

Our Sustainability Framework

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, and community development issues - all of which are critical to the quality of the experiences we provide to our guests.

At Constance Hotels, Resorts & Golf (CHRG), we remain aware of the impact our operations may have on the environment, communities, cultures and economies of the territories where we operate. In this respect, we incorporate the values and principles of sustainable development in our business practices and relationships with our stakeholders.

We continuously strive to refine and share our level of understanding of sustainability to promote sustainable and responsible tourism by contributing to biodiversity conservation, cultural heritage preservation and community development, while abiding to the local laws and regulations of the countries where we operate.

We are committed to:

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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 International Labour Organisation's 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 (SMP) we have developed. Our SMP embraces the United Nations Sustainable Development Goals (SDGs), considered as the overarching framework to our strategy and operations.

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Our Sustainability Framework

1.2 Our Corporate Sustainability Strategy

Sustainability being part of the boardroom agenda, we have devised our sustainability vision and strategy through six key ingredients innovation, public trust, guest satisfaction, top talent retention, compliance, and efficiency – for long-term growth and profitability, and we have translated the 5 Ps of the SDGs - People, Planet, Prosperity, Peace, and Partnership - into our Corporate Sustainability (CS) strategy, 'True by Nature', which rests on four pillars: True People, True Places, True Service, and True Experiences.

The SDGs and the 4 Pillars of Our Corporate Sustainability Strategy











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True Experiences

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Pillar	Aim	SDG
True People	To contribute to the reduction of social disparities and poverty by providing opportunities for economic empowerment through corporate social actions and community development, promoting local employment, and supporting local entrepreneurs.	People
True Places	To identify and minimise the environmental impact of our operations, both locally and globally, by seeking greater efficiency in the use of natural resources, managing our waste products responsibly, and contributing to the preservation of the biodiversity and natural ecosystems.	Planet
True Service	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
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,	Prosperity Partnership

whilst aiming to immerse our guests in the discovery and conservation of

the unique cultural, culinary and artistic wealth of each destination.

Our Sustainability Framework

Our CS strategy fundamentally lies on the identification and analysis of critical factors impacting our business, stakeholders and the society at large, with the CS function facilitating and supporting its development and implementation together with the business units. For us to achieve a deep and thorough understanding of the economic, ethical, social, environmental and governance factors affecting our broader business performance, we conducted a materiality assessment and integrated the SDGs to help us understand their correlations and exchange constructively on the opportunities to strengthen the dialogue with key stakeholders and drive our strategy to the year 2030.

Our first materiality assessment in 2018-2019 among management and employee representatives across our business units served as a management tool in:

Adjusting our commitments and targets

Strengthening CS thinking and integration

Strengthening stakeholder engagement

Enhancing robustness and prioritise proactive reporting

Our top 3 priorities for the period 2020-2024 therefore were:





To promote safe and secure working environment (SDG target 8.8)

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To substantially reduce waste generation by refusing, reducing, reusing and recycling (SDG target 6.3, 14.1 & 12.5)



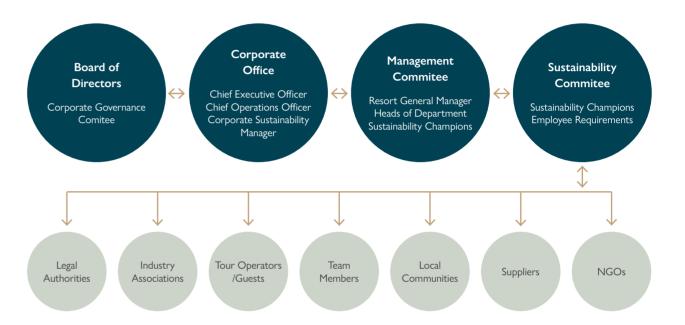


To protect marine and coastal ecosystems, including their restoration, to strengthen their resilience for a healthy and productive ocean (SDG target 14.2)

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Our Sustainability Framework

1.3 Roles and Responsibilities



A transparent internal structure with defined roles and responsibilities allows sustainability themes to be handled rigorously and effectively throughout our different business units. The Corporate Governance Committee acts as the highest authority on sustainability, meeting thrice annually, and sets the strategic direction. The Corporate Sustainability Manager acts as an interface for aspects of sustainability within the business and is delegated with the coordination of all sustainability activities, implementation of the CS strategy and reporting.

At the business unit level, the responsibility for integrating the CS strategy lies with the General Manager and is supported by the Sustainability Champion and the Sustainability Committee held on a monthly basis. They are responsible for developing the content of sustainability activities, ensuring internal and external expansion of stakeholder dialogue, and making appropriate proposals to the Board.

The Sustainability Committee encompasses a member from the 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 as the core team, with members from all departments as the supporting team, where they act as ambassadors for sustainability engagement.

The Sustainability Committee also engages in two-way communication with relevant stakeholders through a range of channels and event formats, valuing professionalism, transparency, and respect, while embodying generosity, innovation, and creativity. Both internal and external stakeholders are encouraged to contribute their ideas to the Committee for assessment, planning and validation. Progress updates are communicated through internal channels, web-based platforms and annual reports.

Sustainability Certifications and **Practices**

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. Green Globe is currently active in more than 83 countries through its certification, training, and marketing services.

In 2013, CHRG embarked on the Green Globe Certification programme to better promote its existing environmental sustainability credentials. The year 2018 was a turning point as six of our properties located across the Indian Ocean were awarded the prestigious Green Globe Gold Certification. In 2024, we have earned the top tier of the Green Globe Certification Programme with an average score of 93%, proof of our rigorous commitment towards continual improvement in sustainability performance.

2.2 Sustainable Seychelles



Sustainable Seychelles, initially known as Seychelles Sustainable Tourism Label, is a voluntary and user-friendly sustainable tourism certification programme launched in 2011 by the Government of Seychelles and recognised by the Global Sustainable Tourism Council. Specifically designed for use by hotels of all sizes in the Seychelles, it aims 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 22 certified establishments.

2.3 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 by the Mauritius Standards Bureau, is the first label for the Mauritian tourism industry accredited by the Global Sustainable Tourism Council.

It offers an integrated approach to sustainable tourism development through comprehensive standards that encompass all aspects of sustainability — namely, management commitment, social/community, cultural, and environmental — with more than a hundred criteria to be fulfilled.

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Sustainability Certifications and Practices

2.4 Food Safety Management Systems

ISO 22000 is an international standard intended to be used by organisations within the food chain. It contains both traditional quality assurance preventive measures (ISO 9001) and preventive food-safety measures (HACCP), providing a practical approach to the reduction and elimination of food safety risks as a means to protect consumers.

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. Constance Moofushi, Maldives, and Constance Halaveli, Maldives, also obtained their first HACCP Certification in August 2022.



Led by our Executive Chefs, the teams aim to:

- Embed, review and continually improve the internal processes and systems to provide safe food consistently
- Guarantee our guests that robust and effective food safety practices and procedures are in place.
- Guarantee our management teams, team members and suppliers that we have the required ability to control food safety hazards and provide safe products.
- · Continuously improve the food management system 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.

HACCP practices are in place in our other properties 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 upon request.

2.5 PADI Certification



With 6,400 PADI Dive Centres and Resorts, 133,000 PADI Professionals, and nearly 25 million divers worldwide, the Professional Association of Diving Instructors (PADI) stands as 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 inspiring actions that lead to a stronger global diving community and a healthier ocean planet.

Our Diving Centres at CHRG adhere to the PADI principles, ensuring that our guests enjoy the highest quality of technical guidance and environmental practices.

Sustainability Certifications and Practices

2.6 Responsible Sourcing and Procurement (RSP)

RSP is the practice of procuring products and services that are not only less harmful to the environment (land, air and water) and all species that depend on the environment for survival from the design to disposal stage, but also ensuring that the products and services we buy will have the most positive social impact.

We carry out RSP while giving due consideration to guests' satisfaction, company standards and reasonable costing. Our RSP measures include:

- 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 and thus avoid transport energy.
- Purchase in bulk to reduce packaging waste.
- 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 favour vendors that use recycled packaging materials.
- Explore the possibilities of further reuse and/or recycling with
- Green the supply chain by seeking vendors that share our values and have in place an environment management system.



Fair Trade and Local Entrepreneurs: Fair trade within CHRG is underpinned by our Procurement Policy, which guides us in employing the right methods to select suppliers and procure goods and services at the right quality, price, time, source and delivery, whilst supporting local suppliers. This approach helps to stimulate the local economy.

However, at CHRG, we do not engage in transactions related to historical artefacts or other products prohibited by law, in accordance with the fair-trade practices outlined in our Procurement Policy.

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Climate Change & Environmental Stewardship

3. Climate Change & Environmental Stewardship

At CHRG, we are conscious of climate change issues and we uphold our commitment to environmental stewardship. While the wellbeing of our guests remains at the forefront, we commit ourselves to carrying out operations in a sustainable manner, aiming to reduce our operational impact and preserve the environment through a precautionary approach wherever we operate.

3.1 Destination Protection

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

- Combat climate change through appropriate mitigation and Promote local food, entertainment, culture and cottage adaptive measures, as required.
- Ensure the protection of the natural and cultural values of the concerned areas while developing and creating recreational facilities activities for our guests.
- · Participate in habitat restoration efforts whenever possible.
- Engage with local people when developing cultural attractions.
- Offer our guests souvenirs that are locally and crafted from eco-friendly materials.

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, 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 review process, and issue progress reports on a periodic basis.

- Continually identify opportunities for improving our environmental management system.
- Promote awareness and educate our team members on environmental issues and sustainable working practices, such as the preservation of local cultures and resources, and active participation in local and national environmental protection programmes.
- 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.

Climate Change & Environmental Stewardship

3.2 Biodiversity

Biodiversity underpins ecosystem productivity and stability, as each species in a given ecosystem, no matter how small, plays a specific and significant role.

To protect biodiversity, we endeavour to:

- · Reduce our use of insecticides, weed killers, and 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 pollution.
- Plant at least one tree every year.
- Prevent the introduction of invasive alien species 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.

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

Protection of Endemic Animals and Plant Species





Seychelles black parrot – Endemic



Coco de Mer -Endemic Palm species

We regularly consult the International Union for Conservation (IUCN) to identify, with the assistance of professionals in the field, endemic species in the vicinity of our properties. IUCN is the global authority on the status of the natural world and the measures needed to safeguard it. Founded in 1948, the IUCN unites governments, NGOs, scientists, and other experts to address critical conservation issues. It regroups over 1,400 member organisations and more than 17,000 experts, covering a wide array of environmental topics.

Mauritius has been ranked by the IUCN as having the third most endangered flora in the world, with nearly 200 plant species threatened out of the 315 endemic plants. In the Seychelles, 21% of the 250 indigenous floral species are now considered threatened, while 3% of the world's coral reefs are located in the Maldives (a total of 4,500 km²). The Maldives, consisting of 99% ocean, boasts a rich marine biodiversity, with 250 species of corals, 1,100 species of fish, 5 species of marine turtles, and at least 20 species of marine mammals.

We have identified more than 80 species within our grounds and adapted our landscaping plans and nurseries with the help of professionals in the field to protect them from invasive species and thus contribute to the genetic diversity of the destinations. Guided tours are regularly organised to help our guests in discovering these species and learn about their special benefits.

Climate Change & Environmental Stewardship

The Red List Categories

Extinct



no reasonable doubt that the

Extinct in the Wild (EW):

outside its natural range.

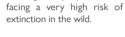
last individual has died.

Extinct (EX):





Threatened



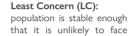
Vulnerable (VU): facing a high risk of extinction Data Deficient (DD): known only to survive in captivity, cultivation or well in the wild.

Near Threatened (NT):

Critically Endangered close to qualifying, or likely (CR): facing extremely high to qualify for a threatened risk of extinction in the wild. category in the near future.

Least Concern





extinction in the near future.

not enough information on abundance or distribution to estimate its risk of extinction.

IUCN Red List Category	Number of Species on CHRG's Grounds
LC	51
NT	15
VU	24
EN	23
CR	14
Total Species	127

World Bee Day at Constance Prince Maurice







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

Climate Change & Environmental Stewardship

Mangroves Preservation Programme



Wetlands play a significant role in stabilising greenhouse gas emissions and mitigating the impact of climate change, while acting as a buffer to 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 as they act as fish nurseries to secure fish stocks along with opportunities for ecotourism activities like kayaking and guided tours.

Both Constance Prince Maurice and Constance Ephelia, Seychelles, are located in areas where we aim to improve biodiversity management within the resort and its surroundings by strengthening collaboration between the resort and community partners. Community-based mangrove management plans have been established and successfully implemented over the past six years at the RAMSAR site, with more than 4,000 trees planted and monitored at Port Launay, Seychelles. Guests and community members are regularly invited to tour the mangrove nursery to learn about its contribution to the global ecosystem and the scientific approach used for transplanting saplings.

As part of our Mangrove Management Plan at Constance Ephelia, Seychelles, all projects are implemented in collaboration with the Port Glaud 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 focusing on the regeneration of degraded areas and to learn about best management practices of the mangrove wetlands and sustainable tourism. Over the past seven years, we have welcomed more than 2,000 students and community members for sustainability and environmental education tours.

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Climate Change & Environmental Stewardship

Mangrove Honey

In 2023, we had the privilege of initiating a new project called Mangrove Sweetness. This project focuses on honey produced by bees from the flowers of the mangroves at the Port Launay RAMSAR site. It is the first-ever mangrove honey in Seychelles.

Our mission is to create a regenerative impact on the ecosystem through an innovative approach to beekeeping—one that inspires, empowers, creates value, and fosters a deeper connection with nature. As excellent pollinators, bees naturally propagate pollen from mangrove flowers, making our mangrove area denser and healthier than before.

The community plays a vital role in this project, as we consistently liaise with the local beekeeping association for guidance and the procurement of beekeeping equipment. By selling Mangrove Honey to our visitors, we aim to raise environmental awareness and highlight sustainable practices, enriching our guests' experience and making their stay truly memorable.

Mangrove Honey will be a key attraction due to its uniqueness, being the first of its kind in Seychelles and produced in a designated RAMSAR site. Furthermore, it will contribute to the promotion of non-timber forest products and the sustainable use of mangrove forests.

Marine Ecosystems

The ocean and reefs are home to numerous sea creatures and plants, some of which are even used for medical purposes. Therefore, our properties take every possible step to conserve marine life and protect our reefs in:

- Ensuring wastewater is not discharged into 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 is properly disposed of and no debris are left hanging on the beach.
- Sensitising our guests and ensuring with our service providers that snorkelling and diving are practised in a way that does not affect our coral reefs.
- Encouraging and supporting the clean-up of the marine and coastal environment.
- Complying with local conservation policies, e.g., by promoting non-motorised water sports.
- Keeping boats clean and in proper working condition in order to minimise noise pollution.
- Planting trees, as they help reduce runoff into the ocean and contribute to reversing global warming and rising ocean temperatures.













BE GENTLE TO GIANTS

Climate Change & Environmental Stewardship

Sea Turtle Conservation

Grande Anse Kerlan at Constance Lemuria, Seychelles, remains the number one beach on Praslin Island, thanks to a proper Turtle Conservation Programme led by the renowned scientist, Dr. Jeanne Mortimer. In the Maldives, after obtaining a permit from the government, we excavated most of the nests and reported all relevant information to the Olive Ridley Project (ORP) for their studies on the actual population of green sea turtles in the Seychelles.

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.

Similar to the methods used for Manta Rays and Whale Sharks, a

Photo Identification project is underway to estimate the population size of sea turtles in the areas surrounding Moofushi. Specifically, identification pictures of the head of each individual (both right and left sides) are regularly captured and shared with the ORP team for identification purposes. Alongside the pictures, various environmental data are also collected.

In 2024, 38 sightings have been recorded, and pictures were sent to the ORP team for identification purposes. Overall, 9 new individuals have been found by Constance Moofushi since 2023. Additionally, there is an ongoing project regarding the identification of sea turtles specifically sighted in the house reef of Moofushi. To date, a total of 8 Hawksbill sea turtles (Eretmochelys imbricata) have been identified.

Partnership with NGO Manta Trust



Swimming with Manta Rays tops the bucket list of many visitors to the Maldives. Being one of the most majestic creatures to see underwater, snorkelling or diving with these gentle giants is an ultimate experience. On 21 October 2021, Constance Halaveli, Maldives, sought to contribute more towards the protection of these magnificent creatures and teamed up with the Manta Trust, an NGO dedicated to protecting manta rays and the marine ecosystems they inhabit. Now, as a Manta Trust Responsible Operator, Constance Halaveli, Maldives, is officially committed to minimising the impact its guests have on the mantas and mobula rays they encounter.

Entanglement Rescue 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.

Climate Change & Environmental Stewardship

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.

Alongside Reefscapers, the leading company in coral preservation in the Maldives, our marine biologist at Constance Moofushi, Maldives, continues to monitor the recovery of corals around the island. Thanks to the support of the resort and guests as sponsors, this project not only helps restore endangered coral reef ecosystems but also supports local trade, as the iron frames are built by locals on Fulhadhoo Island in 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, to help the marine ecosystem regenerate and remain free from debris brought in by ocean currents.

The coral reef around Moofushi was partially damaged during the fourth global bleaching event in April-May 2024. Large-scale bleaching affected several coral colonies, some of which were relocated to aid recovery. During the event, a monitoring programme was implemented using belt transects, with data shared with the University of Milano-Bicocca and the Maldives Marine Research Institute. Healthy and bleached coral colonies were sent for further analysis.



To protect them from sand movement, coral frames were relocated to deeper waters, particularly around the 'House Reef,' which is especially affected during monsoon seasons but remains vital for both its natural beauty and the diving courses conducted by BlueTribe

A new coral restoration technique has been introduced, involving gluing corals to rocks with cement. Broken corals found on the seafloor have been reattached using a cement-and-freshwater mixture, applied with a piping bag. A pilot test is currently underway to enhance fish biodiversity in the area.







Nemo's Garden Site



House Reef Site

Climate Change & Environmental Stewardship

Partnership with Whale Shark Conservation



Whale shark excursions are among the most popular activities offered by the diving centre (BlueTribe) at Constance Moofushi, Maldives.

Since April 2023, data has been recorded on the success of each trip and the most frequently sighted whale sharks. In collaboration with the Maldives Whale Shark Research Programme (MWSRP), we use the resources provided to create educational and research-based excursions. By analysing the unique fingerprint of each whale shark, we can identify individuals using the I3S software and collect

data for the research programme. This data provides valuable insights into the Maldivian whale shark population.

We are now part of the 'Be Gentle to Giants' campaign, which promotes best practices for whale shark tourism in the South Ari Marine Protected Area (SAMPA).

Since 2014, Constance Moofushi, Maldives, has contributed to the Big Fish Network by reporting 282 whale shark encounters. The Big Fish Network is an online citizen-science platform developed by the founders of MWSRP to establish a regional monitoring network for whale sharks in the Maldives. In 2023, a new whale shark, number 725, was identified at Constance Moofushi, Maldives. To date, a total of 16 sharks have been sighted and identified by Constance Moofushi, Maldives, and BlueTribe. In 2024, new regulations were implemented in the South Ari Marine Protected Area (SAMPA) to enhance whale shark ecotourism management, including the hiring of new rangers to monitor the area. Constance Moofushi, Maldives, has been actively participating in several seminars to stay informed about these regulations.

3.3 Water Management

With global warming, sources of freshwater are being depleted faster than they can be replenished by natural processes. Water conservation is therefore becoming essential, and as a responsible company, our efforts to reduce water consumption over the past years have resulted in significant cost savings.

At Constance Lemuria, Seychelles, which is supplied with water from its own natural source, and at Constance Ephelia, Seychelles, along with our properties in the Maldives equipped with desalination plants, we continue to benchmark monthly water usage and costs 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 employees 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 targets for minimising water consumption, monitor and analyse periodically.
- · Consider the option of desalination of sea water.

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All our properties are now equipped with water bottling plants to reduce the number of PET bottles used. Half of the bottling plants are connected 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 a sewage treatment plant, where it is recycled for irrigation.

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 Management

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Energy Consumption

The practices established since 2011 as part of our Energy Management strategy have been maintained to reduce our environmental impact while lowering energy costs. In order to minimise energy consumption, we aim to:

- Take steps to make our workplace more energy efficient.
- · Reduce the use of fossil fuels and opt for renewable energy.
- Maintain our machinery and equipment in good working condition.
- Opt for energy-efficient equipment and low-energy appliances.
- Ensure the optimal use of plant and machinery.
- Use timers, sensors, and other devices to regulate energy consumption.
- Reduce energy loss, for example, by using insulated pipes to carry hot or chilled fluids.
- Set objectives for limiting consumption, regularly monitor progress, and improve processes.

Climate Change & Environmental Stewardship

02

Energy Efficiency

Our energy mix is progressively shifting toward renewable sources like photovoltaic systems.

With Constance Ephelia, Seychelles, already equipped with a water bottling plant, Constance Tsarabanjina, Madagascar, is now equipped with a 30KW solar power plant, assisted by two new generators for better efficiency.

Our properties are nearly 100% operational on LED lights, while daily energy monitoring through our Supervisory Control and Data Acquisition (SCADA) system provides each department with the necessary tools and information to manage their energy consumption and identify further opportunities to reduce their carbon footprint.

03

Electricity

The implementation of the SCADA system started in 2011. Connected to meteorological stations, the system has enabled real-time monitoring of electrical power usage and the reduction associated costs.

Today, each property is equipped with SCADA, and the system has been expanded to include reporting on the temperature and door openings of cold rooms, leading to direct impacts on energy savings as well as health and safety.

04

Diesel

In the Maldives and the Seychelles, diesel consumption is directly linked to electricity production since these properties rely on prime power generators. Hence, savings on electricity result in savings on diesel. Diesel is also used for water heating at Constance Lemuria, Seychelles, and Constance Prince Maurice, where the heat recovery system has been entirely redesigned for greater efficiency, resulting in a reduction in average consumption over the past years.

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Gas

Measures have been taken to control our gas consumption, even though no formal saving strategy has yet been developed due to the lack of appropriate instrumentation, including:

- Ensuring the integrity of the distribution network.
- Ensuring the gas banks are properly sized to match the evaporation rate demand.
- Conducting a sensitisation campaign to encourage team members to minimise usage.
- · Ensuring the burners are calibrated.

3.5 Wastes and Effluents and Emissions

At Constance Hotels, Resorts & Golf, we are dedicated to environmental sustainability, as exemplified by our commitment to reducing food waste

In November 2022, we introduced a 500 kg capacity food composting machine at Constance Moofushi, Maldives, demonstrating a proactive approach to waste management. Additionally, the implementation of the Nespresso Recycling programme since 2019 demonstrates our dedication to the responsible disposal of coffee capsules.

Going beyond mere waste reduction, our properties embraced innovation with the launch of the Food Intel Tech (FIT) food waste monitoring programme in April 2022. This initiative not only reflects our conscientious efforts to minimise our ecological footprint but also emphasises our progressive mindset in adopting cutting-edge technologies to address sustainability challenges. With these commendable initiatives, our properties are setting the standard for environmentally conscious practices in the hospitality industry.

Local Food and Composting



While local food is sourced ethically and in line with fair-trade practices, including our coffee, our Chefs' gardens continue to fill the air with aromatic herbs. Partnerships with local suppliers and farmers have helped us implement simple initiatives such as a take-back policy for egg trays or vegetable crates.

Leftovers are reused by pig farms, and excess food is stored in ideal conditions for distribution to the local and needy community. Remaining food waste, mainly biodegradable, is composted onsite for use in our gardens.

Climate Change & Environmental Stewardship



We generate a significant amount of waste that constitutes a major pollutant, affecting both the environment and public health. Through our 4Rs Waste Management Programme – Refuse, Reduce, Reuse, and Recycle – we aim to reduce the impact of waste on the environment by:

- Limiting the use of disposable packaging for hotel supplies.
- Using biodegradable products and materials whenever the option is available.
- Limiting individual packaging of hygiene products in bedrooms.
- Organising the sorting and separation of recyclable waste.
- Collecting and recycling cooking oil for permitted uses.
- Separating and collecting grease from foodstuffs.
- Organising the 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 of hazardous waste such as batteries, electrical and electronic devices, fluorescent bulbs/tubes, etc.
- · Organising and supporting clean-up initiatives for the surrounding environment.
- Our continued partnership with Parley helps us recycle plastic waste into usable items such as tennis shoes.

3.6 Emissions

Constance Hotels, Resorts & Golf remains committed to minimising its carbon footprint and has aligned its actions with the United Nations Framework Convention on Climate Change (UNFCCC) and the Paris Agreement by integrating the Hotel Carbon Measurement Initiative (HCMI) methodology into its monthly reporting process to monitor and reduce its carbon emissions more effectively, while contributing to SDG13 on climate action.

Quality of Services

4. Quality of Services

4.1 The Quality Journey

Despite the gloomy post-COVID forecast, the years 2022 to 2024 have been very successful for the tourism industry worldwide, including for Constance Hotels, Resorts & Golf (CHRG) across our various destinations.

At Constance Hotels, Resorts & Golf, our focus on quality—implemented through Quality Managers at the property level and a Corporate Quality Manager—has further intensified during this period, both in response to market demand and as a result of our ongoing pursuit of excellence. Guests' expectations are higher than ever when it comes to personalised service, human-scale hospitality, and value for money.

'Observe, Collect, Analyse, Improve, Delight' are the guiding principles of our quality commitment, reinforced by the consistent application of the Constance Minimum Standards, the Leading Hotels of the World (LHW) standards, and, as of 2025, the Forbes standards for three properties: Constance Prince Maurice; Constance Halaveli, Maldives; and Constance Lemuria, Seychelles.

Quality is monitored daily using the ReviewPro software tool, which tracks the "pulse" of the Global Review Index (GRI), and the Guest Satisfaction Survey (GSS). This tool not only analyses numerical scores but also evaluates feedback semantics to help identify recurring negative patterns and implement appropriate corrective actions.

Quarterly mystery audits are conducted for our key revenuegenerating reservation departments, while on-site mystery audits are carried out annually at all our properties to assess compliance with:

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

Additionally, internal audits are conducted more frequently to ensure consistent quality.

Thanks to these and several other quality initiatives at the corporate level, CHRG has successfully maintained high GRI and GSS index scores despite the ongoing operational challenges facing the hospitality industry.

4.2 Online Reputation

We closely monitor guest reviews on various Online Travel Agencies (OTAs), review 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% increase in GRI can lead to higher Average Daily Rates (ADR), occupancy rates, and Revenue Per Available Room (RevPAR).

Following the COVID-19 period, Booking.com has taken over the first place as the most important source of reviews, not only for CHRG but for the overall industry. However, TripAdvisor remains very influential, thus forming part of our property balanced scorecards for quality goals.

In the hospitality industry, the average GRI generally ranges from 70% to 80%, with only the top-rated hotels worldwide scoring between 92% and 95%. In 2024, all the properties of Constance Hotels & Resorts scored above 92%, while five properties scored in the 95%–98% range. Furthermore, Constance Hotels, Resorts & Golf ranked second worldwide for its GRI score when compared to 24 small luxury hotel chains globally.

Quality of Services

The overall GRI of CHR has shown an upward trend since 2014, reflecting our unwavering commitment to quality excellence. This progress has been driven by our ongoing dedication to delivering exceptional service and our focused efforts in securing high-quality reviews. By continuously leveraging guest feedback, we are able to refine our service standards and foster continuous improvement.

2024 GRI SCORE OF CHR

+0.5 PERCENTAGE POINT VS. 2023





2024 GRI SCORE BY CHR PROPERTY

Property	Score
Constance Tsarabanjina, Madagascar	99.3%
Constance Moofushi, Maldives	98.9%
Constance Halaveli, Maldives	98.8%
Constance Lemuria, Seychelles	96.9%
Constance Prince Maurice	96.4%
Constance Ephelia, Seychelles	94.6%
Constance Belle Mare Plage	92.6%

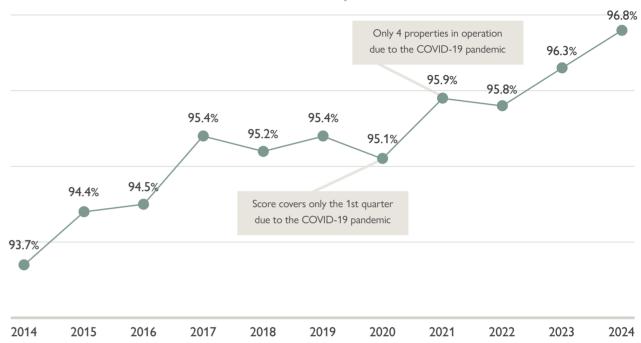
2024 GRI SCORE BY SOURCE

Source	Index	Number of Reviews
GRI GRITM	96.8%	7,894
Booking.com	94.4%	3,246
Tripadvisor	98.6%	3,029
G Google	97.5%	1,149
Expedia	94.1%	165
Holiday Check	95.0%	109
Hotels.com	92.9%	95

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Quality of Services





C Mauritius and New Properties

The online reputation of C Mauritius is also monitored through the ReviewPro software tool. In 2024, C Mauritius performed exceptionally well in terms of its online reputation, achieving a high GRI of 94.7% and being ranked among the top 5 resorts in Mauritius on TripAdvisor.

The three new properties onboarded effective from 01 January 2024 - Constance Sakoa Boutik, Constance Tekoma, and C Rodrigues Mourouk - have also been closely monitored throughout the year, with gradual improvements in GRI performance observed, thanks to our focused efforts.

4.3 Guest Satisfaction Survey

Constance Hotels & Resorts (CHR)

While GRI shows our online reputation, it is the Guest Satisfaction

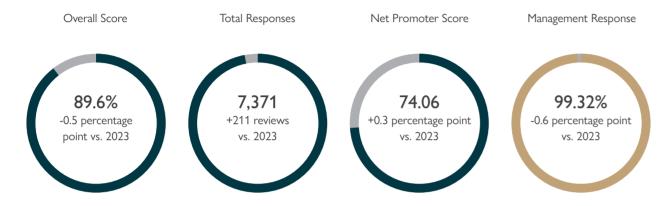
Survey (GSS) results that provide a more in-depth view of the quality of our offerings and the emotional experiences of our guests. It gives us more detailed departmental indicators, thus providing both numeric and semantic data on which our properties can base their adjustments and improvements in offerings and

Over the past years, CHR has maintained a high GSS score despite the challenges faced by the hospitality industry. This is a testament to our ongoing commitment to quality and guest satisfaction.

In 2024, all our properties, except one, reached the targets set. The overall GSS score saw a slight decrease of 0.5 percentage point compared with 2023, while still remaining at a high level. The Net Promoter Score (NPS), which measures the likelihood of guests recommending a brand, remained steady. Bain & Co, the source of the NPS system, suggests that scores above 50 are excellent, and scores above 80 are world-class. Five of our properties achieved an NPS above 80.

Quality of Services

2024 Guest Satisfaction Survey



	Overall GSS Score		2024 NPS Score
Property	2024	Goal	
Constance Tsarabanjina, Madagascar	93.95%	92.50%	92.22
Constance Halaveli, Maldives	93.73%	92.00%	85.10
Constance Moofushi, Maldives	93.29%	93.00%	86.38
Constance Prince Maurice	92.35%	92.50%	85.89
Constance Lemuria, Seychelles	90.70%	90.50%	81.40
Constance Ephelia, Seychelles	87.91%	87.30%	67.09
Constance Belle Mare Plage	85.12%	87.00%	58.47

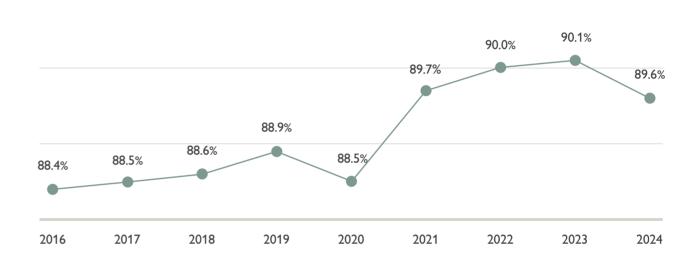
What is a good NPS score?



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Quality of Services

2016-2024 GSS Scores



C Mauritius and New Properties

In 2024, the GSS score of C Mauritius remained at a high level despite a small decrease. Quality improvement actions have been formulated and are being implemented.

Our three new properties underwent a transition period in 2024, during which their operations were successfully upgraded to meet the standards of Constance Hotels, Resorts & Golf. In this respect, gradual improvements in their GSS scores have been observed, demonstrating the effectiveness of our actions

4.4 Mystery Audits



Yearly in-person mystery audits are conducted at all our properties, providing us with sufficient critical data to compare with overlapping

guest comments from reviews and surveys and derive actionable insights. Each audit lasts 2–3 nights and 3–4 days and is followed by a thorough action plan for the rectification of missed points and further improvement.

In 2024, all our properties scored between 80% and 55% in respect of the Constance Minimum Standards mystery audits. In addition, two of our three LHW members exceeded the minimum required score of 80% in their audits.

In 2024, as part of our continued efforts to further improve the quality of service and remain positioned among the top hotel groups, Constance Hotels & Resorts entered into a partnership with the world-renowned independent rating company, Forbes Travel Guide. Constance Prince Maurice, Constance Halaveli, and Constance Lemuria have undergone Forbes training, with their teams now on a daily path towards service excellence. Three audits will be conducted in 2025 for each property, with the aim of achieving certification in early 2026.

Our People and Health & Safety

5. Our People and Health & Safety

5.1 Our People

In 2024, the Group HR department continued to strengthen its strategic initiatives, reinforcing its role as a business partner while enhancing communication across all properties. We implemented targeted competency-aligned programmes in all properties to improve both operational and strategic capabilities, ensuring alignment with the vision of Constance Hotels, Resorts & Golf (CHRG).

A significant focus was placed on data and digital transformation, with advancements in HR Business Intelligence tools enabling better decision-making. Additionally, talent acquisition efforts were enhanced to address industry challenges and attract top talent through digital transformation and employer branding.

01. New Properties Onboarding

A key milestone in the year was the onboarding of three new properties into the Constance family: Constance Sakoa Boutik in Mauritius, Constance Tekoma, and C Rodrigues – Mourouk in Rodrigues. The integration of these properties required a tailored HR approach to align new teams with CHRG's service philosophy, culture, and operational standards. We conducted comprehensive induction programmes, ensuring employees at each property understood the brand values, quality expectations, and guest experience standards. Cross-property training sessions were implemented to upskill teams and create a seamless transition.

Additionally, we focused on fostering a sense of belonging and engagement, supporting employees through mentorship programmes, leadership guidance, and team-building activities. The successful onboarding of these new properties reinforces our commitment to expansion, talent development, and maintaining service excellence across all our destinations.

2024

Overview

Onboarding

New Properties

O2 Culture and Employee Experience

Talent Management & Acquisition

04 Learning & Development

Our Position

Our People and Health & Safety

02. Culture and Employee Experience

Culture remained a central pillar of our HR initiatives, addressing intergenerational workforce challenges in Mauritius. The Passion Awards celebrated its seventh edition, recognising exceptional contributions and strengthening employee morale.

Enhancements in onboarding, including the launch of "Beginnings at Constance," provided a structured approach to welcoming new employees. Revamped mentorship programmes supported career development, including cross-property mentorship for senior leaders.

A revamped recognition policy strengthened employee engagement, supported by initiatives such as the "Why am I so passionate about what I do?" online campaign, Thank You Week, the Constance Generosity Challenge, and Knowvember. Employee well-being was prioritised through upgraded staff accommodations, work-life balance projects, and accessible mental health support.



03. Talent Management & Acquisition

Talent retention efforts were reinforced through a comprehensive review of salary scales in Mauritius. Benefits were reviewed to align compensation with broader employee needs. Internal promotions and mobility KPIs created career advancement opportunities, while succession planning initiatives ensured a robust leadership pipeline. Cross-exposure programmes broadened employees' skill sets, and performance progress discussions fostered continuous professional growth.

To strengthen our employer brand and digital presence, we launched an Employee Advocacy Programme across all our properties, and we also formalised our Employee Value Propositions (EVPs) to reinforce our positioning as an employer of choice. Our EVPs are structured around five key pillars:



Learning	Family	International Career Opportunities	Luxury Hospitality	Environmental and
& Growth	Spirit		Experience	Societal Contribution
A commitment to continuous professional development.	A strong company culture fostering inclusion and mutual support.	Mobility across multiple destinations within the Group.	Exposure to world-class hospitality standards.	A workplace aligned with sustainable and responsible business practices.

To communicate these EVPs effectively, we launched an internal and external branding campaign showcasing our employees through dynamic video content. All HR communication visuals were refreshed to ensure a modern, engaging aesthetic adapted to each destination. Recognising the need to engage younger talent, we expanded our employer branding efforts to TikTok, showcasing Constance Hotels & Resorts in an innovative and engaging manner. This strategic move increased brand awareness among digital-native job seekers and positioned hospitality as an attractive career path.

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Our People and Health & Safety

04. Learning & Development

Learning and development remained a cornerstone of our HR strategy, with key programmes including:

CONQUEST	Building the Backbone	Benchmarking Safari	Specialised training
Senior leadership development.	Mid-management strengthening.	Exposure to international innovations and trends.	Training for service excellence.

In addition to these, the Training Departments and the internal trainers in all properties ensured an average of 47.9 training hours per team member across the Group, against a Group-wide target of 40 hours.

05. Strengthening Our Position as Leading Employer

By implementing targeted initiatives such as employee advocacy, enhanced employer branding, and digital engagement strategies, CHRG reinforced its position as a leading employer in the luxury hospitality sector. Our efforts in 2024 have laid a strong foundation for future HR and talent management strategies, ensuring continued workforce growth, employee satisfaction, and business success.

Constance Hospitality Training Centre Ltd (CHTC)

As the learning arm of CHRG, the Constance Hospitality Training Centre (CHTC) champions a culture of lifelong learning and development across the organisation.

Through our fully customised in-house Leadership Development Programmes, we ensure a strong succession plan and nurture a pool of capable leaders, ready to meet future challenges. Our Learning Management System (LMS), with Al capabilities, makes learning opportunities accessible to all team members. Moreover, our Apprenticeships and International Internship Programmes (IIP) attract fresh talent, fostering growth and innovation within the organisation.

Together, we empower our people to thrive and build a stronger future for CHRG.

Corporate Training

6,903 Man hours

Apprenticeship and IIP

153 Students

Our People and Health & Safety

Throughout 2024, CHTC deployed a variety of impactful corporate training initiatives across the organisation. Key programmes included our signature BRIGHT Leadership Development Programmes, the COMET (Constance Management Experience Training), and the Constance Internal Trainer and Mentor Certification Programme.

We also strengthened our commitment to nurturing new talent by offering Apprenticeship Programmes in collaboration with the Mauritius Institute of Training and Development (MITD). These programmes provided students with invaluable handson experience and career opportunities within our hotels. The courses included National Certificate Level 3 (NC3) in Front Office, Housekeeping, Restaurant & Bar Service, Pastry, and Food Production.



Corporate Training in Rodrigues

Additionally, we welcomed graduate students from international schools through our International Internship Programme (IIP), offering them structured work placements across various hotel operations, fostering their growth and development within the hospitality industry. We consolidated our existing strategic partnerships and established new alliances with international schools, creating valuable opportunities for international students to gain real-world experience within our hotels. Many of our past interns transitioned into full-time roles, achieving our goal of integrating fresh talent and shaping the future of the hotel industry with dynamic, skilled professionals.

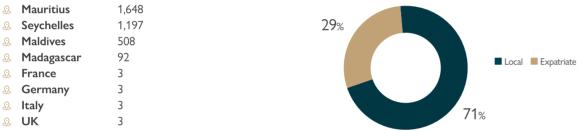


NC3 Graduation Ceremony - September 2024

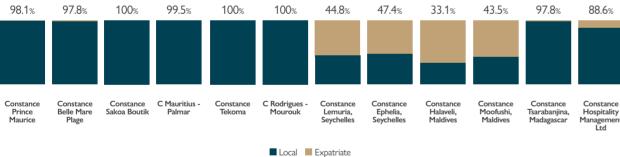
Our People and Health & Safety

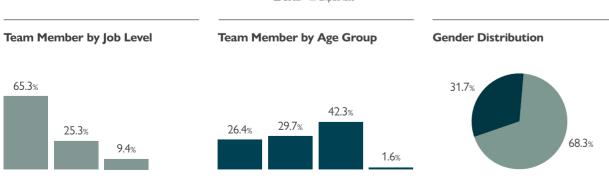
Our Team Profile in 2024

Team Members 3,457 Nationalities 47 Team Member by Country of Operation % of Local vs Expatriate Team Members



% of Local & Expatriate Team Members by Hotel/Entity





■ Male ■ Female

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Our People and Health & Safety

5.2 Health & Safety

Constance Hotels, Resorts & Golf is committed to maintaining and continually improving its Health & Safety (H&S) standards across all its units of 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.

Compliance

Each unit, in consultation with the Sustainability Committee representatives, establishes and reviews appropriate standards of procedures as needed to ensure the H&S of all team members, service providers, guests, and any other stakeholder groups with whom they interact.

Risk Management

Each unit actively monitors risks and unsafe conditions through regular worksite inspections, risk assessments, timely incident reporting, adherence to safety rules, and health surveillance programmes. These are essential management tools for establishing an effective workplace H&S framework.

Competence & Training

Each unit ensures that all team members are provided with adequate information, instructions, and job-specific training. Team members receive refresher training on workplace safety rules and emergency management annually, as well as following any unsafe acts, behaviours, or work-related incidents.

Consultation & Communication

We actively engage with all stakeholders to evaluate the effectiveness of the H&S programme and to promote awareness and co-worker participation.

The continuous improvement of our Performance Management System has contributed to strengthening our H&S culture among team members, who continue to promptly report any safety concerns and incidents. These are followed by thorough investigations aimed at identifying root causes and implementing the necessary preventive measures. Through this robust system, we have successfully reduced the severity of injury cases by 11% during the year under review.

In 2024, the Sustainability Team aimed to protect the health and well-being of all team members while ensuring the continuity of our services for guests. We recorded a 30% improvement in risk closure days compared with 2023.



Corporate Social Responsibility

6. Corporate Social Responsibility

6.1 Fondation Constance

At Constance Group, we are committed to creating a lasting and positive impact on the communities surrounding our hotels. Our approach to Corporate Social Responsibility (CSR) extends beyond philanthropy - it is an investment in sustainable development that fosters growth and well-being.

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

Our Objectives

Guided by a clear vision, Constance Group's CSR policy is built on three key objectives:



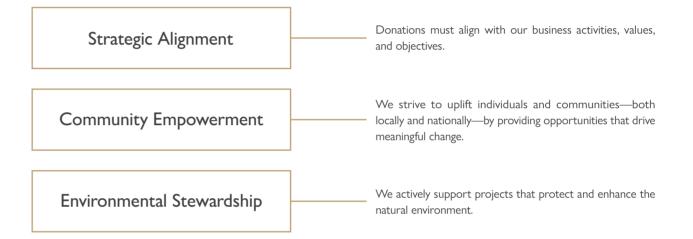
While Fondation Constance supports high-impact national projects, its primary focus remains on initiatives within the regions where Constance Group operates. This local-first approach strengthens our engagement with stakeholders and maximises the effectiveness of our efforts.

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Corporate Social Responsibility

Donation Policy

Our donation policy is designed to ensure responsible and impactful fund allocation. The Group's contributions adhere to the following principles:



Through Fondation Constance, we reaffirm our commitment to sustainable development, ensuring that our CSR efforts leave a lasting, positive impact.

THE GROUP

THE COMPANY

	2024 MUR'000	2023 MUR'000	2024 MUR'000	2023 MUR'000
CSR - Fondation Constance	2,500	2,000	2,500	2,000
Political donations	2,000	-	2,000	-
Other donations	2,321	518	1,650	-
Total	6,821	2,518	6,150	2,000

Corporate Social Responsibility

Fund Allocation of Fondation Constance

In 2024, financial resources available to Fondation Constance were strategically allocated to projects across seven focus areas, benefitting 16 NGOs

Number of NGOs sponsored	Allocation by Focus Area						
16	Socio- economic development	Education and Training	Health	Leisure and Sports	Protecting the environment	Supporting persons with disabilities	Peace and Nation Building
	30.5 %	24.8 %	23.5 %	9.8 %	9.2 %	1.7 %	0.5 %



Socio-economic development

Constance Hospitality Training Centre Ltd (CHTC)

In 2024, 45 students from vulnerable groups in the eastern region of Mauritius, sponsored by Fondation Constance, enrolled in courses in Food Production, Pastry, Front Office, and Restaurant & Bar, at National Certificate Level 3, delivered by CHTC. These courses aim to equip them with skills that will enhance their employability. The students are expected to complete the courses by April 2025.

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

With the increasing demand for monitoring street children, Fondation Constance has increased its financial support to SAFIRE, an NGO committed to promoting the rights of street children. This collaboration targets 47 children living in the regions of Mauritius where Constance Group member companies operate. Activities such as sports and handicrafts are carried out to protect these vulnerable children and their families from drug and human trafficking. Children's attendance at schools has stabilised.



Sustainability Report 2024 Constance Hotels Services Limited

Corporate Social Responsibility

Association Kinouete

In 2024, Fondation Constance financially supported this NGO, which focuses on the rehabilitation of ex-detainees. Several activities were carried out in the Flacq region to reach out to ex-detainees and their families, while raising awareness about rehabilitation and reintegration.



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Friends of the Poor

Schooling support was provided for ten underprivileged children from the eastern region of Mauritius. This support included school materials, basic necessities, and special events to promote the well-being of these children.

Caritas – Ste Ursule (Boutique Solidaire)

Fondation Constance continued to support Caritas – Ste Ursule in its fight against poverty through the Boutique Solidaire. To encourage personnel from the Constance Group of companies to engage in charitable activities, Fondation Constance coordinated the initiative to provide vulnerable families with basic necessities.

Maison Familiale Rurale de l'Est (MFR)

In 2024, funds were raised during the 12-hour non-stop cycling event, the Constance Generosity Challenge, to cover the educational trip of MFR students to Réunion Island. MFR is an NGO that offers training courses to school dropouts due to various social difficulties, helping them become better citizens and preparing them for a brighter future.



Education and Training

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

Association Étoile de Mer

An NGO dedicated to the development of quality non-formal education programmes for approximately 40 underprivileged children who are excluded from the formal education system in Mauritius. In 2024, it achieved a 100% pass rate in the National Certificate (NC) 1 exams, leading to enrolment in NC2 at the Mauritius Institute of Training and Development (MITD). Three students are now pursuing their studies at the NC3 level, and one at the NC4 level at MITD.

Primary School Achievement Certificate (PSAC) Scholarships

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 in Mauritius. These scholarships cover secondary studies and aim to enhance equitable and quality secondary education, leading to relevant and effective learning outcomes. In 2024, 25 students benefitted from the scheme.

Action for Integral Human Development (AIHD) - Skills for Life

AlHD – Skills for Life is a programme that helps young children in Mauritius develop their ability to cope with everyday challenges, identify and express their feelings, and explore ways to address them. This integrated project aims to maintain good mental health, which positively impacts academic performance and long-term economic empowerment for vulnerable individuals. In 2024, Fondation Constance chose to sponsor four schools in the east: Flacq Post RCA, Poste de Flacq, Camp Ithier, and Mare La Chaux Government Schools. Improvements have been noted in the behaviour of children, who are now more able to express their emotions and resolve conflicts more easily.

Collège Technique St Gabriel

Fondation Constance sponsors youth who demonstrate a strong desire to uplift themselves and secure future employment through tertiary education and vocational training. In 2024, a student attending Collège Technique St Gabriel benefited from this support.

Flacq Post RCA and Poste de Flacq Government Schools

Both schools in Poste de Flacq, Mauritius, benefitted from the support of Fondation Constance in maintaining a conducive learning environment for their students.



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

AILES is an NGO engaged in the fight against HIV and drug abuse, as well as in supporting children living with HIV in Mauritius. Awareness sessions and rapid testing for HIV, syphilis, and Hepatitis C were organised at Poste de Flacq during the year under review.

Centre d'Accueil de Terre-Rouge (CATR)

In 2024, Fondation Constance continued to financially support CATR, an NGO dedicated to counselling drug addicts and developing a program to strengthen the prevention and treatment of drug addiction in Mauritius.

CATR continued to provide counselling and sensitisation sessions to the community throughout the year under review. Eleven individuals from the east completed the residential rehabilitation programme offered at Terre Rouge. With the increasing demand for appropriate treatment in the east, CATR and Fondation Constance are strengthening their collaboration to provide facilities and resources to combat drug addiction in the region.



Sustainability Report 2024

Constance Generosity Challenge – T1 Diams

Through a non-stop cycling event organised by Fondation Constance and employees of the Group, funds were raised to benefit T1 Diams, which supports people living with Type 1 diabetes in Mauritius. This initiative ensures that beneficiaries, aged between 14 months and 78 years, receive optimal care in terms of medical equipment, psychosocial support, and therapeutic education.

Sustainability Report 2024 Constance Hotels Services Limited

Corporate Social Responsibility

Employees of the Constance Group were invited to pedal for 12 hours, taking turns on stationary bicycles placed in all the Group's entities in Mauritius. During this event, T1 Diams organised an awareness session for the personnel.





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On World Diabetes Day, 14 November 2024, Group employees at Constance were sensitised about diabetes



Constance Cycling Academy

Since 2013, Fondation Constance has pursued its mission to develop young people into responsible citizens through the practice of sports, particularly cycling. With this mission in mind, Fondation Constance fully supports the Faucon Flacq Sporting Club (FFSC), which fosters the growth of young cycling enthusiasts, especially those from vulnerable backgrounds, with the aim of protecting them from social evils and offering them new opportunities to become responsible citizens. Many of them have joined the companies of the Constance Group.



Since its establishment, the Constance Cycling Academy, under the auspices of Fondation Constance, has provided opportunities for a significant number of young people to shine and demonstrate their talent in this field.

The Constance Cycling Academy is also committed to the development of women's cycling and gender equality. Six girls train three times a week, one of whom is an Under-17 champion. This achievement underscores the effectiveness of the training programmes and the efforts being made.

Moreover, Fondation Constance facilitated the training of a cadet rider in France. Our goal is to continue our efforts to enable the younger generation to be true role models for their peers and, in turn, provide the country with top-level sportsmen and women.



Protection of Animals Welfare Society (PAWS)

The growing issue of stray dogs and cats near Constance Prince Maurice and Constance Belle Mare Plage led to a collaboration between Fondation Constance and PAWS, with the goal of reducing the population through sterilisation, rescue, and rehoming where possible.

Corporate Social Responsibility

Reef Conservation - Eco-Schools Programme Rodrigues

In 2024, Fondation Constance sponsored Reef Conservation, an NGO focused on environmental education and promoting sustainable development through global environmental education. Twelve non-Green Flag schools identified in Rodrigues were supported and guided to implement sustainable projects for their schools and communities. Five schools achieved the prestigious Green Flag award, and one school received the Silver award.

"Your commitment to our cause has been instrumental in helping us achieve this."

Foundation for Environmental Education Programme
Manager, REEF Conservation



Supporting persons with disabilities

Centre Joie de Vivre

Fondation Constance continued to uphold its commitment as a socially responsible organisation by sponsoring the Centre Joie de Vivre in Mauritius. It made a partial contribution toward the acquisition of musical instruments and other amenities for the well-being of the beneficiaries.



Networking

Community Working Group (CWG)

Fondation Constance continued to collaborate with the Community Working Group, under the aegis of the National Empowerment Foundation (Mauritius), which aims to bring together stakeholders from the civil service, as well as the public and private sectors, to brainstorm, discuss, and implement projects and activities designed to empower vulnerable families and alleviate poverty in the eastern region of Mauritius.

6.2 CSR Initiatives at Property Level

Concurrently with the projects supported by Fondation Constance, CSR initiatives are also undertaken at the level of our properties.

These initiatives provide CHRG with a broader opportunity to engage directly with its local stakeholders.

In 2024, progress toward our Corporate Social Responsibility objectives continued, with 139 activities involving more than 4,700 stakeholders, including guests. These initiatives addressed all 17 goals and were aligned with the Sustainable Development Goals, reflecting our contribution toward their achievement and informing our long-term strategy.



True by Nature





Our Common Future

7. Our Common Future

As a responsible business, we believe that we have the duty not only to manage our own impacts on the economy, society, and environment but also to lead the way in understanding, improving, and innovating for sustainable tourism.

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Building on our sustainability achievements and commitments, Constance Hotels, Resorts & Golf aims to establish a new chapter in our sustainability journey – True by Nature.

In September 2024, we conducted a new Sustainability Materiality Assessment to understand the needs and expectations of our Management Team (56% of participants) and Team Members (44%) and to set our priorities for sustainability initiatives. The insights collected from this assessment, compared with those from 2019, reflect our teams' enhanced understanding of sustainability issues.

Our top three sustainability priorities for the period 2025-2027 are:

- Biodiversity & Ecosystem Restoration (SDG 15.9a and 14.2)
- Decent Work & Inclusiveness (SDG 8.5 and 10.2)
- Sustainable Development through Education (SDG 4.7)

Our Sustainability Targets

Sustainability Man	agement Plan Pillar	Target	Status in 2024
	Workforce Development & Human Rights	Average training per team member ≥ 30	47.9 hours
True People	Occupational Health & Safety	Overall H&S performance - 80 %	89.90%
	Challahaldan Fransansan	Supply Chain engagement > 80 %	58%
	Stakeholder Engagement	CSR direct beneficiaries ≥ 2,000 individuals	4,705
True Places	Biodiversity	Increase in funding for restoration projects	Partnership with Funders
	Energy	Reduction in greenhouse gas emissions	20%
	Wastes Management	Reduction in wastes-to-landfill per room right	10.60%
True Service	Sustainability & Governance	Compliance of all structures and systems	93.50%
True service	Quality Standards	Secured guests score ≥ 65%	95.70%
True Experience	Customer Satisfaction	Overall guest satisfaction score ≥ 86%	92 %



True by Nature

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