



***TUI MAGIC LIFE CALABRIA  
CHARTER OF SOCIAL RESPONSIBILITY***

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## CONDUCTING OUR BUSINESS

The laws that regulate our activities enable their sustainable development and growth.

They promote fair and stimulating competition, require strict and transparent management, and make it necessary to put the safety and respect of the individual at the centre of our concerns.

For **TUI Magic Life Calabria**, compliance is not only a legal obligation, but also a sign of respect for our guests, partners and employees.

### Respect for people

#### **Discrimination**

Many laws aim to protect the company's direct partners (customers, employees, suppliers) and in some cases people who have an indirect relationship with it.

TUI Magic Life Calabria is committed to respecting and enforcing these laws, while also ensuring that the practices of its suppliers and service providers are consistent with the TUI Group's commitment to respect people. If this is not the case, the hotel will immediately terminate all relations with the supplier or service provider in question.

Discrimination is, for the countries that define it, unequal treatment based on one or more criteria such as origin, gender, disability, colour, religion, sexual orientation; particularly in areas regulated by law such as employment, professional development, access to training, etc.

Direct discrimination occurs when one person is treated less favourably than another, given equal capabilities, on the basis of discriminatory criteria.

Indirect discrimination occurs when an apparently neutral criterion or practice puts one category of persons at a particular disadvantage compared to others.

Discrimination is condemned in all its forms by

- The Universal Declaration of Human Rights
- The International Convention on the Elimination of All Forms of Racial Discrimination (1966) ;
- The International Convention on the Protection of the Rights of All Migrant Workers and Members of Their Families (1990).

**TUI Magic Life Calabria** condemns all forms of discrimination. The company is committed to promoting cultural diversity by creating an environment where everyone has the opportunity to develop professionally and personally.

#### **Forced labour**

Forced labour is defined as work performed under duress or threat. The prohibition of forced labour is contained in Article 4 of the Universal Declaration of Human Rights and is the subject of an International Convention signed in 1957 by the International Labour Organisation (ILO) and applicable to all member states.

**TUI Magic Life Calabria** undertakes to exercise vigilant control over suppliers and service providers who may use people working under duress or threat. In such a case, the organisation will immediately sever all relations with the supplier or service provider in question.

#### **Child labour**

Child labour includes any form of economic activity performed by children that deprives them of their dignity and damages their normal physical and psychological development.

In some countries where the Group operates, child labour is still a common practice.

Several national and international conventions regulate child labour:

- Tunisian Child Protection Code;
- 1989 International Convention on the Rights of the Child aims to protect children by respecting their education and health;
- ILO Convention 138 on the Minimum Age for Admission of Children to Employment;

- Convention 182 on the Worst Forms of Child Labour, signed by 173 countries and ratified by the ILO in 1999, states that signatory states recognise the right of the child to be protected from economic exploitation and from performing any work that may interfere with the child's education;

- The 1966 UN Convention on Economic, Social and Cultural Rights recalls that children must be protected from social and economic exploitation.

**TUI Magic Life Calabria** commits itself to:

- Strictly respect the age limit set by the Tunisian legislation of the country in which it operates and never employ a child under the age of 16;

- Exercise the utmost vigilance in the choice of its suppliers and service providers;

- Refuse to work or immediately stop working with those who use child labour.

### **Undeclared work**

Undeclared work is the practice of not officially declaring to the authorities a person working for the company.

**TUI Magic Life Calabria** is committed to never resorting to undeclared work.

### **Prostitution, exploitation, paedophilia:**

Prostitution is the act of consenting to sexual relations for economic purposes. Exploitation is the act of enabling or contributing to the prostitution of others by profiting from it.

Paedophilia is defined as sexual abuse committed by an adult on a child.

The United Nations Convention for the Suppression of the Traffic in Persons and of the Exploitation of the Prostitution of Others, adopted in December 1949, states in its preamble that "prostitution and the evil arising therefrom, that is, trafficking in persons for the purpose of prostitution, are incompatible with the dignity and worth of the human person.

While some countries prohibit prostitution, others tolerate it or even allow it under certain regulatory conditions. Most countries that tolerate prostitution, however, criminalise procuring.

The offence of exploitation in the hospitality sector exists in many countries. It consists of a hotel manager knowingly accepting that acts of prostitution take place in his establishment and profiting from them.

Many countries criminalise paedophilia and the production, distribution and possession of pornographic images involving minors.

**TUI Magic Life Calabria** undertakes to :

- Ensure that its activity and premises cannot be used for organised prostitution;

- To inform the competent authorities of any information relating to criminal acts in this area

- To exercise the utmost vigilance to ensure that its activities protect minors from paedophile acts and that its premises are not used for the purpose of establishing contact with, producing, distributing or storing images or other material of a paedophile nature.

### **Accessibility for all :**

**TUI Magic Life Calabria** applies a policy of equal access to the services offered to the public, and promotes diversity and integration in the job opportunities offered to its employees.

**TUI Magic Life Calabria** is committed to :

- Recognising the cultural, religious and individual diversity of its clients and employees. The company is committed to eliminating possible sources of discrimination in its facilities, equipment and buildings, as well as in its practices, procedures and management of its facilities;

- strive, in accordance with applicable laws and regulations, to ensure that the facilities and installations it offers, uses or operates provide its customers and employees with the opportunity to access and use them to the best of their ability

## The rules of trade

Laws regulating trade are specifically designed to protect consumers, citizens and other economic actors.

### **Compliance with competition rules**

The competition rules prohibit anti-competitive practices in two ways

- Agreements between one or more competitors, suppliers or distributors, in particular on price fixing or customer allocation
- Abuses of dominant position that prevent the maintenance of active competition.

**TUI Magic Life Calabria** is committed to strict compliance with the competition rules. The Group also considers that the smaller the number of competitors, the greater the risks.

### **The fight against corruption of public officials**

Bribery of a public official or elected representative consists in promising or granting him/her an advantage of any kind so that he/she acts or refrains from acting in the exercise of his/her functions.

**TUI Magic Life Calabria** undertakes to ensure that no commission will be paid, directly or indirectly, to a public official or elected representative in relation to its contracts or relations with the public administration, in Italy or abroad.

### **Private corruption**

In the field of private bribery, a distinction is made between

- Active private bribery, which consists in promising or granting an advantage of any kind to a person other than a public official to act in breach of the obligations of his office;
- Passive private bribery is when a person other than a public official solicits or receives an advantage of any kind in order to act or refrain from acting in breach of the obligations of his office.

Acts of private corruption committed by a French company or one of its subsidiaries can be prosecuted regardless of the country in which they were committed.

**TUI Magic Life Calabria** undertakes to take all measures to avoid any act of corruption in both purchasing and sales procedures.

### **Money laundering and complicity in money laundering**

Money laundering is an offence of holding or using money from criminal activities: drug trafficking, corruption, etc.

The prevention of and fight against money laundering is in line with international legislation and conventions:

- UN Convention against Transnational Organised Crime, which establishes the international framework for combating money laundering;

Financial institutions have strong obligations to identify and report flows corresponding to money laundering transactions.

Non-financial firms can be complicit in money laundering when the sale of goods or services is part of a money laundering operation.

**TUI Magic Life Calabria** undertakes to monitor financial flows that may have a criminal origin or destination. Where deemed necessary, the Group conducts investigations to ensure compliance with legal requirements.

## ➤ Gifts

**TUI Magic Life Calabria** is committed to fighting corruption and conflicts of interest by refusing to accept gifts or personal benefits from an existing or potential supplier or partner.

However, a good business relationship may involve the exchange of gifts or invitations of little value. For example, in the course of his or her professional responsibilities, an employee may offer or receive personal non-monetary gifts or benefits of reasonable value, including promotional gifts.

Similarly, an employee of TUI Magic Life Calabria may occasionally and reasonably offer or accept invitations to professional events that are strictly within the scope of his or her activities within the facility.

In case of doubt, the employee must refer to his/her hierarchy.

## ➤ Political Activities

**TUI Magic Life Calabria** does not support any political party.

Employees who engage in political activities do so in a personal capacity, outside working hours and without claiming to belong to the Group.

They take care to avoid any conflict of interest between their functions within the Group and their political activities. non sostiene alcun partito politico.

## ➤ Lobbying

Lobbying is a constructive and transparent contribution to the development of public policy on issues relevant to the organisation's activities. This contribution aims to enrich the thinking of public decision-makers.

**TUI Magic Life Calabria** is committed to:

- To make its position known to public authorities, individually or within associations, on matters of general interest relating to its activities;
- To act in defence of its legitimate interests, guaranteeing the justification of its actions;
- Not seek to obtain undue political or regulatory advantage;
- Demonstrate integrity and intellectual probity in all dealings with public officials and entities, regardless of the situation or interest to be defended.

In general, the lobbying activities carried out by the Group are developed in line with its strategic action principles and sustainable development policies

## Protection of property and data

Various laws relating to the operation of the company have the specific purpose of protecting the interests of stakeholders, in particular the employer and employees.

## ➤ Misuse of company assets

Misuse of corporate assets is the deliberate and personal use of corporate assets or credits or powers held by corporate officers.

**TUI Magic Life Calabria** is committed to applying the strictest definition of abuse of corporate assets to all its subsidiaries and to taking all necessary measures to prevent and detect the crime of abuse of corporate assets.

## ➤ Conflict of interest

Personal interests that employees or persons connected to them may have in TUI's partner or competitor companies may give rise to conflict of interest situations, which may be detrimental to the proper functioning of the company.

The TUI Group has adopted regulations governing and providing for the declaration of such interests in any form.

### ➤ **Fraud**

Fraud is generally characterised by an intentional act or commission. It takes the form of the submission of false, inaccurate and/or incomplete statements or documents for the purpose of improperly obtaining, returning or retaining funds.

Accounting, tax and customs laws and standards may vary from country to country. In addition, foreign subsidiaries of companies listed on the stock exchange in a given country must comply with the laws and standards that define accounting and tax obligations.

**TUI Magic Life Calabria** commits itself to :

- Strictly comply with the laws and regulations in force in the country, in particular regarding accounting, taxation and customs;
- Take the necessary measures to ensure that all commercial and financial transactions are properly recorded in the financial statements and kept in a way that allows them to be audited in accordance with the law.

### ➤ **Personal Data Protection**

The protection of personal data (name and/or surname, telephone number, e-mail address, credit card number, CIN, passport, etc.) aims to limit access to information that can directly or indirectly identify a natural person and to define the conditions under which such data can be collected and processed.

**TUI Magic Life Calabria** has a recruitment procedure that mentions the protection of personal data.

### ➤ **Information Systems Security**

Information system security consists of cyber risk management at all levels of the company: security of access to information and dedicated sites, access rights associated with managers, training to increase awareness of cyber risks, monitoring of our partners through specific security tests and audits, etc.

**TUI Magic Life Calabria** is committed to :

- Establishing an organisation dedicated to information system security;
- Defining rules for the use of information systems within the company and guaranteeing the high availability of the most critical systems
- Provide regular training to sensitive personnel
- Include security in the life cycle of IT applications;
- Implement technological solutions for the protection of customers' and employees' personal data.

**TUI Magic Life Calabria** is committed to :

- Ensure the protection and defence of its intellectual property rights;
- Ensuring respect for the intellectual property rights of all its employees and partners and, more generally, those of third parties.

### ➤ **Image and reputation protection**

Personality rights are a category of rights such as the right to privacy, image, family name, honour and reputation. Like natural persons, legal persons have the right to respect for their reputation and have the right, if necessary, to bring actions for defamation or denigration.

**TUI Magic Life Calabria** will make sure

- To obtain the authorisation of individuals before any use of a medium containing one or more attributes of the personality of an employee or person outside the Group (photos or videos representing a person, name, etc.);
- That employees expressing themselves on social networks on a subject directly or indirectly related to the Group, its brands, hotels or companies do not provide confidential information and/or that may damage the Group's reputation.

## **1- RELATIONS WITH STAKEHOLDERS**

**The TUI Group** must be exemplary in its social, societal and environmental actions.

Its challenge is to reconcile economic development with respect for the Earth and its people.

### ➤ **Dialogue with stakeholders**

The implementation of the Group's sustainable development approach is based on an ongoing dialogue with its stakeholders: customers, employees, economic and business partners, local development actors, etc. Exchanges with stakeholders are essential to identify priority areas for action and thus create shared value.

The Travelife programme demonstrates our commitment to aligning our practices with the priority expectations of our stakeholders.

**TUI Magic Life Calabria** believes it is essential to consult regularly with stakeholders, both internal and external, individually and collectively, to understand their key expectations and concerns about the Group and to respond with appropriate action where our issues converge.

**TUI Magic Life Calabria** is committed to:

- Maintain a regular dialogue with the various stakeholders, in a logic of continuous progress, combining transparency and performance.
- Raise partners' awareness of its approach to sustainable development;
- Make external complaint management systems accessible to all stakeholders;
- Recognising the position of certain stakeholders (professional and trade union organisations, NGOs, international organisations, etc.) in the company.

### *Our employees*

#### ➤ **Dialogue**

Dialogue is a set of procedures aimed at establishing mechanisms for information exchange, consultation, mediation and negotiation in which the interests of each party are preserved.

Social dialogue is at the heart of harmony between people. It aims at the permanent search for consensus and is therefore the essential mechanism for reducing social conflict.

Encouraging dialogue brings us closer to the camp and gives everyone the opportunity to make their voice heard.

Managers are the actors of our policy and encourage exchange with employees, assess the social climate and take corrective measures in case of dissatisfaction.

**TUI Magic Life Calabria** is committed to ensuring transparency in communication with employees by :

- Systematically conducting an annual evaluation interview with each employee;
- Giving each employee access to clear information on his/her rights, duties and benefits
- Providing information material adapted to the local context, in particular by translating internal documents;



- Take into account the impact of change on men and women when implementing reorganisation or restructuring projects.

### ➤ **Freedom of association and the right to collective representation**

Freedom of association and the right to collective representation are intended to enable employees to form and join organisations of their choice to collectively express their opinions and defend their interests within the company.

Collective representation and the role of employee representative organisations are recognised by:

- The International Labour Organisation ;
- The International Covenant on Civil and Political Rights (1966);
- The International Convention on Economic, Social and Cultural Rights;

Freedom of association and the right to collective representation are recognised in most countries. However, some countries may still have restrictive legislation in this area.

**TUI Magic Life Calabria** is committed to :

- Guarantee respect for the laws on freedom of association of its employees, applicable locally;
- Not prevent or hinder the process of establishing an internal staff representation body
- Respect deadlines for consultation with stakeholders and staff representatives, particularly in the case of reorganisation or disciplinary procedures;
- Ensure that employees are able to express themselves freely within the company on matters relating to the conditions under which they perform their duties.

### ➤ **Non-discriminatory and transparent recruitment**

Selection on non-professional grounds (religion, age, sex, political opinions, ethnic origin, trade union membership, etc.) is prohibited.

**TUI Magic Life Calabria** commits itself to :

- Respect a selection process based on a common methodology for all candidates for the same position;
- Hiring exclusively according to our needs and the qualities of each candidate, based on professional skills and human qualities, without any other consideration.

### ➤ **Fight against moral or sexual harassment**

Moral or sexual harassment is manifested by repeated and hostile behaviour, words or actions that undermine an employee's dignity or integrity.

Moral or sexual harassment is contrary to

- Article 5 of the Universal Declaration of Human Rights states that 'No one shall be subjected to cruel, inhuman or degrading treatment or punishment';
- specific legislation on the subject, which many countries have adopted and which may require the employer to take all measures to prevent or stop any moral or sexual harassment.

**TUI Magic Life Calabria** does not tolerate any form of moral or sexual harassment. The Group asks each manager to notify the Human Resources Department, which will take the necessary measures to put an end to any situation of moral or sexual harassment of which it is aware.

## ➤ **Health, safety and working conditions**

Local managers are the main health actors. It is they who must prevent risks, identify them if necessary and implement an ad hoc action plan.

Upstream analyses must be carried out to anticipate and reduce the short- and long-term risks induced by each position or activity. Physical limitations, where possible, must be avoided and appropriate training must be provided.

TUI Magic Life Calabria undertakes to

- identify and assess short and long-term risks induced by the activity, department or workstation;
- provide adequate training and tools for the reduction of work-related injuries and illnesses and for the prevention of illnesses;
- anticipating and taking into account the human impact of changes in working conditions
- taking into account psychosocial risks and adopting appropriate management methods.

## ➤ **Work-life balance**

Work-life balance enables employees to live and work better. An essential lever in the fight against psychosocial risks, work-life balance improves employees' well-being and quality of life at work and thus the quality of work.

**TUI Magic Life Calabria** is committed to:

- Respect life milestones (birth, marriage, holidays, death of relatives, etc.);
- Minimize unknown situations on short-term scheduling, to reduce constraints related to atypical schedules in hotels (schedules distributed in advance, fixed and rotating schedules to free up time fairly, etc.)

## ➤ **Recognition of benefits**

Performance is based on employee commitment. Collective performance is the result of team cohesion around a common goal.

Individual and collective results are evaluated through variable remuneration criteria.

**TUI Magic Life Calabria** is committed to :

- Provide all employees with at least the legal minimum wage.
- Rewarding employees in a fair and motivating way for their personal and collective performance.

## ➤ **Training and career**

Employee training is one of the key elements in ensuring a high level of service quality.

Above and beyond the economic stakes, the TUI Group is committed to offering its employees career prospects and constant skills development, with the aim of enhancing everyone's employability.

The inter-brand and inter-country mobility gateways within the TUI Group allow us to consolidate our policy of innovation and internationalisation of management, to support employees in their professional careers thanks to our tools, favouring internal promotion, international or local mobility.

TUI Magic Life Calabria is committed to :

- integrating new employees and training them to be ambassadors of the Group and its values;
- offering training courses tailored to the company's needs, with a focus on future career paths in the hotel industry;

- giving everyone the opportunity to acquire responsibility and benefit from the social lift through their skills;
- to maintain and develop the employability of each individual.

## Our quests

### ➤ Food safety and hygiene

Safety is one of the fundamental principles of hotel business, regardless of hotel, brand, location or country. In addition to this principle, compliance with local regulations, supplemented by TUI Group rules, is a must.

**TUI Magic Life Calabria** is committed to offering optimal hospitality conditions. Therefore, in order to reduce the associated risks as much as possible, the Inter Hotel Marmara has implemented :

- Modern fire engineering methods are based on the following four performance criteria: to limit the risk of a fire starting, to limit the risk of fire and smoke spreading, to enable the evacuation of all exposed persons, and to enable the rapid and efficient deployment of emergency services;
- Legionella risk prevention standards in our plants and controls by authorised laboratories;
- A policy of internal monitoring and control by approved food hygiene companies in all its restaurants.

### ➤ Security:

Security is about preventing and countering malicious attacks on people and property and combating hotel crime that potentially threatens our customers, staff and infrastructure. It is a shared responsibility between the Group, countries and hotels. Hotel security is a structuring element of our product and service offering. It is one of the first expectations of our customers.

**TUI Magic Life Calabria** is committed to ensuring the safety of its guests and employees within its premises:

- Constantly monitoring and analysing the local security situation or prospecting;
- Defining safety recommendations based on the buildings, equipment, technologies and safety procedures to be implemented
- Providing security tools and recommendations appropriate to the facility.
- Ensuring the reporting of security incidents at hotel level and, if necessary, at headquarters when the Group's interest is at stake;
- Assess the hotel's security measures (through audits) and provide advice and training to staff to continuously improve our protection measures.

Tailor-made management measures can be deployed in geographical areas with high levels of insecurity or specific criminal threats.

These tailor-made responses include targeted awareness-raising, security tools that respond to detected threats, and specific assistance during customer and employee stays or when country managers request operational support for more serious attacks.

### ➤ Health and nutrition

Nutrition is an important topic for the Group. Nutrition is now at the centre of public health policies to reduce the risk of cancer, cardiovascular disease, diabetes, obesity, etc.

**TUI Magic Life Calabria** is committed to promoting a balanced diet by providing our customers and employees with access to clear information and balanced food in our restaurants.

## ➤ **Responsible marketing and communication**

Responsible communication must be ensured prior to communication actions in order to ensure the transparency of the service, relationship and offers, as well as customer protection.

TUI Magic Life Calabria commits itself to :

- To guarantee the responsibility of all communication actions, establishing a process of validation of communications before their dissemination and integrating environmental impact in the criteria of media choice;
- Act and communicate in a transparent manner, in particular by guaranteeing price transparency to our clients.

## *Our suppliers and service providers*

TUI Magic Life Calabria must be careful to translate its commitment to sustainable development throughout its supply chain.

To this end, TUI Magic Life Calabria has a purchasing procedure to share its social, societal and environmental commitments with suppliers.

Employees are responsible for ensuring that suppliers sign it and that their subcontractors respect the same obligations, thus committing to participate in the sustainability assessment and authorising TUI Magic Life Calabria to conduct audits.

Should a supplier be unable to comply with any of these provisions, they must inform TUI Magic Life Calabria, in order to agree on corrective and preventive measures and a timetable. Failure on the part of the supplier to comply with any of these principles may constitute grounds for termination of the business relationship.

## ➤ **Working conditions and respect for people**

**TUI Magic Life Calabria** commits itself to :

- Be vigilant about social practices that are far from its values and commitments in terms of human rights: forced labour, child labour, discrimination, dangerous and/or degrading working conditions
- Immediately terminate any relationship with a supplier who uses such practices.

Illegal labour lending and contracting

**TUI Magic Life Calabria** commits itself to :

- To respect workers' rights in general and to ensure that its service providers and suppliers do not violate these rights;
- and, in particular, not to resort to the supply of labour by third party companies outside the cases permitted by law.

## ➤ **Responsible supply chain**

**TUI Magic Life Calabria** is committed to prioritising, for its priority purchasing categories, solutions that offer better environmental or social performance, within economic and technological constraints.

## ➤ **Economic dependence**

**TUI Magic Life Calabria** and the suppliers try to avoid excessive dependence. Where such dependence exists, TUI Magic Life Calabria and the supplier will, where possible, undertake supplier/customer diversification. The Group encourages free trade.

## ➤ **Sustainable relations**

**TUI Magic Life Calabria** is committed to responsible and sustainable relations with its suppliers and to reserving part of its contracts for small and medium-sized enterprises.

### ➤ **Community relations**

As a responsible company, the TUI Group aims to initiate, encourage and federate initiatives to promote the economic and social development of the local communities in which the Group operates.

### ➤ **Local development**

Anchored in local communities, TUI Magic Life Calabria contributes directly to a shared economic dynamic through direct and indirect employment and protects what is most precious and most fragile: children, the cultural richness of the populations and natural ecosystems.

TUI Magic Life Calabria is committed to :

- Promote the employment of local staff in its hotels;
- Provide access to training to develop the skills and employability of local employees who do not have initial training in our professions;
- Promote the culture, heritage and gastronomy of Calabria;
- To participate in the fight against poverty through trade agreements, e.g. by offering fair trade products whenever possible;
- To purchase and promote local products;
- To promote partnerships and links with local communities.

### ➤ **Illegal labour supply and contracting**

**TUI Magic Life Calabria** is committed to :

- Respect workers' rights in general and to ensure that its suppliers and service providers do not violate these rights;
- and, in particular, not to resort to the supply of labour by third party companies outside the cases permitted by law.

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**TUI Magic Life Calabria** is committed to prioritising, for its priority purchasing categories, solutions offering the best environmental or social performance, within economic and technological constraints.

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- To buy and promote local products;
- To promote partnerships and links with local communities.

### ➤ **Solidarity**

**TUI Group** gives life to the hospitality of the heart by supporting projects of general interest carried out by its employees in each of the countries where the Group is present.

**TUI Magic Life Calabria** is committed, in particular, to supporting the development of people and their integration into their communities through :

- Encouraging the involvement of hotel employees in solidarity initiatives;
- Supporting NGOs or local associations committed to populations with broken social ties and in precarious situations;
- Encouraging the empowerment of these populations through the creation of economically sustainable project models in the medium term.

### ➤ **Child Protection**

Sex tourism and violence against children transcend geographical, social and cultural boundaries. It is **TUI Magic Life Calabria's** moral duty to commit to the protection of children from abuse.

**TUI Magic Life Calabria** is committed to :

- Training and informing employees and clients on the protection of children from abuse by :
- training a large number of employees, in particular with regard to identification and reporting;
- raising awareness among hotel guests.
- Ensure implementation of the policy by :
- Committing to the principles of the Code of Conduct drawn up by the World Tourism Organisation;
- Including suppliers and partners in this process;

- Reporting identified cases of child sex tourism to the relevant authorities.

## Environment

As a responsible company, we are committed to developing our business in a way that respects the planet by reducing our impact. Our global presence gives us the opportunity to lead our business sectors towards more environmentally friendly solutions.

### ➤ **Environmental Management**

Our environmental policy is based on a Group-wide environmental study. It is supported by a management system designed to address the main environmental issues of TUI Magic Life Calabria.

TUI Magic Life Calabria is committed to :

- Define the Group's environmental performance improvement objectives, implement them and monitor their achievement using appropriate environmental control and management indicators and tools
- Put in place processes to guarantee the supervision of environmental management.

### ➤ **Guests awareness and employee training**

Daily awareness is the basis of any environmental action. For our guests, we must educate them to contribute to the hotel's actions. Our employees are the cornerstone of our sustainable development policy. They must act as ambassadors, demonstrating exemplary respect for the environment on a daily basis and promoting the approach.

**TUI Magic Life Calabria** is committed to continuous training and raising awareness among its employees and customers by :

- Developing and making available training and awareness-raising tools for employees;
- Distributing signage in the hotel to raise awareness and inform guests.

### ➤ **Safeguarding natural resources**

#### Energy & CO2

Energy consumption in hotels, besides representing a significant cost, is one of the Group's main impacts on the environment. More generally, the tourism industry is particularly exposed to the risks of climate change.

Annually, each unit provides its sustainability data to TUI Travel's Sustainable Development department via the TUI Carbon Data app.

**TUI Magic Life Calabria** is committed to :

- Control the energy consumption of its hotels and reduce the related CO2 emissions through regular monitoring of energy performance and implementation of action plans for reduction;
- Promote renewable energies by favouring these energy sources in new buildings or renovations, according to the relevance of the region, and by contributing to the identification of technologies to limit our energy and climate footprint.

## Water

The Group's direct consumption of water is significant and can occur in areas of water stress. For this reason, conservation of the resource is a major concern for TUI Magic Life Calabria. This concern is even greater when taking into account indirect water consumption, particularly in the agricultural sector.

**TUI Magic Life Calabria** is committed to

- Preserve water resources by regularly monitoring consumption and adapting actions and equipment that consume less water.
- Control water consumption in hotels located in water-stressed areas. consumo diretto di acqua del Gruppo è significativo e può verificarsi in aree di stress idrico.

### ➤ **Pollution and dumping**

The TUI Group's activities may generate direct or indirect pollution. The quality of groundwater can be affected by organic matter or chemicals discharged through hotel waste water. The performance of our activities may cause certain nuisances (acoustic, visual, olfactory).

**TUI Magic Life Calabria** is committed to :

- Controlling the impact of its wastewater discharges by :
- Ensuring systematic waste water treatment for all its hotels;
- Encouraging the use of eco-labelled products (cleaning, maintenance, gardening, etc.) that limit the content of chemicals in the waste;
- Give preference to environmentally friendly suppliers, particularly for laundry services;
- Implement environmentally friendly practices, in particular by limiting all disturbances (smells, sight and noise).

### ➤ **Wastes and Recycling**

The waste generated by our facility during its operations comes from the inputs necessary for its operation (food, hospitality products, etc.) and from the activities of guests. Waste generated during construction or renovation operations also represents significant volumes.

**TUI Magic Life Calabria** is committed to:

- Reduce the amount of raw materials used, limiting packaging and favouring recycled and/or recyclable materials;
- Increase the percentage of sorted and recycled waste at the facility by :
  - > Creating sorting facilities for the main waste generated by our activities.
  - > Providing solutions that enable us to offer differentiated waste collection to our customers;
  - > The systematic elimination of hazardous waste from our facility through appropriate channels

### ➤ **Biodiversity**

**TUI Magic Life Calabria** is committed to :

- Ensure the integration of the facility into its ecosystem, taking into account the conservation of biodiversity from the moment the hotels are built;
- Promote actions to protect biodiversity within the facility, its ecosystem and its supply chain, through :



- > Raising awareness of its staff and guests on biodiversity issues;
- > The modification of its sourcing practices, particularly with regard to food (refusing the consumption of endangered species, etc.) or the choice of sustainable materials and products (e.g. wood from sustainably managed forests)
- > The promotion of green space and agricultural production management practices that limit the use of chemicals.

### 3-IMPLEMENTATION METHODS

#### *Distribution of the Charter*

This Charter is addressed to the Management and the Management Team of the facility

They promote the values and commitments established in this Charter to their employees and are attentive to their implementation.

Subcontractors are invited to subscribe to the values promoted by **TUI Magic Life Calabria**. To this end, this Charter is addressed to them.

Finally, it is made known to the public through its publication on the web.

#### *Feedback*

All employees may obtain further information on the values and principles contained in the Charter from their line manager.

If they have questions about a particular situation, they may contact their direct supervisor or forward the information to the HR department or property management.