



Sustainable Development Charter TTS Group

Founded in 1968 by Aziz Milad, TTS Group is considered one of the major players in tourism in Tunisia. We are committed to transforming our industry sustainably by working closely with our subsidiaries, partners, and all our stakeholders. We aim to be a catalyst for responsible tourism, helping to create a future where humans and nature coexist in harmony.

Nature is our priority

Tourism is intrinsically linked to nature and its natural resources and draws its attractiveness from the environment and ecosystems. This implies that environmental protection is a fundamental aspect to ensure the sustainability and viability of our business.

The protection of biodiversity, the sustainable management of natural resources and the reduction of pollution represent one of the pillars of our sustainable development strategy and concerns, often subject to discussion and dialogue with our stakeholders.

Our commitments

Promote green practices by raising awareness and educating all stakeholders, including our customers and employees.

- Reduce our carbon footprint
- Preserve wildlife
- Ensure sustainable management of natural resources (Save water and energy, reduce waste at source and opt for the recovery of our waste whenever possible)
- Create added value and be an active element in promoting sustainable tourism in Tunisia through national and international partnerships.

In addition, in line with the UN goal of reducing food waste by 50% by 2030, we are working to reduce waste in our kitchens and restaurants and encourage innovation in our recipes and buffets.

In the same vein, and under the European climate law for carbon neutrality by 2050, we are committed to monitoring and reducing the carbon footprint of all our subsidiaries operating in the tourism sector (hospitality, transport, airlines and travel agencies)

People at the heart of our approach

Tourism cannot exist without humans. It is a sector that involves direct human interactions between individuals from different cultures.



Our strategic focus is on the health and safety of our employees and customers. Ensuring a safe and healthy work environment not only contributes to the protection of individuals, but also to the overall performance of our companies. This includes the establishment of appropriate policies and practices, such as:

1. Hazard identification and evaluation in order to implement control measures to prevent occupational health and safety risks (PPE, Training and safety procedures)
2. Ensure that employees and clients are aware of good health and safety practices.
3. Ensure our employees' well-being by monitoring their health through medical checks and psychological support.
4. Complying with safety and human rights regulations in both local and international jurisdictions to guarantee a healthy environment.
5. Monitoring and mobilizing the necessary efforts to ensure that all individuals, regardless of gender, origin and religion, are treated equally and have equal opportunities for access, participation and benefits
6. Prevention, control and reporting of all forms of violence, harassment, abuse and exploitation

A commitment towards local development.

We are convinced that our concern for people should not be limited to our employees and customers. The development of the local population plays a crucial role in the development of tourism, not only as an economic actor, but also as a guardian of cultural and natural heritage by preserving the local identity.

Our sustainable development strategy is based on cooperation between public and private actors and civil society, with joint efforts to promote local economic development and the improvement of living conditions through the integration of local communities in the tourist offer, notably by:

- Supporting local entrepreneurship through the promotion and integration of local crafts into the tourist offer.
- Prioritizing the purchase of local products
- Encouraging and creating local jobs
- Highlighting and sharing local history and traditions

The aim of our sustainable development strategy is to meet the needs of the present without compromising the ability of future generations to meet their own.

We aim to promote and advance Tunisian tourism by continuously defining boundaries and standards, creating sustainable experiences, and establishing a viable business model while minimizing our environmental impact. We closely monitor changes in the environment and national and international legislation related to sustainable development so that we can anticipate any changes.



Today, we continue to act as a pioneer and defend our vision of sustainable tourism in Tunisia, affirming our values, continuing our commitment and acting transparently and decisively.

*Together, let's build **sustainable and responsible** tourism*