



SUSTAINABILITY
REPORT 2022



Sustainability Report



Sustainability Report

1. Our Sustainability Framework

1.1 Our Commitment to Sustainability

The tourism industry has been contributing positively to economic growth and to the promotion of natural, emotional and physical well-being across the world. Yet, the industry’s carbon footprint is significant, and it is particularly vulnerable to climate change, local environmental challenges, community development issues and more recently pandemics – all of which are critical to the quality of the experiences we provide to our guests.

At Constance Hotels, Resorts & Golf (CHRG), we understand the potential impact that our operations may have on the environment, communities, cultures and economy of the territories where we operate. In this respect, we incorporate the values and principles of sustainable development in all our business practices and relationships with our stakeholders. To this end, we continuously strive to refine our level of understanding of sustainability.

We are committed to:

→ Embed sustainable development principles into our core business practices, across our business units.

→ Promote sustainable and responsible tourism by contributing to biodiversity conservation, cultural heritage preservation and community development.

→ Understand and respect the needs of our stakeholders, and use our collective influence to drive sustainability within the tourism industry.

→ Comply with all laws and regulations applicable in the countries where we operate.

→ Leverage the opportunities presented by sustainable development to deliver long-term strategic benefits to our stakeholders and superior value to our shareholders.

Our sustainability practices are guided by the highest form of principles specific to the tourism industry and the countries where we operate, such as the United Nations World Tourism Organisation’s Global Code of Ethics for Responsible Tourism (GCET), the ILO Guidelines on Decent Work and Socially Responsible Tourism and the National Code of Corporate Governance for Mauritius (2016). To consistently achieve our sustainability objectives, our management teams are guided in their daily decision-making operations by the Sustainable Management Plan we have developed and which embraces the United Nations Sustainable Development Goals (SDGs), considered as an overarching framework to our strategy and operations.

1.2 Our Corporate Sustainability Strategy

Sustainability being a key focus of the boardroom agenda, we have formulated a sustainability vision and strategy that delivers long-term strategic benefits and balanced value to our stakeholders. We have translated the 5 Ps of the SDGs – People, Planet, Prosperity, Peace and Partnership - in our Corporate Sustainability (CS) strategy of ‘True by Nature’ which rests on four pillars, namely: True People, True Places, True Services and True Experiences.

Sustainability Report (continued)

1. Our Sustainability Framework (continued)

1.2 Our Corporate Sustainability Strategy (continued)

The SDGs and the 4 Pillars of Our Corporate Sustainability Strategy







True People

To contribute to the reduction of social differences and poverty by providing opportunities for economic empowerment through corporate social actions, and community development, promoting local employment and supporting local entrepreneurs.

People
SDGs 1, 2, 3, 4, 5, 6, 8, 9, 10, 11, 13 and 16



True Places

To identify and minimise the environmental impact of our operations, both Planet at the local and global levels, by seeking greater efficiency in the use of natural resources, managing our waste products in a responsible manner, and contributing to the preservation of the biodiversity and natural ecosystems.

Planet
SDGs 1, 6, 7, 8, 11, 12, 13, 14 and 15



True Services

To build competitive advantages within the industry through inspired service that exceeds guests’ expectations, economic empowerment of the surrounding communities, proactive stakeholder engagement, quality training, and responsible and ethical governance and business practices.

Prosperity | Peace
SDGs 6, 8, 10, 12, 13, 14 and 16



True Experiences

To preserve both the tangible and intangible cultural and historical heritage of the territories where we operate by remaining fully involved in local life, whilst aiming to immerse our guests in the discovery and conservation of the unique cultural, culinary and artistic wealth of each destination.

Prosperity | Partnership
SDGs 11, 12, 15 and 17

Our CS strategy is rooted in the identification and analysis of the critical factors impacting our business, stakeholders and society at large. The formulation and implementation of our CS strategy is facilitated and supported by CHRG’s Corporate Sustainability function, in conjunction with other business units. In this respect, a first materiality assessment, based on the SDGs, was conducted in 2018 among management and employee representatives across our business units to develop a deep and thorough understanding of the economic, ethical, social, environmental and governance factors shaping our broader business performance. This first materiality assessment enabled us to gain insight into the significance of each SDG target for CHRG, to constructively brainstorm on the opportunities to strengthen our dialogue with key stakeholders, and to identify the essential drivers to effectively steer our CS strategy to year 2030.

1. Our Sustainability Framework (continued)

1.2 Our Corporate Sustainability Strategy (continued)

In December 2019, the materiality assessment was refined with a view to:



In order to inform strategic choices and operational decision-making, we aim to use the insights gathered from the materiality assessment as a management tool. To achieve a holistic evaluation of the current and future expectations and needs, external stakeholders will be included in the expanded assessment.

In the light of the aforesaid materiality assessment, it was decided that our CS strategy should focus on the following three priorities:



1. Our Sustainability Framework (continued)

1.2 Our Corporate Sustainability Strategy (continued)

Whilst the year 2022 was focused on re-establishing pre-Covid-19 standards and practices, the full materiality assessment has been postponed until 2024 and will be reviewed every three years thereafter to allow sufficient time for the themes and resulting actions to evolve. We aim to use the insights gathered from materiality assessments to inform our strategic choices and operational decision-making. In this respect, our next materiality assessment will be expanded to external stakeholders. This will enable us to conduct a holistic assessment of the current and future needs and expectations of all our stakeholders.

1.3 Roles and Responsibilities



A transparent internal structure, with defined roles and responsibilities, ensures that sustainability matters are handled rigorously across all business units.

The Corporate Governance Committee, which meets three times a year, oversees all matters related to sustainability and sets the strategic direction. The Corporate Sustainability Manager serves as an interface for sustainability matters. The latter is delegated with the coordination of all sustainability activities, the implementation of the CS and the reporting obligations.

At business unit level, the General Manager is responsible for executing the CS strategy, with the support of the Sustainability Champion and the Sustainability Committee, which meets monthly. Together, they are responsible for developing sustainability activities, ensuring internal and external expansion of stakeholder dialogue, and making appropriate proposals to the Board.

The Sustainability Committee comprises a member from top management, the Sustainability Champion, the Financial Controller, the Human Resources Manager, the Maintenance Manager, the Quality Manager, the Executive Chef, the Food & Beverages Manager and the Executive Housekeeper. In addition, other team members act as sustainability engagement ambassadors to support the Sustainability Committee.

The Sustainability Committee engages in two-way communications with relevant stakeholders through a range of channels and event formats, valuing professionalism, transparency and respect, whilst embodying generosity, innovation and creativity. Both internal and external stakeholders are encouraged to contribute their ideas to the Committee, and updates on progress are communicated through internal channels, web-based platforms and annual reports.

2. Sustainability Certifications and Responsible Sourcing and Procurement

2.1 The Green Globe Certification Programme



The Green Globe Certification programme is the world's most recognised and longest running global certification for sustainable travel and tourism. It hinges on a set of 44 core criteria related to sustainable management, social and economic issues, cultural heritage and the environment. The origin of the Green Globe organisation can be traced back to the United Nations Rio de Janeiro Earth Summit in 1992, where 182 heads of state endorsed the Agenda 21 principles of sustainable development.

In 2013, CHRG embarked on the Green Globe Certification programme to better promote its existing environmental sustainability credentials and to enhance its sustainability performance. 2018 was a turning point as six of our properties located across the Indian Ocean were awarded the prestigious Green Globe Gold Certificate with an average score of 90%. The Green Globe Gold Certificate, remitted to organisations which have certified for five consecutive years, is testimony to our rigorous commitment towards continual improvement in our sustainability performance. We now look forward to the next milestone of the certification programme: The Platinum Award.

2.2 Exploitation-free Environment



CHRG strictly complies with all applicable labour laws and regulations, and prohibits the employment, sexual harassment and exploitation of children. In this respect, a dedicated set of internal policies, such as the Equal Employment Opportunity Policy and the Code of Conduct, have also been put in place.

The Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism ('The Code') introduced by The Code.org, is a multi-stakeholder initiative with the mission to provide awareness, tools and support to the tourism industry to prevent the sexual exploitation of children. Adhering companies commit to six essential criteria to keep children safe. During the year under review, CHRG maintained its compliance with all six criteria of the Code, making it a clear statement to our team members and guests that we do not accept the commercial sexual exploitation of children.

2.3 Seychelles Sustainable Tourism Label (SSTL)



Launched in 2011 by the Government of Seychelles and recognised by the Global Sustainable Tourism Council, the SSTL is a voluntary sustainable tourism certification programme specifically designed for use by hotels of all sizes in the Seychelles, the objective being to promote more efficient and sustainable ways of doing business. In line with our commitment to sustainability, Constance Lemuria, Seychelles, and Constance Ephelia, Seychelles, are among the 21 certified establishments.

2.4 Food Safety Management Systems



ISO 22000 is an international standard which contains both traditional quality assurance preventive measures (ISO 9001) and preventive food safety measures (HACCP) to provide a practical approach to the reduction and elimination of safety risks within the food supply chain as a means to protect consumers.

Under the leadership of our Executive Chefs, the team aims to:

- Embed, review and continually improve the internal processes and systems to provide safe food in consistent manner.
- Guarantee to our guests that robust and effective food safety practices and procedures are in place.
- Guarantee to our management teams, team members and suppliers that we have the needed ability to control food safety hazards and provide safe products.
- Continuously improve the food management system so as to optimise all activities related to food safety.
- Ensure adequate control at all stages of the food supply chain to prevent the introduction of food safety hazards.

2. Sustainability Certifications and Responsible Sourcing and Procurement (continued)

2.4 Food Safety Management Systems (continued)



Following the introduction of the ISO 22000:2018 certification in June 2018, Constance Belle Mare Plage became the first hotel in the Indian Ocean to be certified. In November 2022, Constance Lemuria, Seychelles, was also awarded the certification, thus becoming the first hotel in the Seychelles to be ISO22000:2018 certified.

HACCP practices are in place in other resorts and are regularly audited in conformity with the aforesaid philosophy. With a view to offering the best culinary experiences, the preferences and allergies of each and every guest are duly considered and appropriate portions are offered when requested. Constance Moofushi, Maldives, and Constance Halaveli, Maldives, obtained their first HACCP certification in August 2022.

2.5 Green Fins Certification



As a Green Fins member, TGI Maldives (Diving Centre) is responsible for the protection and conservation of coral reefs at Constance Halaveli, Maldives, by establishing and implementing friendly guidelines to promote sustainable diving and snorkelling, including the monitoring of the environmental impact of its Diving Centre.

Regular training sessions are conducted to ensure that the Green Fins Code of Conduct is strictly adhered to.

2.6 PADI Certification



With 6,400 PADI Dive Centre and Resorts, 133,000 PADI Professionals and nearly 25 million divers around the world, the Professional Association of Diving Instructors (PADI) is the world's leading scuba diver training organisation. It defines itself as a force for good with tremendous human potential to make an impact on critical social and environmental issues. PADI is dedicated to bringing the conversation to the forefront and inspire actions that lead to a stronger global dive community and healthier ocean planet.

All our Diving Centres at CHRG adhere to the PADI principles, thus ensuring that our guests receive the best experience in terms of technical guidance and environmental practices.

2.7 Blue Oasis Certification



In 2022, Constance Belle Mare Plage became the first 5-star hotel in Mauritius to be awarded the Blue Oasis Certification. This certification, led in Mauritius by the Mauritius Standards Bureau, is the first label for the Mauritian tourism industry which is recognised by the Global Sustainable Tourism Council.

The Blue Oasis Certification takes a holistic approach to sustainable tourism development and covers all aspects of sustainability, including management commitment, social/community, cultural, and environmental factors. To achieve this certification, Constance Belle Mare Plage had to meet over one hundred criteria.

2. Sustainability Certifications and Responsible Sourcing and Procurement (continued)

2.8 Responsible Sourcing And Procurement (RSP)

Alongside our aim to procure products and services which are less harmful, from design to disposal stages, to the environment (land, air and water) and the species that depend on the environment for survival, our RSP approach ensures that procured products and services have the most positive social results.

Our RSP measures take into account our guests' satisfaction, our company standards and reasonable costing.

Through our RSP measures we seek to:

→ Incorporate sustainability criteria in purchasing evaluations.

→ Implement monitoring mechanisms and assessments to promote compliance along the supply chain.

→ Encourage and favour eco-friendly and power-efficient products.

→ Favour recycled and bio-degradable products.

→ Buy seasonal and locally-produced goods as far as possible to limit transport energy.

→ Purchase in bulk to reduce packaging wastes.

→ Favour less harmful fertilisers and cleaning agents.

→ Favour eco-friendly designs and eco-labelled products.


→ Prefer sources which are less polluting or use clean technology.

→ Encourage and favouring vendors that use recycled packaging materials.


→ Explore the possibilities of further reuse and/or recycling with vendors.

→ Green the supply chain by seeking vendors that share our values and have in place an environment management system.


Our main achievements include:




The removal of 120,000 PET water bottles from our golf courses




The elimination of 264,000 units of single-use plastic packaging from dry amenities



The replacement of plastic room key cards with wooden ones.



The introduction of grass mat slippers in paper packaging to replace plastic tongs and packaging



The replacement of plastic straws with bagasse ones.

In addition, at CHRG, we do not engage in transactions related to historical artefacts or other products prohibited by law in accordance with the fair-trade practice provided by our Procurement Policy. We select suppliers and procure goods and services at the right quality, price, time, source and delivery, whilst supporting local suppliers and boosting the local economy.

3. Climate Change & Environmental Stewardship

At CHRG, we are committed to sustainability and environmental responsibility, recognising the consequences of climate change and our obligation to protect the environment. Our guests' well-being remains at the forefront, but we strive to balance our economic priorities with our responsibility to reduce our environmental footprint and preserve the environment wherever we operate. Through sustainable operations and a precautionary approach, we minimise the environmental impact of our operations and uphold our commitment to environmental stewardship.

3.1 Destination Protection

The natural environment is one of the primary attractions for leisure visitors, and in order to develop sustainable tourism, we aim to:

- Combat climate change through appropriate mitigation and adaptive measures as required.

- Ensure the protection of the natural and cultural values of the areas whilst developing and creating recreational facilities activities for our guests.

- Participate in habitat restoration efforts whenever possible.
- Promote local food, entertainment, culture and cottage industries.

- Engage with local people when developing cultural attractions.

- Offer our guests local souvenirs made from eco-friendly products.

In delivering this commitment, we endeavour to:

- Meet or exceed applicable environmental legislations, environmental standards and best practices.

- Value and preserve the natural and cultural heritage of our properties, thus enabling our guests to enjoy authentic local experiences.

- Promote the efficient use of materials and resources across our properties, especially water and energy.

- Work diligently to minimise our waste stream by reusing, recycling and conserving natural resources, particularly through energy and water conservation.

- Set sound environmental and social objectives and targets, integrate a process of review and issue progress reports on a periodic basis.
- Continually identify opportunities to improve our environmental management system.

- Promote awareness and educate our team members on environmental issues and sustainable working practices, e.g. preservation of local cultures, resources and active participation in environmental protection programmes at local and national levels.

- Engage our guests, team members, suppliers, contractors and the local community in our initiatives to preserve the environment and consider their opinions/feedback when formulating our environmental programmes and procedures.

- Conduct Environmentally Preferable Purchasing.

3.2 Biodiversity

Biodiversity underpins ecosystem productivity and stability, and, in any given ecosystem, each species has a specific and significant role to play. Consequently, CHRG is fully engaged in the biodiversity preservation of the territories in which it operates. In doing so, we aim to:

- Reduce our use of insecticides, weed killers, fungicides.

- Use organic fertilisers.

- Use environment-friendly products for cleaning.

- Buy sustainably-harvested seafood and agricultural products.

- Water plants in a rational way.

- Use indigenous plants for landscaping and minimise light and noise.
- Plant at least one tree every year.

- Ensure that invasive alien species are not introduced in our gardens and landscapes.

- Not display or sell products made from threatened or protected plant and animal species.

- Participate in ecological restoration initiatives in local areas.

3. Climate Change & Environmental Stewardship (continued)

3.2 Biodiversity (continued)

A number of initiatives geared towards biodiversity preservation are carried out by our teams, including the following:

Protection of Endemic Animal and Plant Species

We regularly consult the International Union for Conservation of Nature (IUCN), the global authority on the status of the natural world and the measures needed to safeguard it. Founded in 1948, the IUCN brings together governments, NGOs, scientists, and other experts to address critical conservation issues. It regroups over 1,400 member organisations and over 15,000 Commission experts on a wide range of environmental topics.

On the basis of information gathered from the IUCN and with the help of professionals in the field, we have identified over 100 endemic fauna and flora species in the surroundings of our properties. In order to safeguard them, we have modified our landscaping plans and nurseries. Among these endemic species is the Aldabra giant tortoise, Dusty, whose species is native to the Seychelles and can weigh up to 400 kg and live for up to 300 years. We are committed to protecting these species and their habitats through our efforts. Guided tours are regularly organised to help our guests in discovering these species and learn about their peculiarities.



The Red List Categories

Extinct

EX

EW

Extinct (EX)
No reasonable doubt that the last individual has died.

Extinct in the Wild (EW)
Known only to survive in captivity, cultivation or well outside its natural range.

Critically Endangered (CR)
Facing extremely high risk of extinction in the wild.

Threatened

CR

EN

VU

Endangered (EN)
Facing a very high risk of extinction in the wild.

Vulnerable (VU)
Facing a high risk of extinction in the wild.

Near Threatened (NT)
Close to qualifying, or likely to qualify for a threatened category in the near future.

Least Concern

NT

LC

Least Concern (LC)
Population is stable enough that it is unlikely to face extinction in the near future.

Data Deficient (DD)
Not enough information on abundance or distribution to estimate its risk of extinction.

IUCN Red List Category	Number of Species on CHRg's Grounds
<div>LC</div> Least Concerned	47
<div>NT</div> Near Threatened	8
<div>VU</div> Vulnerable Species	19
<div>EN</div> Endangered Species	23
<div>CR</div> Critically Endangered Species	11
Total Species	108



World Bee Day at Constance Prince Maurice

Conscious of the pressing need to protect biodiversity, the World Bee Day was first celebrated at Constance Prince Maurice with seven hives in 2019. The hives have now been increased and form an integral part of the Chef's Garden which allows the bees to thrive in this exceptional place and produce an equally exceptional nectar under the expert monitoring of Etienne de Senneville.

3. Climate Change & Environmental Stewardship (continued)

3.2 Biodiversity (continued)

Mangroves Preservation Programme

Wetlands play a significant role in stabilising greenhouse gas emissions and mitigating the impact of climate change, and buffering coastlines against extreme weather events such as floods and droughts.

Apart from being the most effective carbon sinks on Earth, wetlands are also biodiversity hotspots and contribute to socioeconomic progress. They act as fish nurseries, ensuring sustainable fish stocks, and create opportunities for ecotourism activities like kayaking or guided tours.

Given the site locations of Constance Prince Maurice and Constance Ephelia, Seychelles, we aim to improve the management of biodiversity at both properties by fostering collaboration with community partners. Over the past six years, successful community-based mangrove management plans have been established and implemented at the RAMSAR site in Port Launay, Seychelles, resulting in the planting and monitoring of over 3,000 trees. Guests and community members are regularly invited to tour the mangrove nursery to learn about the role of mangroves in the global ecosystem and the scientific approach adopted for the transplanting of samples.

As part of our Mangrove Management Plan at Constance Ephelia, Seychelles, all projects are implemented in collaboration with the Port Gland environment club (a local sustainability NGO), the Ministry of Environment, Energy and Climate Change, and funded by either the UNDP Global Environmental Finance or Mangroves for the Future. In addition, we have an ongoing cooperation with governmental and private schools, together with the Wildlife Clubs of Seychelles, to invite students to participate in planting or clean-up activities and to learn about best management practices in respect of mangrove wetlands and sustainable tourism.

We have welcomed

2,000

students and community members for sustainability and environmental education tours over the last 7 years

In 2020, we started a 4-year collaboration with Nature Seychelles to implement the project “Enhancing coastal and marine socio-ecological resilience and biodiversity conservation in the Western Indian Ocean”, funded by Germany through the International Union for Conservation of Nature and Natural Resources. The funding aims at setting up the first-ever Locally Managed Marine Area (LMMA) in the country. The LMMA will enable local people to become stewards of coastal and marine resources and to secure their livelihood.



3. Climate Change & Environmental Stewardship (continued)

3.2 Biodiversity (continued)

Marine Ecosystems

The ocean and reefs are home to a diverse array of sea creatures and plants, many of which have medicinal properties which are invaluable to humans. Given the importance of these ecosystems, we are committed to taking every possible step to conserve marine life and protect our reefs across all our properties. Our efforts include:

- Ensuring wastewater is not discharged in the ocean.
- Using ecological or organic fertilisers.
- Sensitising our team members and guests about the negative environmental impact of littering on the beach and in the sea.
- Ensuring that all trash are properly disposed of.
- Ensuring with our service providers that snorkelling and diving are practiced in a way that does not affect our coral reefs.
- Encouraging and supporting clean-up of the marine and coastal environment.
- Complying with local conservation policies.
- Keeping boats clean and in proper working condition in order to minimise noise pollution.
- Planting trees to reduce runoff into the ocean, and contribute in reversing the warming of our planet and rising temperatures of our oceans.

Grande Anse Kerlan at Constance Lemuria, Seychelles, remains the number one beach on Praslin Island, thanks to our proper Turtle Conservation Programme led by the renowned scientist, Dr. Jeanne Mortimer. Meanwhile, at Constance Moofushi, Maldives, an interesting change was observed when a female sea turtle checked in on our beach on 10 July 2022, after 240 days. Over the next three months, she laid six more nests, with an average success rate of 97%, providing guests with unforgettable memories of daytime hatchings as they watched the hatchlings emerge. After obtaining a permit from the government, we excavated most of the nests and reported all relevant information to the Olive Ridley Project for their studies on the actual population of green sea turtles in the Maldives. Throughout this process, we were able to observe the different stages of development and gain greater insights into the reproductive biology of sea turtles in the Maldives. Our commitment to sea turtle conservation is a testament to our dedication to sustainable tourism practices and the preservation of marine biodiversity.

Turtle Entanglement Training

In the Maldives, with each change in the monsoon season, there is a high risk of encountering animals caught in ghost nets that are brought by the wind towards Constance Moofushi, Maldives. To address this issue, our marine biologist developed a training session to equip team members with the skills needed to assess and safely untangle these animals for maximum care and protection. Upon successfully completing the programme, team members are awarded a 'Turtle Rescuer' badge as a symbol of our high appreciation for their genuine love for nature and commitment to animal welfare.



3. Climate Change & Environmental Stewardship (continued)

3.2 Biodiversity (continued)

Corals and Island Life

Corals are as important as rainforests on land and are known as the "tropical rainforests of the sea". Despite covering less than 1% of the ocean floor, they harbour 25% of all marine species and play a crucial role in producing oxygen, sequestering carbon dioxide, supporting fisheries, and protecting shorelines.

At Constance Moofushi, Maldives, we are proud to maintain our partnership with Reefscapers, the leading company in coral preservation in Maldives, to monitor the recovery of corals in three sites around the island. Through our support and that of our guests as sponsors, this project not only helps to restore endangered coral reef ecosystems, but also develops local trade by having the iron frames built by locals on Fulhadhoo Island (Baa Atoll) and shipped by the resort's supply boat whenever needed.

Lagoon cleaning is also a regular activity at Constance Moofushi, Maldives, and Constance Halaveli, Maldives. This activity serves to remove debris brought by ocean currents and to support the regeneration of the marine ecosystem.



Local Food & Composting

At each of our properties, aromatic herbs continue to be produced from the Chef's garden, whilst local food is ethically sourced in line with fair-trade practices, including our coffee.

Leftovers are reused by pig farms and excess food is stored in ideal conditions for distribution to the local and needy communities. Remaining food wastes, mainly biodegradable, are composted onsite for use in our gardens. Moreover, partnerships with local suppliers and farmers have helped us to implement simple initiatives such as take-back policy for egg trays at Constance Ephelia, Seychelles, and vegetable crates at our properties in Mauritius and the Seychelles.



3. Climate Change & Environmental Stewardship (continued)

3.3 Water

With the impact of global warming, sources of freshwater are depleting faster than they can be naturally recharged, making water conservation essential. In this respect, our consistent efforts to reduce water consumption over the past years have not only helped us achieve cost savings but also contributed towards sustainability.

Constance Lemuria, Seychelles, is supplied with water from its own natural source whilst Constance Ephelia, Seychelles, and our properties in the Maldives are equipped with a desalination plant.

As a responsible organisation, our monthly water usage and costs are benchmarked with the aim to:

- Continually find ways to reduce water consumption.

→ Reduce water losses by regularly checking for leaks.

→ Install sensors, regulators and other water saving devices.

→ Ensure efficient use of laundry equipment.

→ Sensitise both team members and guests on the responsible use of water.
- Offer to guests the option of reusing towels and sheets.

→ Limit the use of freshwater by capturing and using rainwater, wherever possible, and using recycled greywater for irrigation.

→ Set, monitor and analyse water consumption reduction targets.

→ Consider the option of desalination of sea water.

All our properties are now equipped with water bottling plants to reduce the number of PET bottles used. Half of the bottling plants are attached to a desalination plant with ultraviolet treatment.

Additionally, we use rainwater harvesting systems to irrigate our Chefs' gardens, and grey/black water is channelled to our sewage treatment plant for irrigation recycling. Guests are encouraged to use towels and linen in an environmentally responsible manner, and our swimming pools are regularly backwashed throughout the day to maintain their cleanliness.

3.4 Energy



Energy Consumption

Per our Energy Management Strategy, we have maintained the energy-saving practices established since 2011 as we strongly believe that the reduction of our energy consumption will lead to a reduction of our environmental footprint, whilst also lowering energy costs. In order to minimise energy consumption, we strive to:

- Make our workplace more energy efficient.

- Reduce the use of fossil fuels and opt for renewable energies.

- Maintain our machinery and equipment in good working condition.

- Opt for energy efficient equipment and low energy appliances.

- Ensure optimal use of plant and machinery.
- Use timers, sensors and other devices that regulate energy consumption.

- Reduce loss of energy by using, for instance, insulated pipes to carry hot or chilled fluids.

- Set objectives for limiting consumption, regularly monitor progress and improve processes.



3. Climate Change & Environmental Stewardship (continued)

3.4 Energy (continued)



Energy Efficiency

Our energy mix is progressively shifting towards renewable sources such as photovoltaic systems.

Constance Ephelia, Seychelles, was already equipped with a photovoltaic system for its water bottling plant. Constance Tsarabanjina, Madagascar, is now equipped with a 30KW solar power plant that is supported by two new generators for increased efficiency.

Our properties are operating on LED light at almost 100%. Moreover, our the daily energy monitoring exercise, through the Supervisory Control and Data Acquisition (SCADA) system, provides each department and each property with the necessary tools and information to manage their respective energy consumption and to identify opportunities to further reduce their carbon footprint.



Electricity

In 2011, we started implementing the SCADA system, across our properties. This system is connected to meteorological stations for real-time monitoring of electrical power usage and cost reduction.

Today, all our properties are equipped with the SCADA system, and its functionalities have been expanded to report on temperature and door openings of cold rooms. This has resulted in direct positive impacts on energy savings and our Health & Safety performance



Gas

To date, although a comprehensive strategy to minimise our gas consumption has not been developed due to a lack of appropriate instrumentation, measures have been taken to control our consumption. These measures include:

- Ensure the integrity of the distribution network.
- Ensure that the gas banks are properly sized to match the evaporation rate demand.
- Encourage team members to minimise gas usage.
- Ensure that the burners are properly calibrated.



Diesel

In the Maldives and the Seychelles, our properties rely on prime power generators for electricity production. Consequently, any savings made on electricity also lead to savings on diesel.

Diesel is also used for water heating at Constance Lemuria, Seychelles, and Constance Prince Maurice. Over the past years, the heat recovery system at both properties has been completely redesigned, resulting in a reduction in average consumption.



3. Climate Change & Environmental Stewardship (continued)

3.5 Waste

We recognise that our operations generate a significant amount of waste, which constitutes a major pollutant that affects both the environment and public health. To minimise the impact of the environment, we have implemented the 4 R's Waste Management Programme (Refuse, Reduce, Reuse and Recycle) with the following measures:

- Limiting the use of disposable packaging for the hotel supplies.
- Using bio-degradable products and materials, whenever the option is available.
- Limiting individual packaging of hygiene products in bedrooms.
- Organising sorting and separating of recyclable wastes.
- Collecting and recycling cooking oil for permitted uses.
- Separating and collecting grease from food stuffs.
- Organising recycling of materials such as paper/ cardboard/glass/plastic packaging, metal cans, ink cartridges, restaurant organic waste, garden green waste, etc.
- Engaging in projects with the local community for the reuse of recycled materials.
- Safely disposing hazardous wastes such as batteries, electrical and electronic devices, fluorescent bulbs/tubes, etc.



We renewed our partnership with Parley for the Oceans. This partnership helps us to recycle our plastic waste into usable items such as tennis shoes.

3.6 Emissions

CHRG is very much conscious of the importance to minimise its carbon footprint. In this respect, we have aligned our actions to the United Nations Framework Convention on Climate Change (UNFCCC) and the Paris Agreement. In addition, we have integrated the Hotel Carbon Measurement Initiative (HCMI) methodology into our monthly reporting process to monitor and reduce our carbon emissions more effectively, whilst contributing to SDG13 on climate action.

In 2022, the COVID-19 sanitary protocols for social distancing greatly impacted the transportation of our guests during the first semester, across all our properties. As a result, we recorded a nearly 27% increase in carbon emissions in 2022 when compared with previous years.

4. Quality of Services

4.1 The Quality Journey – Observe, Collect, Analyze, Improve, Delight

Whilst 2020 was a year of unprecedented challenges and 2021 a year of cautious hope due to the COVID-19 pandemic, 2022 was marked by a strong rebound in business activity and a notable increase in guest expectations. At Constance Hotels, Resorts & Golf, we believe that our commitment to quality is more important now than ever before. Our quality has always been a strength of our brand image in the highly-competitive hospitality market. In this context, we have further increased our focus on quality in response to increased customer attention towards quality, value for money, and personalisation of their stay.

Our quality pursuit is guided by the principles of “Observe, Collect, Analyze, Improve, Delight,” and we consistently use the Constance Minimum Standards and Leading Hotels of the World (LHW) standards. Quality is monitored daily using the ReviewPro software tool, which tracks the “pulse” of the Global Review Index (GRI) and Guest Satisfaction Survey (GSS), analysing not only the numeric scores but also the semantics of feedback to identify patterns in repetitive negative comments.

Quarterly mystery reservation audits are conducted for our crucial revenue-making reservation departments, and in-person mystery audits are also carried out once a year at all our properties to evaluate compliance with:

- The LHW standards for Constance Prince Maurice, Constance Halaveli, Maldives, and Constance Lemuria, Seychelles.
- The Constance Minimum Standards for all our properties.

Internal audits are conducted more frequently to ensure consistent quality.

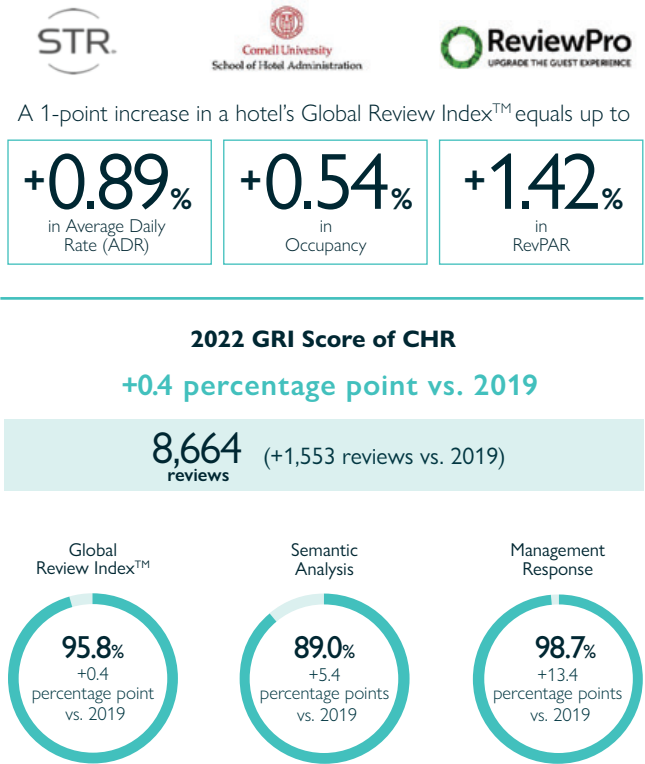
Thanks to these quality measures and other initiatives at the corporate level, Constance Hotels & Resorts (CHR) increased both its GRI and GSS scores in 2022 compared with 2019, despite the prevailing operational challenges in the hospitality industry. Given that the operations of CHRG were significantly impacted by the COVID-19 pandemic in 2020 and 2021, the quality scores of 2022 are compared to those of 2019 to provide a valid representation of the performance of CHRG.

4.2 Online Reputation

We closely monitor guest reviews on various Online Travel Agencies (OTAs), websites, and social media platforms through the ReviewPro software tool. Our ultimate goal is to increase our Global Review Index (GRI), which is an industry-standard metric for evaluating hotel performance. According to a study by Cornell University, a 1-point increase in GRI can lead to higher average daily rates (ADR), occupancy rates, and revenue per available room (RevPAR).

The hospitality industry's average GRI generally ranges from 70% to 80%, with only the top-rated hotel scoring between 92% and 95%. According to the 2022 Global Report by ReviewPro, which was based on over 50,000 hotels and resorts, the average GRI for a five-star resort in 2022 stood at 88.4%, showing a decrease of 1.4 percentage points compared with the 2019 score.

In 2022, despite the dip in the industry's GRI and the adverse impact of the COVID-19 pandemic, CHR managed to increase its GRI by 0.4 percentage point to 95.8% compared with 2019, outperforming its competitors. Additionally, whilst there was a 25% decrease in the number of reviews globally, CHR experienced a 7% increase in the number of reviews. This achievement results from a combination of factors, including the delivery of high-quality services, targeted efforts to obtain top-rated reviews, the use of guest feedback as a tool for improvement, and an increase in the number of reviews and management responses.



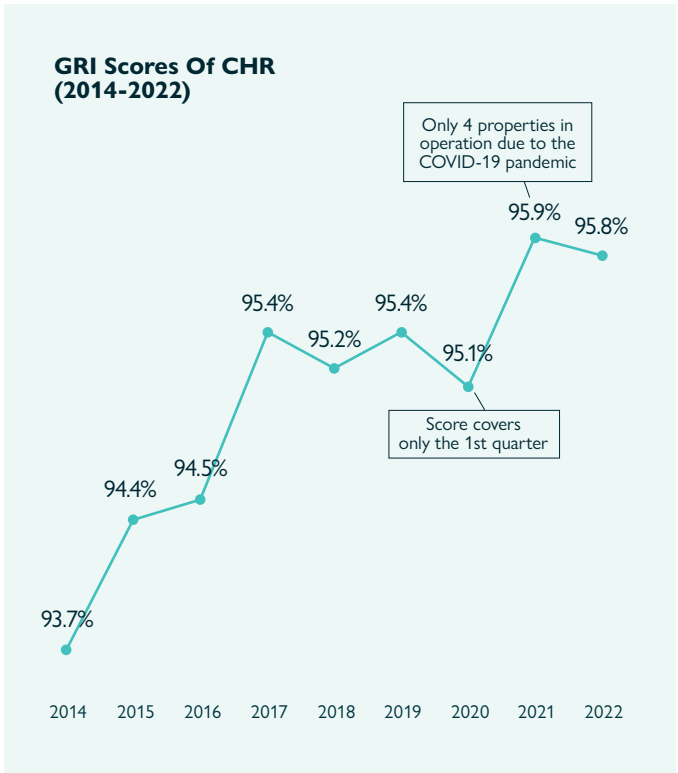
4. Quality of Services (continued)

4.2 Online Reputation (continued)

All our properties achieved a GRI above 92%, and most of our properties met or exceeded their 2019 score. Five properties scored between 95% and 98%, placing them among the highest-rated hotels worldwide. Constance Halaveli, Maldives, led the group with a GRI of 98.5%. The scores of our two largest properties, Constance Ephelia, Seychelles, and Constance Belle Mare Plage, were between 92.6% and 92.9%, which still surpassed the average GRI score of 89.1% for large hotels. It is worth noting that since 2014, CHR has been listed among the top 10 small luxury brands worldwide given its constant high scores, ranging between 93% and 95%.

Booking.com has surpassed TripAdvisor as the most important source of reviews, not just for CHR, but for the hospitality industry overall. We have placed a greater focus on monitoring and responding to Booking.com reviews to maintain our GRI and to ensure that we continue to attract bookings from this important platform.

Since 2014, we have consistently achieved high GRI scores exceeding 93% compared with an industry average ranging between 70% and 80%, thus enabling Constance Hotels & Resorts (CHR) to be listed among the top 10 small luxury brands worldwide.



2022 GRI Score Of CHR vs. Selected Benchmarks

CHR/Benchmark	2022 GRI
Constance Hotels & Resorts	95.8%
CHR's Competitive Set (Average)	93.3%
Small Luxury Brands - Worldwide	92.2%
Large Luxury Brands - Worldwide	89.1%

2022 GRI Score Of CHR By Property

Property	2022 GRI
Constance Halaveli, Maldives	98.5%
Constance Tsarabanjina, Madagascar	98.5%
Constance Moofushi, Maldives	98.4%
Constance Prince Maurice	98.0%
Constance Lemuria, Seychelles	95.6%
C Mauritius	93.5%
Constance Ephelia, Seychelles	92.9%

2022 GRI Score Of CHR By Source

Source	Index	Number of Reviews
Booking	93.40%	3,723
TripAdvisor	98.00%	2,988
Google	95.70%	1,512
Expedia	95.10%	97
Agoda	94.10%	97

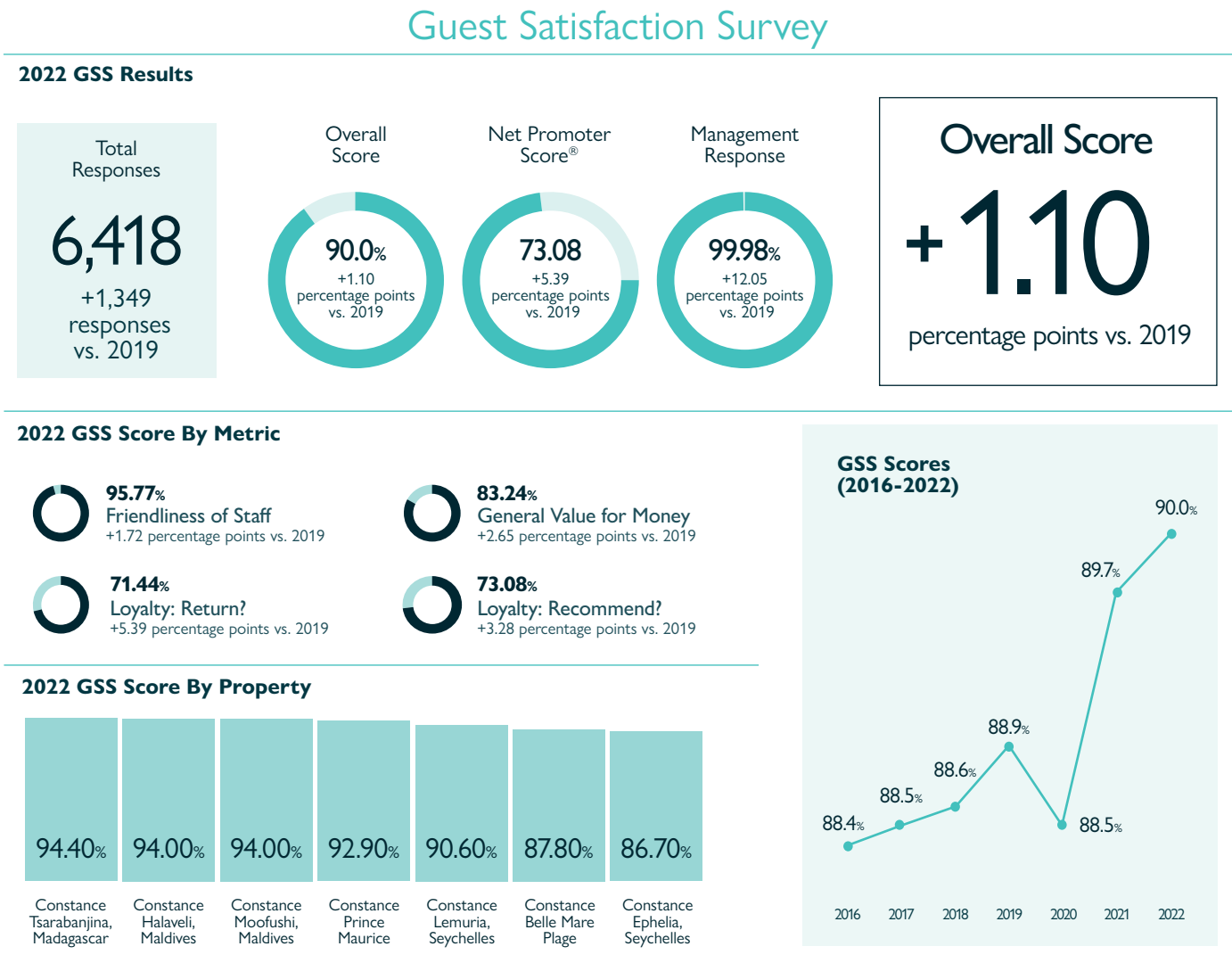
4. Quality of Services (continued)

4.3 Guest Satisfaction Survey

Although the GRI reflects our brand image online, our Guest Satisfaction Survey (GSS) provides a more comprehensive insight into the quality of our offerings and the emotional experiences of our guests. The GSS gives us more detailed departmental indicators, including numeric and semantic data, that enable our properties to plan adjustments and improvements in their offerings and services.

In 2022, we recorded a 1.1 percentage point increase in our overall score and a 27% increase in completed surveys, making the results statistically more valid. Furthermore, our Net Promoter Score (NPS), a market research metric that measures the likelihood of guests recommending a brand increased by 5.39% compared to 2019. Bain & Co, the source of the NPS system, suggests that scores above 50 are excellent, and scores above 80 are world-class.

Despite the challenges facing the hospitality industry, CHR has consistently improved its quality scores over the past few years. In 2022, all our properties met or exceeded their 2019 GSS score. Although there are areas that require further adjustments, it is important to note that our scores in vital areas significantly improved compared with 2019.



4. Quality of Services (continued)

4.4 Mystery Audits

In 2022, all of our properties were audited by either Leading Quality Assurance (LQA) for LHW standards or Deloitte for Constance Minimum Standards. The audits provided ample data to analyse the audit scores in conjunction with guest feedback from reviews and surveys. Based on this analysis, we developed action plans for further improvements and accordingly planned mystery audits for 2023. All three LHW members achieved a score of at least 80% on their respective audits.

5. Our People and Health & Safety

5.1 Our People

2022 Overview

Human Resource Strategy

In the light of the post COVID bounce-back, we incorporated feedback from all the business units of Constance Hotels, Resorts & Golf to formulate our Human Resource (HR) Strategy for 2022.

To achieve the goals of the 2022 HR Strategy, three priorities were identified:



We firmly believe that these priorities will support the overall strategic objectives of Constance Hotels, Resorts & Golf, and that they will provide our guests with the excellence they deserve when staying in one of our hotels. We continuously measure the engagement levels of our team members across the group to ensure that we are strengthening our core focus areas.

Talent Acquisition

Despite positive trends in all the destinations where we operate, talent attraction and recruitment remain a top priority. Over the past few years, we have noticed a shrinking talent pool as people opt out of the industry in search of a better work-life balance. We have also observed a growing trend among younger generations who do not perceive the industry as an attractive option..

To address these challenges, we undertook the following talent acquisition actions in 2022:

→ Bring more flexibility with part-time job offers in order to attract more candidates. In this respect, a thorough social media campaign was conducted.

→ Enhance the attractiveness of Constance Hotels, Resorts & Golf to the young generation in the destinations where we operate.

5. Our People and Health & Safety (continued)

5.1 Our People (continued)

Employee Experience

In the midst of scarcity and high mobility of labour, employee experience was a fundamental point of focus. Each quarter, we carried out various activities across all our business units to maintain high engagement levels, including:

→ **Thank You Week and Team Building Week**
Week-long activities, celebrations, and challenges across Constance Hotels, Resorts & Golf to thank our team members and partners and help bring our teams together.

→ **Inventiveness Challenge**
We invited our teams to come forward with ideas that we could implement to bring about a burst of inventiveness to our practices and offerings. Three top ideas were retained for implementation, and the contributors were duly rewarded.

→ **Generosity Challenge**
12-hour non-stop spinning marathon in all our properties to raise funds for selected NGOs. The event generated team spirit and motivation beyond expectations.

→ **Knowvember**
The month of November was dedicated to focusing on knowing our guests, knowing our products, and knowing our colleagues.

Talent Retention

We renewed our focus on training and development to bring our teams up to speed with hospitality service standards after nearly two years of disruption. Our goal was not only to retain our employees, but also to keep them engaged and motivated.

We remain committed to developing our people, and we continued to invest in the development of our internal trainers, who help support our service standards and equip all team members with the technical skills they require to excel in their respective jobs.

Overall, we achieved an average of 49.5 training hours per team member, compared with an average of 34 training hours per team member in 2021.

Training & Development

Our training and development efforts included the graduation of the first batch of Constance Management Experience Training (COMET) management trainees in December 2022. This 12-month programme was launched to build a pipeline of local talents for managerial positions within Constance Hotels, Resorts & Golf.

Succession Planning

To ensure that critical positions do not remain vacant for long and to provide growth opportunities for high-potential team members, we introduced a succession planning exercise. We identified all critical positions, identified successors for each of these positions, and drafted development plans to prepare them for these roles in the future.

Remuneration and Benefits Review

We recognise that remuneration is a strong attraction and retention factor in the industry. Consequently, we embarked on a review of our remuneration strategy across the destinations where we operate. Our salary alignment strategy will be implemented in 2023.

5. Our People and Health & Safety (continued)

5.1 Our People (continued)

Constance Hospitality Training Centre (CHTC)

Despite constant disruptions, our learning function remains strong, with our goal being to attract suitable talents into the hospitality industry and simultaneously to equip those already in the industry with the necessary skills to meet our strategic business objectives. During the year under review, our initiatives were structured around 3 Key Insights:

01

Attract fresh talents

02

Retain and grow our internal talents

03

Develop strategic partnership

Attract Fresh Talents

We offered various learning opportunities to attract and develop a new generation of hospitality workforce. These included:

- **National Certificate Level 3 (NC3) Programmes**
Targeted at individuals who are interested in starting a career in hospitality operations, our NC3 programmes are available for free through the National Skills Development Programme (NDSP) scheme offered by the Human Resource Development Council (Mauritius). Participants receive a monthly stipend of MUR 8,000 whilst they study with us. In addition, our partnerships with local NGOs allow participants from the local community to benefit from these programmes in the following areas: front office, housekeeping, restaurant and bar service, pastry, and food production.
- **National Diploma in Hotel Management (NDHM)**
The NDHM programme is designed for individuals aspiring to work in managerial positions within the hospitality industry.
- **Management Training Programme (COMET)**
The COMET programme is meant for recent graduates who are interested in pursuing mid-managements positions within our hotels.
- **International Internship Programme (IIP)**
The IIP is offered in collaboration with international hotel schools. Students in their 2nd or 3rd year of study can apply to be placed within our hotels for a maximum duration of six months. In 2022, we welcomed 29 international students under the IIP.

Number of Participants in 2022 by Training Programme

KEY INSIGHT 1: ATTRACT

240 | Participants

NC & NHDM	199
IIP	29
COMET	12

KEY INSIGHT 2: RETAIN AND GROW

554 | Participants

Formal Training	220
BRIGHT	75
CITC	145
Informal Training	239
Mentor	81
PPJ	87
PWS	11
R&B	60
eLearning	95

NC	National Certificate
BRIGHT	Bridging the Gap Through Holistic Training (Level 1 & Level 2)
CITC	Constance Internal Trainer Certificate (Level 1 & Level 2, renewed every 3 years)
COMET	Constance Management Experience Training
PPJ	Personal Presentation Journey – a 100% customised training for team members of Constance Hotels, Resorts & Golf
PWS	Professional Wine & Service programme delivered by our 2 “Meilleur Sommelier de l’Île Maurice”
Formal Training	Leadership development and core skills training via formal mechanisms at corporate level

5. Our People and Health & Safety (continued)

5.1 Our People (continued)

Retain and Grow Our Internal Talents

Workforce learning continues to play a central role in attracting and retaining talents, and driving competitive advantages. As a result, we encourage our business leaders to become more involved in our learning and development initiatives. Our centralised training initiatives focus on leadership development and core skills, and leverage formal learning mechanisms. Meanwhile, our decentralised training initiatives focus on in-demand skills through informal learning mechanisms.

Develop Strategic Partnerships

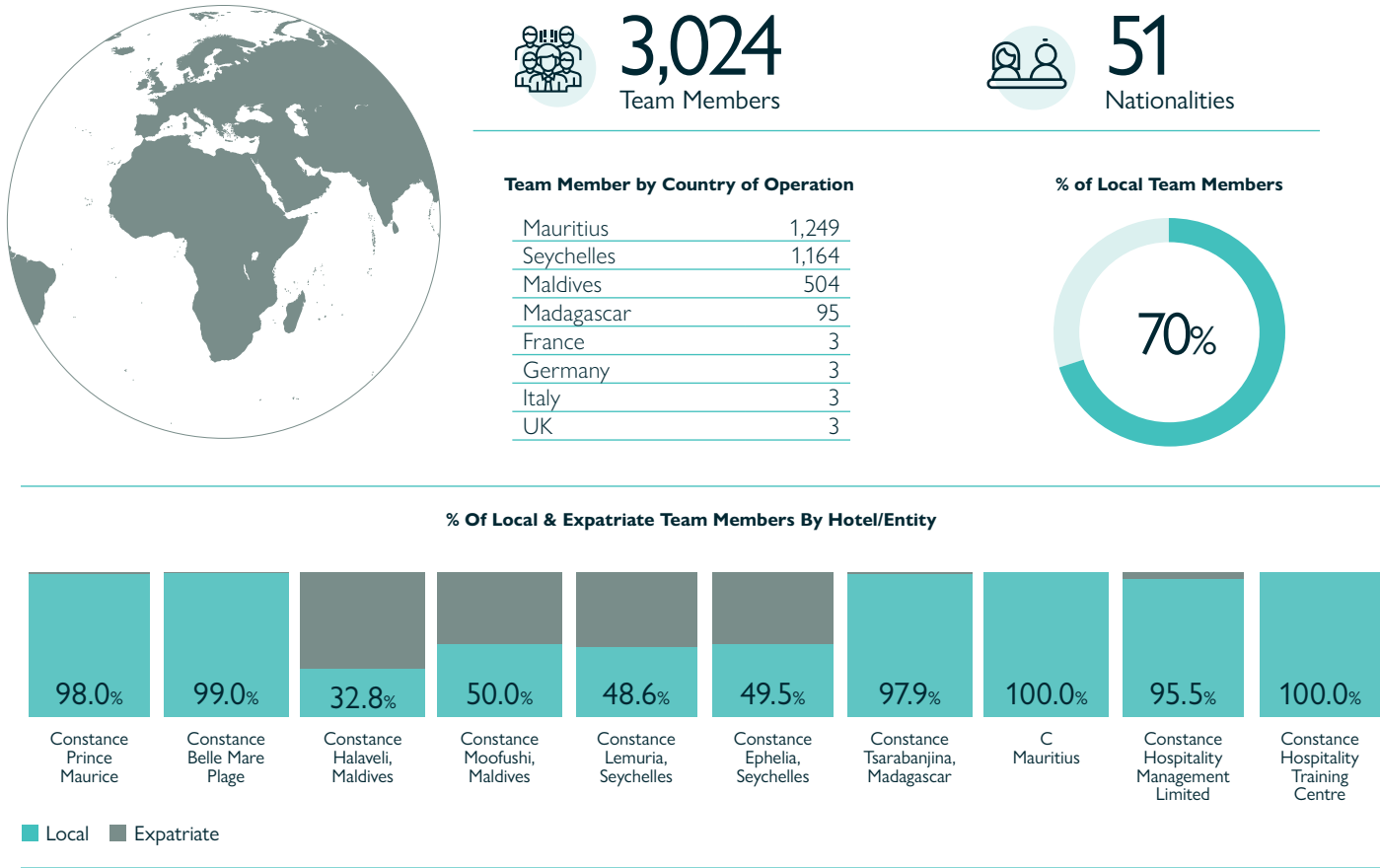
In the face of constant changes in the training market, we seek to do more with less and to adapt quickly whilst ensuring return on investment. In 2022, we continued our privileged collaboration with the Seychelles Tourism Academy, and we extended our strategic partnerships with international schools in India, the Netherlands and France. These strategic partnerships enable us to tap into a more diverse pool of talents for our current and future HR needs.



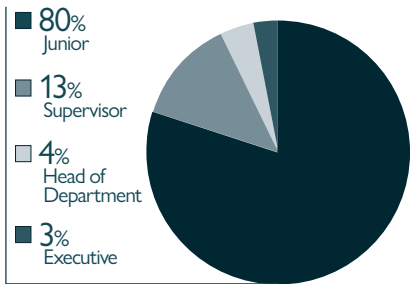
5. Our People and Health & Safety (continued)

5.1 Our People (continued)

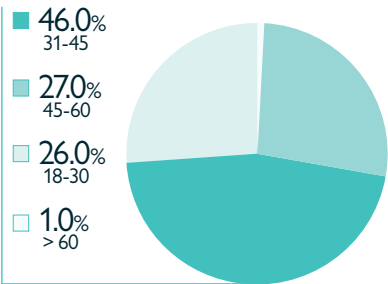
Our Team Profile In 2022



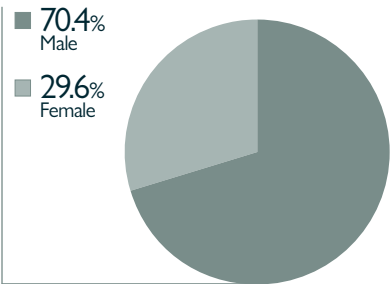
Team Member By Job Level



Team Member By Age Group



Gender Distribution



5. Our People and Health & Safety (continued)

5.2 Health & Safety

Constance Hotels, Resorts & Golf is committed to maintaining and continually improving its Health & Safety (H&S) standards across all its operations. We aim to complement local legislations and requirements through the following four spheres of H&S performance, binding all our stakeholders to incorporate them into their daily operations.



In 2020 and 2021, the COVID-19 pandemic greatly affected our Health & Safety operations, presenting significant challenges to our business as authorities at the national and regional levels implemented varying measures in terms of time and geography. As a result, the positive growth recorded in our Performance Management System in previous years was also impacted.

In 2022, our focus was on re-establishing our pre-COVID health and safety culture, with the Sustainability Team striving to protect the health and well-being of all team members whilst ensuring the continuity of our services for our guests. Compared with the pre-COVID year of 2019, we achieved a 3% improvement in risk closures with a 26% reduction in time, and a 30% reduction in the medium to very high risk categories.

	2018	2019	2022
Time taken to close non-conformities (Number of days)	81	57	43
Lost Day Injury Frequency Rate (Number of occupational injuries per one million working hours)	4.82%	4.03%	4.19%
H&S Training Completion (% of participants)	70%	77%	79%

5. Our People and Health & Safety (continued)

5.2 Health & Safety (continued)

Our Sanitary Protocol: Constance Stay Safe



Guest Journey Roadmap

6 Main Touchpoints

Our reinforced sanitary protocol, Constance Stay Safe, reflects our commitment to the health of our guests and stakeholders throughout their journey with us, in strict compliance with the directives of the World Health Organisation, SGS Global Standards and local health authorities. Though the COVID-19 travelling protocols have been relaxed, Constance Stay Safe remains at the heart of all our initiatives, for both our Guest and Staff journeys, through a combination of digital innovation and awareness.

01



Arrival

Journey of the guest from arrival to the hotel until their room.

02



Rooms

Measures taken to keep rooms safe and sanitised.

03



Food & Beverage

Journey and experience in restaurants.

04



Leisure

Sanitising and keeping pools, gyms and spas ready.

05



Services

Conference rooms, Nurse stations, Babysitting and others.

06



Departure

Advance checkouts and safe distances.

SUSTAINABILITY

Corporate Social Responsibility

6. Corporate Social Responsibility

6.1 Fondation Constance

As part of its mission, the Company cares for the well-being and development of the communities in the neighbourhood of its hotels. It considers its Corporate Social Responsibility (CSR) initiatives as investments that contribute to the sustainable development of those communities.

Mission

Fondation Constance is the entity that is responsible for the implementation of Constance Group's CSR programmes, through its CSR Committee. The latter reports to the Corporate Governance Committee, which recommends the approval of the Foundation's annual programme to the Board and monitors its performance on a quarterly basis.

Objectives

Constance Group's CSR policy is guided by a set of three objectives:

01

Care for the well-being and development of the communities in which it operates, including the safeguard of the environment.

02

Ensure that the Group's involvement and contribution make a difference.

03

Establish that Corporate Social Responsibility is not charity, but an investment intended to bear a positive and sustainable impact on the community.

Whilst Fondation Constance extends its commitments to high-impact projects at national level, it tends to give priority to projects in the regions in which its Group member companies operate. This gives the Group a wider opportunity to reach out to its local stakeholders.

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Constance Hotels Services Limited - Sustainability Report 2022 29

Corporate Social Responsibility (continued)

6. Corporate Social Responsibility (continued)

6.1 Fondation Constance (continued)

Donation Policy

The Group's allocation of funds follows a specific donation policy that is meant to:

- Ensure that all its donations are compatible with its business activities and reflect its respective values and objectives.
- Support people and communities, at both local and national levels, with the aim of making their lives better and giving them opportunities that they might otherwise not have access to.
- Enhance and safeguard the natural environment.

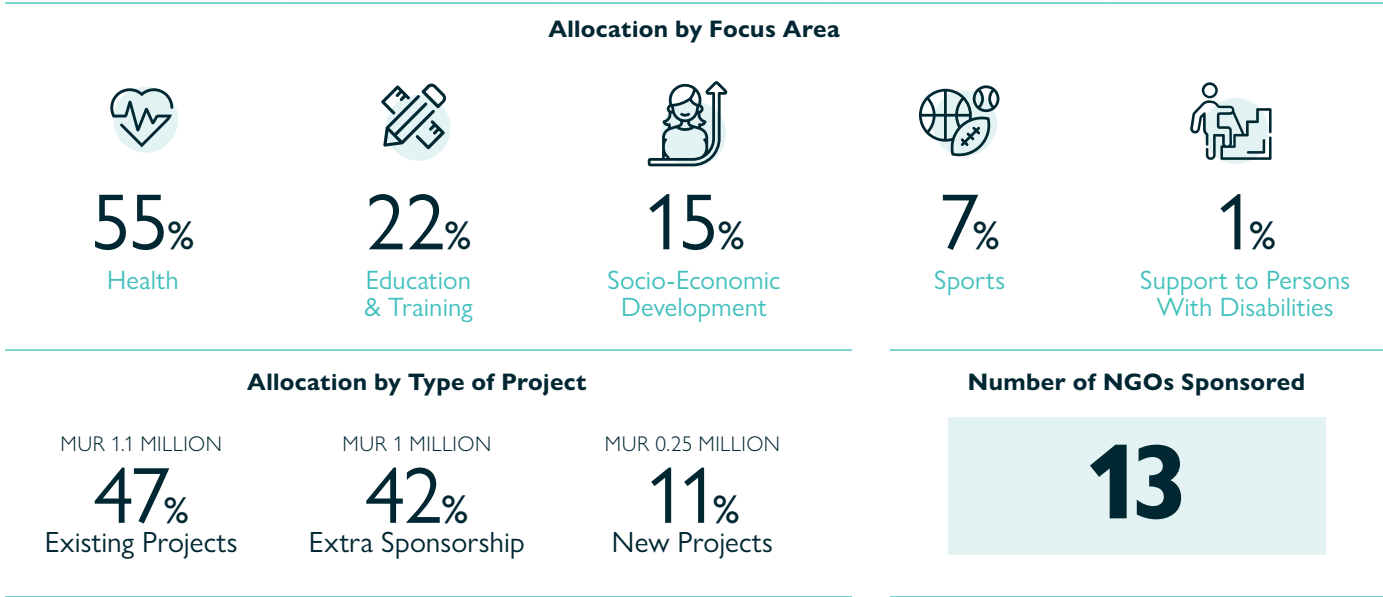
	The Group		The Company	
	2022 MUR'000	2021 MUR'000	2022 MUR'000	2021 MUR'000
Donation	2,000	-	2,000	-

Fund Allocation of Fondation Constance

After having been impacted negatively for two consecutive years by the COVID-19 pandemic, the contributions made to Fondation Constance by Group member companies was restored to pre-COVID level. Consequently, the allocated funds could cover more areas of intervention.

Fund Allocation

Year Ended 31 December 2022



Corporate Social Responsibility (continued)

6. Corporate Social Responsibility (continued)

6.1 Fondation Constance (continued)

Health

Centre d'Accueil de Terre-Rouge (CATR)

Fondation Constance financially supported the CATR, an NGO which counsels drug addicts and is developing a programme to strengthen the prevention and treatment of drug addiction.

Counselling and sensitisation sessions continued to be offered to the community by CATR in 2022. Youngsters from the East also benefitted from the 'Art Therapy' sessions at Rivière Citron.

In addition, with a view to intensifying campaigns at doorsteps, Fondation Constance strengthened its partnership with CATR through the sponsorship of a minivan.

AILES (AIDE-INFOES-LIBERTÉ-ESPOIR-SOLIDARITÉ)

During the year under review, Fondation Constance financially supported AILES in its fight against HIV and drug abuse and in accompanying children living with HIV.



Education & Training



Education & Training remained one of the priority areas of the Constance Group of Companies. In this respect, Fondation Constance committed its support to the following:

Association Étoile de Mer

An NGO dedicated to the development of quality non-formal education programmes for around 40 underprivileged children who are excluded from the formal education system.

Friends of the Poor

Schooling support was sponsored for 10 underprivileged children from the eastern region of Mauritius.

Primary PSAC School

Fondation Constance believes in the empowerment of communities through education. Scholarships are awarded annually to the four best Primary School Achievement Certificate (PSAC) pupils from the Poste de Flacq Government and Flacq Post RCA schools, to cover their secondary studies and enhance equitable and quality secondary education, leading to relevant and effective learning outcomes. Over the years, many of Fondation Constance's beneficiaries have succeeded in accessing university education.

Corporate Social Responsibility (continued)

6. Corporate Social Responsibility (continued)

6.1 Fondation Constance (continued)

Socio-Economic Development

Service d’Accompagnement, de Formation, d’Insertion et Réhabilitation de l’Enfant (SAFIRE)

Fondation Constance renewed its financial support to SAFIRE, an NGO engaged in the promotion of the rights of street children. This collaboration targets children living in the regions of Mauritius where member companies of the Constance Group operate.

Angazman Pou Enn Nouvo Sourir (APENS)

The NGO benefitted from the support of Fondation Constance in carrying out its various activities which included support to vulnerable families, recreational and educational ones whilst promoting the environment and developing the skills of the youth.

Centre Joie de Vivre

Fondation Constance continued to live up its engagement as a socially-responsible organisation through the sponsorship of Centre Joie de Vivre which sets up an early childhood development nursery, ‘Wonderland Nursery’, in Poste de Flacq to empower low-income families and support women to find employment.

Constance Generosity Challenge

Through a non-stop cycling event organised by Fondation Constance and employees of the Group, funds were raised to support various NGOs which aim at promoting socio-economic development. Centre Joie de Vivre, Flacq Post RCA and Caritas - Ste Ursule were among the beneficiaries.

Caritas – Ste Ursule (Boutique Solidaire)

In order to support Caritas - Ste Ursule in its fight against poverty, through the Boutique Solidaire, and to encourage the personnel of the Constance Group of companies to engage in charitable activities, Fondation Constance coordinated the initiative to provide vulnerable families with basic necessities on a voluntary basis.

Environment



Flacq Post RCA

We are convinced that imparting the right environmental values to children is crucial to securing a sustainable future for our planet. To this end, in collaboration with our hotels, an endemic corner was created at Flacq Post RCA. On World Environment Day, a tree planting ceremony was organised.

The school also benefitted from the support of Fondation Constance in maintaining a conducive learning environment for its students.



Corporate Social Responsibility (continued)

6. Corporate Social Responsibility (continued)

6.1 Fondation Constance (continued)

Sports

Fondation Constance encourages the promotion of leisure and sports activities in the eastern region of Mauritius. The objective is to groom young people into responsible leaders whilst empowering them to achieve their full potential and well-being. Fondation Constance is a staunch supporter of the Faucon Flacq Sporting Club (FFSC) which promotes sports for the benefit and development of young people from unprivileged families.

The establishment of the Constance Cycling Academy under the auspices of Fondation Constance has since come to fruition. Young people have been identified and trained to ride a bike.

Since 2018, a dozen girls and boys train diligently with the coaching team of the Faucon Flacq. The most talented at the end of four years of learning join the largest cycling club on the island, the Faucon Flacq Cycling Club.

Special attention is given to the girls. They train four times a week, including non-competition Sundays.

A champion has already emerged within the Academy in the name of Adrianna Charlot. She remains brilliant in her category of under 17 years old and has been very successful up to now. She will undoubtedly move up the ladder and has a bright future.

We can only hope that others follow her path and that they stay away from the evils of society. Our Academy will take care of this.



Supporting Persons with Disabilities

La Courte Echelle

La Courte Echelle, a school for children with special needs, also benefitted from Fondation Constance's support during the year under review.



Networking

Community Working Group (CWG)

Towards the end of 2022, Fondation strengthened its commitment to collaborate with the Community Working Group, under the aegis of the National Empowerment Foundation (Mauritius) which has been relaunched with the aim of bringing all stakeholders of the civil service and public and private sectors together to brainstorm, discuss and implement projects and activities with a view to empowering vulnerable families so as to alleviate poverty in the eastern region of Mauritius.

Corporate Social Responsibility (continued)

6. Corporate Social Responsibility (continued)

6.2 CSR Initiatives at Property Level

Concurrently to projects supported by Fondation Constance, CSR initiatives are also undertaken at the level of our properties. These initiatives give CHRG a wider opportunity to reach out directly to its local stakeholders.

In 2022, we continued to make progress towards achieving our Corporate Social Responsibility goals with 99 activities engaging more than 180 stakeholders, including guests. These initiatives covered 15 out of the 17 SDGs, and were mapped to the SDGs with a view to visualizing our SDG contributions and, in turn, informing our long-term strategy.

Selected CSR Initiatives

Food Compost Donation

As part of our Food Waste Management programme and efforts to reduce Scope 3 carbon emissions, we purchased food composting machines for our properties in the Maldives. This resulted in over 2500 kg of food compost being donated to local islands for use as fertilisers and contributing to the 4R principle of the circular economy (Refuse, Reduce, Reuse and Recycle).

World Sustainability Day

On 26 October, in celebration of World Sustainability Day, team members were invited to donate clothes and accessories that were no longer needed for a good cause. This not only supported the circular economy but also allowed us to help local associations.



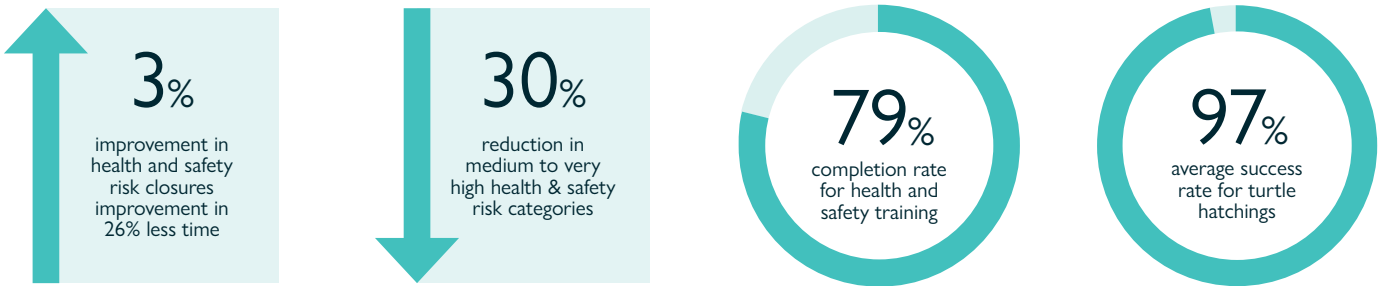
Corporate Social Responsibility (continued)

7. The Way Forward

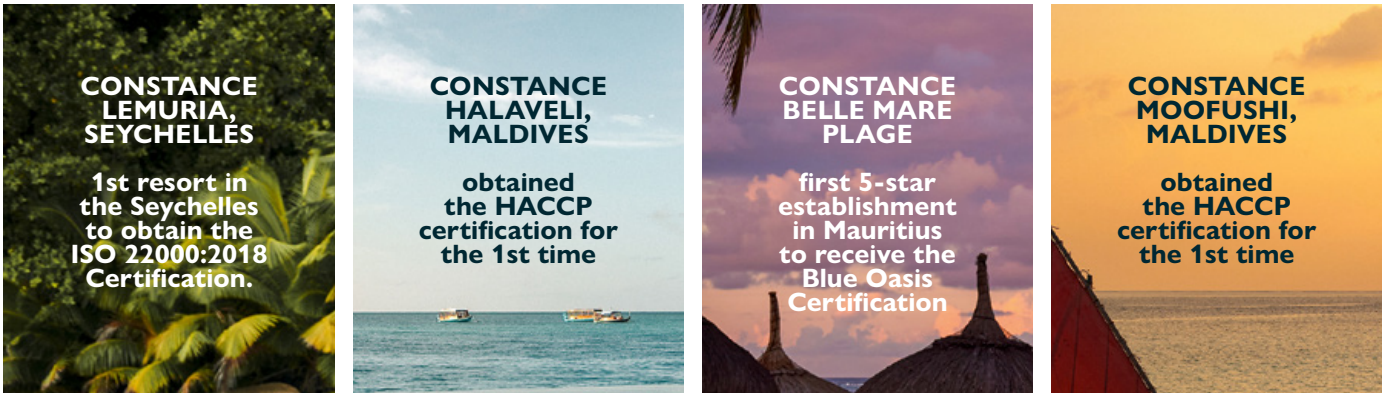
As a responsible business, we believe that we must not only manage the impact of our operations on the economy, society and environment, but also lead the way in understanding, improving and innovating for sustainable tourism. Building on our sustainability achievements and commitments, we aim to establish a new chapter in our sustainability journey – True by Nature.

In 2022, in spite of the challenges facing the hospital industry and inflationary pressures, we remained committed to achieving our pre-COVID performance levels across all our properties. As a result, 2022 was marked by notable achievements, in line with our overall sustainability strategy.

Key Sustainability Achievements in 2022



October 2022 Sustainability Roadmap 2030 approved by the Corporate Governance Committee		
13 NGOs sponsored by Fondation Constance	180 stakeholders engaged through 99 CSR activities which addressed 15 SDGs	2 food compost machines installed to reduce waste-related carbon emissions
2500 kg of food compost, unused clothes and accessories donated to the local community in support of a Circular Economy	100 + species listed by the International Union for Conservation of Nature (IUCN) Red List were preserved through our contribution	6 properties re-certified with the Green Globe Gold Certification





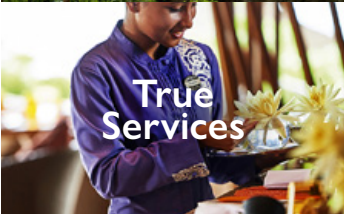

Corporate Social Responsibility (continued)

MAURITIUS | SEYCHELLES | MALDIVES | MADAGASCAR

7. The Way Forward (continued)

Over the coming years, Constance Hotels, Resorts & Golf will strive to better grasp and address new sustainability challenges through the empowerment of its people and continual enhancement of its operations and initiatives, thus reinforcing its commitment to responsible and sustainable business practices.

Our 2024 Targets

Sustainability Management Plan Pillar	Indicator/Lever	2024 Target
 <p>True People</p>	Workforce Development & Human Rights	Employee Satisfaction Score ≥ 80%
		Average Training Hours per Team Member ≥ 30 hours per year
	Operational Health & Safety	Overall OHS Performance ≥ 80%
	Stakeholder Engagement	Supply Chain Engagement ≥ 80% of our supply chain
		CSR Direct Beneficiaries ≥ 2,000 individuals
 <p>True Places</p>	Biodiversity	Increase in funding of restoration projects +15%
	Energy	Reduction in Greenhouse Gas Emissions -15%
	Waste Management	Reduction in Waste-to-landfill per Room Night 15%
 <p>True Services</p>	Corporate Governance	Status of Compliance to Structures and Systems 100%
	Quality Standards	Secured Guests Score ≥ 65%
 <p>True Experiences</p>	Customer Satisfaction	Overall Guest Satisfaction Score > 86%
		Emotions Score > 90%



True by Nature

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