradually become the focus point of our entire management, and in this perspective we encourage our immediate entourage, partners and civil society actors to adopt responsible behaviors in regards to society and nature.

Our objectives include the implementation of actions while taking into account projects in the following areas:

Hotel Timoulay Agadir will implement initiatives that are driven by example such as the Director of Corporate Social Responsibility and Management. The Management Committee and the Director General in charge of all efforts.

At the Hotel Timoulay Agadir, we are committed to contributing on our part to perpetuate our activity and make our region more attractive.

The Subjects covered in this document:

1. Environmental awareness, education and training for employees and clients
2. Waste reduction
3. Conservation of energy
4. Conservation of water
5. Sustainable purchasing policy.
6. The use of chemicals
7. Consultation and communication with the community
8. Policy for the protection of the child.
9. Commitment to continuous improvement
10. Certification and pricing

1. Environmental awareness, education and training for employees and clients:

Employees :

Aggregated education on environmental responsibility is practiced on an ongoing basis (in pre-shifts, social media, emails and digital signs). Associates have the ability to recycle their mobile phones properly at work. This results in recycling awareness and education of dangerous chemicals present in today's appliances. The associates are provided with reusable cups for drinking coffee and/or stainless steel cups to reduce the quantity of disposable cups.

An extensive continuing education program will take place throughout the institution. We conduct an annual and departmental training, educating the associates on many subjects which also includes training on healthy and sustainable foods.

Guests :

The commitment of Hotel Timoulay Agadir to the environment is shared with our customers and guests upon request. Our guests are given a chance to participate in our environmental program through the "Sheets and Towels Conserve Program". Signs of this situation are placed in all bathrooms. We communicate our initiatives to our clients.

2. Waste reduction:

There are many ways we have learned to separate our waste streams. Recycling and reuse of donations. We recycle the following:

- * Cardboard
- * Plastic bottles
- * Glass
- * Batteries
- * Light bulbs
- * Computer equipment
- * Cooking oil
- * Toilet paper
- * Bruised soap
- * Unwanted Clothing
- * Linen not used
- * Wine Corks
- * Buckets
- * The cans
- * Inks and Toners
- * Pencils

We have also adjusted the way we do everyday tasks such as:

When possible, using Email instead of regular fax, double-sided printing.

We are more vigilant of untouched food in banquets that can be brought to the staff.

3. Conservation of energy:

- We installed energy management lighting systems in all rooms.
- We installed LED lighting to provide more efficient lighting.
- In a year-to-year comparison from 2015 to 2016, Hotel Timoulay Agadir has reduced its electricity consumption of (53,970 kilowatts)
- The dimmers are installed at the Spa to control the energy consumption.
- Electronic thermostats are in all rooms to ensure constant room temperature.
- Air conditioning stops operating automatically when windows and glass panes are open.

- We moderate the temperature of our water heaters.
- Check that the heat sink is well isolated to avoid heat loss.
- Make sure the lights are switched off in the unoccupied rooms (a magnetic card automatically turns off the power of the room in the absence of the customer)
- Do not leave the TV in standby mode. (Only one of these devices in standby can annually consume 193KWh)

4. Water conservation:

- Preventive maintenance throughout the hotel is conducted for leaks by our internal staff
- Low flow aerators are placed throughout the facility,
- Implementation of a consumer control plan by installing water saving devices on all our faucets and showers.
- Reducing the capacity of our tanks, dual flush flushers, introducing 1.5 liter closed water bottles.
- Watering green areas early in the morning and evening to limit evaporation.
- Do not allow water to leak during cleaning or rinsing
- Soak dirty dishes before putting them in the dishwasher to reduce the prewash.
- Fill the dishwasher to maximum to reduce the number of cycles.
- Do not defrost products with water, but at room temperature.
- Set flow regulators on the shower heads from 20 to 12 liters/minutes. (40% savings).

5. Sustainable purchasing policy :

Below is the ecologically preferable policy for each department of Hotel Timoulay Agadir, the responsible take care only of the necessary purchase.

Here are some examples:

- All office supplies with recycled content, and work tools are ergonomic and contain recycled post-consumer material.
- All offices use 30% recycled products
- Frozen products are preferred.
- Household: 40% of our products are labeled Ecological.
- Purchasing local products to reduce pollution caused by the transport of goods.
- Choosing seasonal vegetables and fruits.
- Use of fresh products with no preservative/coloring and containing the less packaging possible.
- Buy products in bulk rather than individual packages.

- Purchase equipment that consumes little water and energy.
- Buy raw materials with the least packaging possible.
- Rationalize purchases to avoid orders in small quantities.
- Versification of expiration dates of food and use of products purchased first (FIFO)

6. Use of chemicals :

We currently purchase all our cleaning products which are labeled as green products under the standards not only for the chemical but also for the following packaging:

- * Room care R1, R2, R3, R4, R7, R9.
- * Collect all chemicals in a specific, protected and secure area.
- * Observe manufacturer's storage instructions.
- * Ensure clear labeling of containers of hazardous substances.
- * Avoid storing side by side substances that can interact with each other.
- * Ensure the necessary conditions to avoid accidents.
- * Avoid exposing flammable products to the sun or other heat sources.
- * Restrict access to chemicals and control their use.
- * Check material expiry dates to avoid expired and unusable materials.
- * Train staff in the principle of: first material received, first used.

7. Consultation and communication with the community:

•This sustainable development report is available and accessible in the library and in the welcome booklet. The Hotel Timoulay Agadir is committed to inspiring others through community involvement, life in green, and the promotion of healthy lifestyles. You can see our dedication not only in our words but in our actions:

- * The hotel has raised funds for the HAYATI Association.
- * Collaborate with various organizations, schools and universities to help students deepen their understanding of hospitality as well as opportunities.
- * All money earned from recyclable garbage is given to employees of the Timoulay association.
- * Support and promote culture, regulation and preservation of the local environment.
- * Maintain a constant dialogue with the local community and social agents in order to be aware of their needs and contribute to their progress through responsible actions.
- * Emphasize the purchase of local products to strengthen the economic and social development of the community.
- * Give priority to the recruitment of local staff to encourage the development of the companies in which the company is present.
- * Establish a collaborative strategy with the social entities through a process to analyze and evaluate requests.

8. Child Protection Policy :

Protection of children's rights of Hotel Timoulay Agadir condemns all forms of exploitation of children, a fundamental abuse of human rights and the dignity of the child. The Society does not encourage child labor, and supports the elimination of abusive labor. Hotel Timoulay Agadir also takes responsibility for duly adopted laws to prevent and punish the crime of sexual exploitation of children. Hotel Timoulay Agadir cooperate with law enforcement authorities to remedy these cases of exploitation.

9. Commitment to continuous improvement :

Hôtel TIMOULAY is committed to achieving these social responsibility objectives that integrate environmental management through continuous communication and action, maintenance and improvement of our programs. Our mission is to integrate environmental responsibility into our day-to-day operations. With the support and guidance of the Environmental Hotel Timoulay program, we, together, have a positive impact on the environment. Sustainability is an ongoing practice that will reduce our consumption now and in the future while we continually provide our guest with the best hospitality experience.

OUR GOALS:

REDUCING OUR ENERGY CONSUMPTION: PROPANE GAS, ELECTRICITY, WATER

MAINTAINING THE EMPLOYEE TRAINING PROGRAM

SAVINGS ON OUR CONSUMPTION OF MISCELLANEOUS PRODUCTS AND CHEMICALS

HOTEL TIMOULAY ENVISAGES TO BUY 100% ORGANIC AND ECOLOGICAL PRODUCTS

SUPPORTING COMMUNITY AND LOCAL POPULATION

APPLY CONTINUOUS TEXTS AWARENESS TO CLIENTS

10. Certifications :

Hotel Timoulay is committed to doubling its efforts for the protection of the environment as well as continuing his steps and processes in order to get more certificates in all the areas and expertises of its activities

- Trip advisor.
- Booking.com.
- Travel life.
- Holiday check