



CORPORATE SUSTAINABILITY MANAGEMENT PLAN 2020



MESSAGE FROM OUR CEO

Constance Hotels & Resorts are renowned for service excellence in luxury hospitality, which is delivered daily by 3,023 colleagues from nearly 50 nationalities.

Together we care for our guests, we care for the Indian Ocean islands where our properties are located and we care for the planet we all live on.

We consider social responsibility to be an important part of our growth strategy and a source of competitive advantage.

We are committed to operating our hotels to the highest standards and in responsible and sustainable ways. We integrate environmental leadership into everything we do and adopt best practices while complying with regulatory requirements.

Multiple actions in line with our group's strategy towards sustainability management, ranging from energy consumption management to preservation of the natural environment, are in place in our properties.

With the growing commitment from the teams and increased initiatives over time, we are proud to have achieved scores averaging 90% for the last Green Globe re-certification.

Looking ahead, the Group will continue to encourage colleagues to advance sustainability and engage with communities and stakeholders to achieve measurable results over the decades to come.

We wish to reassure that we will pursue our proactive approach towards achieving goals of excellence in management, sustainability and performance.

We seize this opportunity to thank each and every one for their precious contribution.

Sincerely,



JEAN-JACQUES VALLET
CHIEF EXECUTIVE OFFICER
CONSTANCE HOTELS & RESORTS



CONSTANCE HOTELS & RESORTS

A LEADER IN LUXURY HOSPITALITY MANAGEMENT

Constance Hotels, Resorts & Golf is a renowned operator in the Indian Ocean, recognised for its excellence in luxury hospitality and golf management.

Through its management company, Constance Hospitality Management Ltd, the Group operates nine hotels across five destinations in the Indian Ocean (Mauritius, the Seychelles, the Maldives, Madagascar and Pemba-Zanzibar) and three 18-hole championship golf courses in Mauritius and the Seychelles.

Our Ambition

Constance Hotels, Resorts & Golf is engaged in driving growth for its stakeholders by leveraging the value of its corporate brand and enhancing its presence in its current destinations as well as expanding into new ones. Our ambition is to enlarge our management portfolio, whilst keeping the family spirit that has made our success.

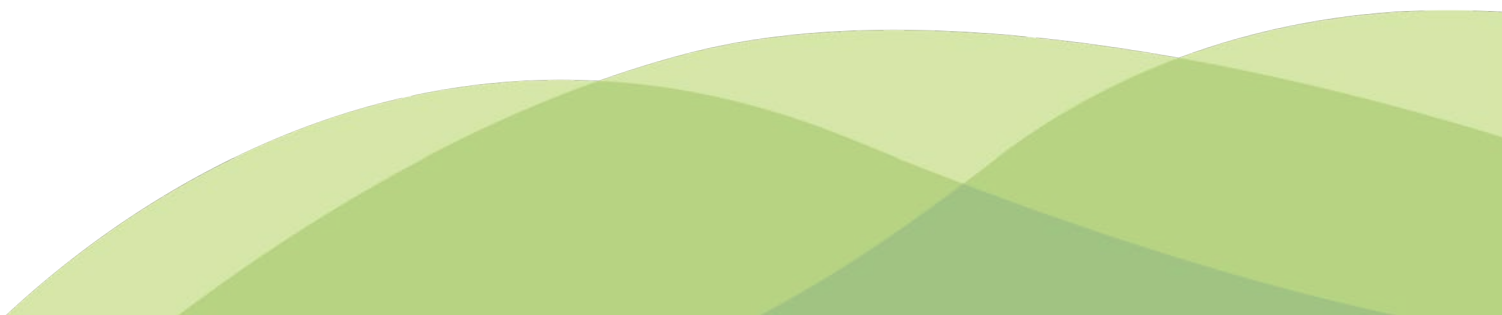
Our New Brand Architecture

The name "Constance Hotels" enjoys a unique reputation in the hospitality industry, built on our experience in operating luxury hotels and on our wide network of partners across the world. It also stands for excellence in golf management.

In 2017, a rebranding exercise led to a revamped brand architecture that aims to sustain the continued growth of Constance Hotels, Resorts & Golf. This new brand architecture structures our activities into 3 main offerings, under 3 distinctive brands:

- Constance Hotels & Resorts, our current luxury offering
- C Resorts, a new lifestyle brand created to tap into the upper-upscale market segment and to enable new business opportunities
- Constance Golf with a view to expanding our golf management activities

Our new brand platform reflects the beliefs and values of Constance Hotels, Resorts & Golf, summed up by the tagline "True by nature".



2017 AWARDS & ACCOLADES

CONSTANCE PRINCE MAURICE

World Luxury Hotels Awards

Luxury Hotel Best Scenic Environment in the World

World Travel Awards

Indian Ocean's Leading Culinary Hotel
Mauritius' Leading Luxury Resort

Connoisseur Circle's Hospitality Award

Readers' Choice Category

TripAdvisor Travellers' Choice Awards

1st among Top 10 Luxury Hotels in Mauritius

1st among Top 25 Hotels in Africa

2nd among Top 25 Luxury Hotels in Africa

12th among Top 25 Luxury Hotels in the World

World of Fine Wine

Best Hotel Wine List Middle East and Africa

Wine Spectator Awards

Best of Award of Excellence for L'Archipel Restaurant

CONSTANCE BELLE MARE PLAGE

World Luxury Hotels Awards

Luxury Golf Resort in Mauritius

Luxury Villa in Mauritius

World Travel Awards

Mauritius' Leading Green Resort

Mauritius' Leading Family Resort

Wine Spectator Awards

Best of Award of Excellence for Blue Penny Cellar

CONSTANCE HALAVELI, MALDIVES

World Luxury Hotels Awards

Luxury Eco/Green Hotel in the Region

Luxury Beach Resort in the Maldives

Luxury Water Villa Resort in the Maldives

World Travel Awards

Maldives' Leading Luxury Resort

TripAdvisor Travellers' Choice Awards

10th among Top 10 Luxury Hotels in the Maldives

Wine Spectator Awards

Best of Award of Excellence for Jing Restaurant

CONSTANCE MOOFUSHI, MALDIVES

World Luxury Hotels Awards

Luxury Eco/Green Hotel in the World

TripAdvisor Travellers' Choice Awards

6th among Top 10 Luxury Hotels in the Maldives

Wine Spectator Awards

Best of Awards of Excellence for Alizée Restaurant

CONSTANCE LEMURIA, SEYCHELLES

World Luxury Hotels Awards

Luxury Eco/Green Hotel in the Continent

Luxury Hotel in the Continent

Luxury Golf Resort in the Seychelles

World Travel Awards

Seychelles' Leading Hotel

TripAdvisor Travellers' Choice Awards

19th among Top 25 Hotels in Africa

Wine Spectator Awards

Best of Awards of Excellence for DIVA Restaurant

CONSTANCE EPHELIA, SEYCHELLES

World Travel Awards

Indian Ocean's Leading Green Resort

Seychelles' Leading Family Resort

Wine Spectator Awards

Best of Award of Excellence for Cyann Restaurant

CONSTANCE TSARABANJINA, MADAGASCAR

World Luxury Hotels Awards

Luxury Hideaway Resort in the World

Luxury Private Island Resort in the World

Luxury Romantic Hotel in Madagascar

TripAdvisor Travellers' Choice Awards

1st among Top 10 Small Hotels in Madagascar

4th among Top Small Hotels in Africa

21st among Top 25 Small Hotels in the World



SUSTAINABILITY STRATEGY

SUSTAINABILITY MANAGEMENT PLAN – PURPOSE

Our strategies and approach, while abiding to the local laws and regulations of the countries where we operate, aim at increasing the sustainability of our operations through positive contributions to biodiversity conservation, cultural heritage preservation and community development. We continuously strive to refine our level of understanding of sustainability and have adopted a yearly audit program to review our sustainable practices so as to identify and minimise the negative impacts of our operations on the surrounding ecosystems and cultures and improve further our environmental management practices.

Sustainability within the Constance Hotels & Resorts is defined as “carrying out our business in line with the company’s guiding principles of being conscious of global environment issues and acknowledge our responsibility towards the environment”. While the well-being of our guests remains the fore-front, we commit ourselves to carrying out operations in a sustainable manner, taking every step to minimise operational impact on, and preserve the environment wherever we operate.”

Hence, the Constance Hotels & Resorts has developed a Sustainable Management Plan (SMP) to guide the Management teams of all its properties in decision making and daily operations of the business by encompassing four key areas:

- I. **Environmental** – to be actively involved in conserving resources, reducing pollution, conserving biodiversity, ecosystems and landscapes.
- II. **Socio-cultural** – to be involved in corporate social responsibility actions, community development, promote local employment, fair trade, support local entrepreneurs, respect local communities, implement a policy against commercial exploitation, responsible sourcing, equitable hiring, colleague protection and last but not least, that our business does not jeopardize the provision of basic services, such as water, energy or sanitation to neighbouring communities.
- III. **Quality** – any activity that can sustain itself economically through creating competitive advantages within the industry with inspired service that not only meets, but exceeds guest expectations; it continues to contribute to the economic well-being of the surrounding community through local ownership, employment, buying local products, etc. A sustainable business should benefit its colleagues, customers, business partners, owners, other stakeholders.
- IV. **Health & Safety** – comply with established Occupational Safety and Health legislation & regulations and ensure instruments are in place to protect every person on its premises.

SUSTAINABILITY MANAGEMENT PLAN – SCOPE

Since the year 2013, Constance Hotels & Resorts has embarked on an environmental sustainability performance program to better promote our environmental credentials. The Green Globe Certification, which is the world's most recognised global certification for sustainable travel and tourism, also offers the world's most recognised and longest running program, allowing us to strengthen our commitment to the people and prosperity of our different locations.

With the initial target of achieving the Green Globe certificate within one year, each of its properties in Mauritius, Seychelles and Maldives nominated a Green Globe Champion whose main tasks were to:

- Conduct a gap analysis between the property's practices and the GG standards
- Identify with the Management team achievable and responsible performance targets and develop a Sustainability Management Plan (SMP)
- Create awareness, identify key people in the implementation process and provide guidance as required
- Monitor the SMP to ensure achievement of the required standards within deadlines
- Conduct a regular review to ensure that sustainable practices are maintained

Successful implementation was the result of team work and the passion with which the whole team made efforts to bring positive changes to their environment.

Highlights

The following images demonstrate green actions initiated and on-going at Constance Hotels and Resorts:



Staff awareness campaigns



Staff activities on Earth Day



Lagoon cleaning



Coral regrowth programme



Tree planting



Beach cleaning



Composting



Turtle management plan



Earth Day activities



Exploration of the mangroves with kayak



Community awareness



Community cleaning



Segregation of waste

Our properties encourage the younger guests of the age of 4-11 years to participate in our Constance Kids Club activities whereby they are initiated to sustainable practices through eco-friendly activities such as using recycled materials for crafts, nature walks, nature discoveries etc.



Coconut Easter eggs



Mangrove planting



Plant nursery



Eco-themed activity

Other initiatives taken include:

- Self-bottling to reduce the use of PET bottles
- Recycling of grey water for irrigation
- Recycling of paper
- Eco-bulbs
- Vacant room policy in respect of lighting and air conditioning
- Sensitizing team members on energy saving and control
- Use of organic and eco-friendly pesticides
- Purchase of key cards made of eco-friendly material
- Implementation of half-load washing formulas to decrease water level and percentage of chemical in washing load
- Eco-friendly activities in our Constance Kids Club programme
- Food donations to local farmers for animals feeding
- Sensitize guests about eco-system (preservation of coral and local species...)
- Promotion of local culture and traditions through culinary events, craft and entertainment

This paper is the full Sustainable Management Plan and provides a comprehensive insight into our policy towards a sustainable management of our properties. Having been developed through the contribution of its resorts, it ensures the full integration within all its resorts embarked on the Green Globe certification program.


To ensure the implementation of our SMP, we:

- a) issue Policies and Procedures that encompasses the four key SMP areas i.e. environmental, social-cultural, quality and health & safety,
- b) regularly communicate to team members and stress on the responsibility of each and every one in maintaining a green culture,
- c) set a framework for monitoring and reviewing of SMP objectives and targets on a periodical basis.

Environment Policy

We, at Constance Hotels and Resorts (CHR) are conscious of global environmental issues and acknowledge our responsibility towards the environment. While the well-being of our guests remains on the forefront, we commit ourselves to carry out operations in a sustainable manner, taking every step to minimise operational impact on, and preserve the environment wherever we operate.

In delivering this commitment, all CHR properties will 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 an authentically local experience
 - Promote efficient use of materials and resources across our properties, especially water and energy
 - Work diligently to minimize 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 for improvement of our environmental management system
 - Promote awareness and educate employees on environmental issues and sustainable working practices
 - Engage our guests, team members, suppliers, contractors and the local community in our initiatives to preserve the environment and consider their opinions/ feedback when setting our environmental programs and procedures
 - Conduct Environmentally Preferable Purchasing
 - Participate in efforts to improve environmental protection at local and national levels
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Environmental Awareness

- We will maintain awareness among our team members on environmental issues, preservation of local cultures and the necessity for everyone to act in a responsible manner
- We will communicate to our team members the environmental practices that need to be implemented at the workplace as well as other simple environment-friendly measures that they can apply in their everyday lives
- We will encourage our team members to participate in and support environmental initiatives
- We will communicate our environmental commitment to guests and give them an option to support us in our green initiatives
- We will extend awareness on environmental issues, local cultures and best practices to the local community

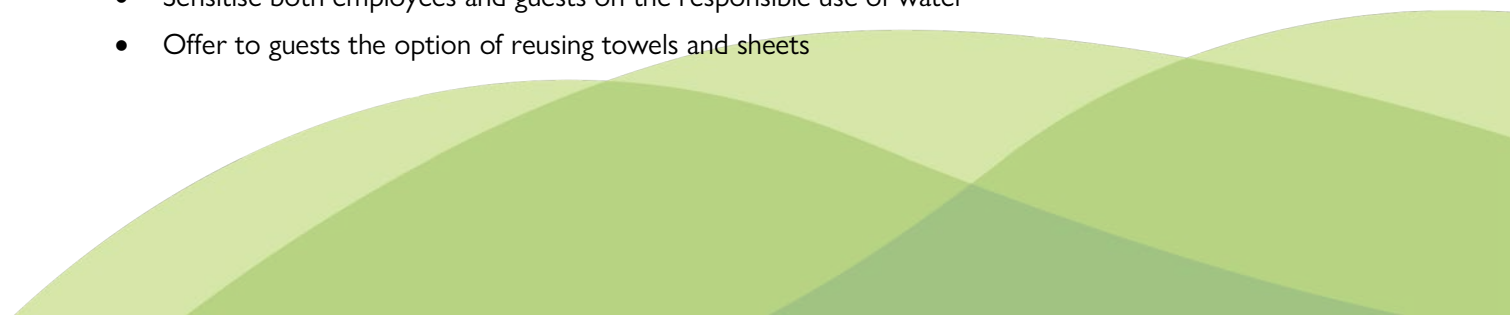
Energy

Reducing energy consumption will help to reduce environmental impact and at the same time lower energy costs. In order to minimise energy consumption, we will:

- Take steps 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
- Make use of solar energy wherever applicable
- Reduce loss of energy, for example by using insulated pipes to carry hot or chilled fluids
- Set objectives for limiting consumption, regularly monitor progress and improve processes

Water

With global warming, sources of freshwater are being depleted faster than they can be recharged by natural processes. Water conservation is therefore becoming essential and as a responsible company, we will:

- 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
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- Limit the use of freshwater by:
 - capturing and using rainwater wherever possible
 - using recycled greywater for irrigation
- Set targets for minimising water consumption, monitor and analyse periodically
- Consider the option of desalination of sea water

Waste

We generate an important amount of waste that constitutes a major pollutant, affecting both the environment and public health. We will do utmost to avoid, recycle and reuse in order to reduce its impact on the environment. Our Waste Management Plan will include the following:

- Limit the use of disposable packaging for the hotel supplies
- Use bio-degradable products and materials, whenever the option is available
- Limit individual packaging of hygiene products in bedroom
- Organise sorting and separating of recyclable wastes
- Collect and recycle cooking oil for permitted uses
- Separate and collect grease from food stuffs
- Organise recycling of materials such as paper/cardboard/glass/plastic packaging, metal cans, ink cartridges, restaurant organic waste, garden green waste, etc.
- Engage in projects with the local community for the reuse of recycled materials
- Safely dispose of hazardous wastes such as batteries, electrical and electronic devices, fluorescent bulbs/tubes, etc.
- Organise and/or support clean-up of the surrounding environment

Green Procurement (Environmentally Preferable Purchasing)

Green procurement or EPP is the practice of procuring products and services that are less harmful to the environment (land, air and water) and all species that depend on the environment for survival. Green products are those that are produced with less harmful materials or which upon usage / consumption would have a minimal impact on the environment

We will carry out EPP whenever green options are available, while giving due consideration to guests' satisfaction, company standards and reasonable costing. Our green purchasing measures will include the following:

- Encourage and favour eco-friendly and power-efficient products
- Prefer recycled and bio-degradable products
- Buy seasonal and locally produced goods as far as possible and thus avoid transport energy
- Buy in bulk to reduce packaging wastes

- Favour less harmful fertilisers and cleaning agents
- Prefer eco-friendly designs and eco-labelled products
- Prefer to purchase from a source that is less polluting or uses clean technology
- Encourage and prefer vendors who use recycled packaging material. Explore the possibilities of further reuse and/or recycling with the vendor
- Green the supply chain by seeking vendors who share our values and have in place an environment management system

Destination Protection

The natural environment is one of the primary attractions for leisure visitors. In order to develop sustainable tourism, we will

- Ensure protection of the natural and cultural values of the area while developing and creating recreational facilities / activities for our guests
- Participate in efforts to restore habitat whenever possible
- Promote local food, entertainment, culture and cottage industry
- Engage with local people when developing cultural attractions
- Offer guests souvenirs of a local nature and making, and which are made of eco-friendly products
- Provide guests with a list of environment-friendly products and local souvenirs that they may shop



Conservation of Marine Life and Reefs


The ocean and the reefs are home to numerous sea creatures and plants, some of which are even used for medical purposes.

We will take every possible step towards the conservation of marine life and protection of our reefs. Measures taken by our properties will include:

- Ensuring waste water 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 all trash are properly disposed of and no debris are left hanging on the beach
- Sensitising our guests and ensuring with service providers that snorkelling and diving are practiced in a way that does not affect our coral reef
- Encouraging and supporting clean-up of the marine and coastal environment
- Complying with local conservation policies, for e.g., by promoting non-motorised water sports
- Keeping boats clean and in proper working condition in order to minimise noise pollution
- Plant trees as the latter reduce runoff into the oceans and contribute to reversing the warming of our planet and the rising temperatures of our oceans

Biodiversity

Biodiversity boosts ecosystem productivity where each species, no matter how small, has an important role to play. In order to protect biodiversity, we will:

- Reduce our use of insecticides, weed killers, fungicides
 - Use organic fertilisers
 - Use environmentally friendly products for cleaning
 - Buy sustainably harvested seafood and agricultural products
 - Water plants in a rational way
 - Use indigenous plants for landscaping and minimising 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 the local area
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Stakeholder Engagement and Policy Advocacy

CUSTOMERS	Guest Satisfaction Surveys, sustainable guest room products, customer forums, research, social media (Facebook, blogs, Twitter, Instagram, YouTube...), tent cards,
COMMUNITIES	Community engagement programs, volunteering, fundraising and cash contributions, in-kind donations, disaster relief
SHAREHOLDERS	Annual report is sent to all shareholders Sustainability reporting is included in the Annual Report Quarterly earnings are published on Newspaper & Stock Exchange and are also available to Shareholders upon request Shareholder meetings are held annually Analyst meetings with institutional investors, brokers, etc. are held upon request. The Audit and Corporate Governance committees of the Board meet at least thrice a year
ASSOCIATIONS	Executive meetings held as and when required Working groups organized for special projects such as Green Globe, Marketing, LHW, Audit, etc. Advisors – Legal, Internal Audit, Architect, etc. Partnerships – Leading Hotels of the World, Green Globe, SGS, HACCP Workshops attended by our Team Members: internal, external (MioD, ERM) Strategic Partnerships – Etihad Airlines, Baglioni Hotels, Lobbying: Internal: Trade Union, External: AHRIM
SUPPLY CHAIN	Support local suppliers, supply chain screening, strategic partnerships/sponsoring
Non-Governmental Organisations (NGOs)	Pils - TiDiam - Lizie dan Lamain - Etoile de Mer School
GOVERNMENT	Regulatory filings: FSC, Registrar of Companies, Stock Exchange, Financial Reporting Council, MRA

Communication with stakeholders

Employees: Constance 'Open Doors' newsletter - ConstanceNext intranet - open days - signboards - teletext - policies - training

Guests: in-room directory - IPTV - tent cards - Newsletters - Facebook - Twitter - Constance Blog - Instagram - surveys - Tripadvisor - brochures -

Shareholders: Annual Report

BUSINESS ETHICS & HUMAN RIGHTS

Respect Local Population

Constance Hotels & Resorts has a rich diversity of cultures coming from more than 45 countries across its resorts. However, we foster local populations and our guests are made aware of the local culture when discussing tours or visits to cultural sites.

Exploitation

Constance Hotels & Resorts are in strict compliance to applicable labour laws and regulations. Hence, the employment of children, sexual harassment and exploitation is strictly prohibited.

The element of avoidance of exploitation is supported by:

- Equal Employment Opportunity policy
- Code of Conduct policy
- National Labour Laws

QUALITY

Customer Satisfaction


Guest's satisfaction being our priority, CHR has defined its Constance Minimum Standards which guide all our hotels in quality service and product. Continuous guests' satisfaction surveys and mystery audits, our quality tools in place, enable us to ensure that the standards of our products and services are maintained throughout all our resorts.

The data captured on the satisfaction surveys are used to closely monitor and evaluate the guests' satisfaction and expectations. Furthermore, it enables the Group to benchmark its operating and services indices and helps to identify need for improvement to better customise its product and services.

Mystery audits are regularly conducted to evaluate compliance with our standards and identify any areas where we can improve the guest experience.

We value feedback from our guests and encourage them to post reviews and comments about their stay on online social platforms, such as Tripadvisor. We manage our online reputation and social media with ReviewPro, a leading provider in online reputation and social media analytics for the hospitality industry.

Every customer feedback is taken into consideration in our quest for continuous improvement of our product and services.



WORKFORCE & DEVELOPMENT

Health & Safety

The safety of our Team Members and guests is one of the main concerns of Constance Hotels & Resorts. Therefore, our Group Safety & Health Policy provides the framework to complement local laws and regulations, while guiding the Management on sound practices to provide our team members and guests with a risk-free environment, including those with special needs.

Team Members are appropriately trained to respond to health and safety issues and emergency situations, while guests are made aware of hazards through appropriate signage and other forms of communication.

Our guests have the choice of the type of food they want, taking into consideration any allergy or specific food requirement. This requires a strict food handling program, in line with the best practices in food hygiene and safety, involving regular audits from authorities and third party certifying bodies


Purchasing and operating policy is in place to ensure that all machinery, equipment and facilities are in compliance with applicable standards. Our team of engineers and technicians further ensure that all machinery, equipment and facilities operate with low emissions and consumption energy settings by carrying out preventive maintenance.

Our properties have a non-smoking policy and guests are encouraged not to smoke in rooms, restaurants and buildings for the comfort of other guests. However, designated smoking areas have been catered.

Employee Training

Team Members' hiring, training, annual appraisal and performance review at Constance Hotels & Resorts are in line with the corporate competency framework that help to define the skills, knowledge and key attributes that make individuals to support organisational objectives and challenges. Competency frameworks are the fundamental underpinnings of human resource strategies because they reveal the behavioural characteristics that organisation needs to be successful. Once competencies are identified, people are recruited and trained to develop the required competencies to be capable of delivering business goals and execute strategy, thus creating a succession of local inhabitants into the management team.

In addition, our commitment is to ensure that all team members receive periodic training which include:

- general information about the resorts and Constance Minimum Standards
 - HR policies and procedures including the code of conduct
 - health & safety and emergency response
 - Green Globe sustainability awareness
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Local Employment

Constance Hotels & Resorts proactively supports the recruitment and development of locals at various positions across its operational and support functions and is in line with all applicable laws and regulations concerning human rights and labour rights at all levels of the business.

In areas where there is a lack of expertise in the local market, fully qualified expatriates are sought. All posts are filled in respect to gender equality, from casual workers up to the management level. Our company aims to achieve equality of opportunity and treatment for all employees in recruitment, training, promotion, transfer and benefits as well as in disciplinary matters. All employees are treated as individuals irrespective of their status, age, caste, colour, creed, ethnic origin, impairment, political opinion, race, sex or sexual orientation.

Moreover, we do not tolerate any form of harassment and exploitation and our managers foster an atmosphere in which everyone feels free to report potential violations. All employees have to go through an induction workshop to learn about the properties' Code of Conduct and its necessity to adhere to.

Employees' Satisfaction Surveys

Employees are invited every year to complete a satisfaction survey to evaluate their engagement and satisfaction of the workplace and conditions.

Equitable Hiring

Constance Hotels & Resorts promotes diversity and equality on all levels of the business, and no applications are discriminated against in any way. All positions are filled on the basis of competence. Our resorts adhere to applicable local laws and regulations and offers conditions and wages superior to the minimum requirement.

Social Cultural

Community Engagement

This section is supported by the Constance CSR Policy, stating that the Company recognises its role and responsibilities in contributing to the sustainable development of the communities in which it operates. This policy aims at maximising the return on Community Investments and their impact on the local community.



Through our community investment initiative, we have identified unique areas of involvement where we can actively support our local communities and engage in a mutually rewarding way with our stakeholders.

Education

Supporting initiatives focused on vocational training and skills development that improve employability in the tourism and hospitality sector. This is done by taking on interns from local educational establishments and supporting their growth and development. Further job opportunities are offered within the company.

Cultural Preservation

Supporting initiatives aimed at enhancing the ability of small businesses that are strategically linked to business needs to perform more effectively in order to create economic growth.

Environmental Protection

Supporting initiatives that help protect the integrity of the environment. We also want to support initiatives that use innovative products and services to help solve environmental problems.

ECONOMIC PERFORMANCE

Water

Monthly water usage and costs are recorded across the group.

Our efforts to reduce water consumption over the past years at both Constance Belle Mare Plage & Constance Prince Maurice has resulted into a reduction from respectively 750 to 550 m³/day, and 420 to 260 m³/day. With these results, we believe that we have attained the optimal cost savings.

Within the group, Lemuria is self-supplied with water with its own natural source.

Our both resorts in Maldives as well as Ephelia in Seychelles have their own desalination plant.



Some initiatives in place contribute to the saving of water:

- Towel and linen re-use program
- Leaks rapid identification system and repairs
- Water saving toilets
- Water saving washing machines
- Re-use of grey water for irrigation
- Sensitization of team members

Energy Cost-Saving Program

All our resorts are fitted with meteorological stations, connected to the Supervisory Control and Data Acquisition (SCADA) system since 2011. Monthly energy usage and costs are recorded and analysed, which has proven that further energy saving on air conditioning was possible by optimizing the settings.

The SCADA of each resort has been expanded with a cold room monitoring system, reporting permanently on temperature and door openings, which have direct impact on energy savings as well as health and safety.

Diesel


In Maldives and Seychelles, the diesel consumption is directly linked to the electricity produced since these resorts are on prime power generators. The savings on electricity resulted in savings on diesel.

Diesel is also used by some resorts (Lemuria and Prince Maurice) for water heating. To save on diesel fuel in this case, we have entirely redesigned the heat recovery system of these two hotels. Over the last two years, they have reduced their average consumption.

Gas

To date the lack of instrumentation do not permit to set appropriate saving strategy.

However, measures have been taken to minimise gas consumption:

- ensure the integrity of distribution network
 - ensure the gas banks are properly sized to match the evaporation rate demand
 - sensitization campaign to encourage team members to minimize usage
 - ensure the burners are calibrated, etc.
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Actions taken to achieve these results:

- SCADA monitoring
- Phase balancing
- Capacitor banks installation (power factor correction)
- Load profile adjustments
- Good Energy Saving Behaviour Program (GesBees)
- Presence detection in guest rooms
- Movement sensors in public toilets
- Energy saving light bulbs
- Timers monitoring (pools, lighting, etc.)
- Chillers setting with meteo
- Chiller flow optimization,
- Hot water flow optimization
- STP sequences adjustment
- Pools and ponds filtration sequences adjustment
- Double glazing windows
- UV window films
- White painting of roof slabs
- Constant efficiency monitoring of all major equipment (Chillers, main pumps, boilers, etc.)
- Water temperature adjustments (chilled and hot)
- Leaks rapid identification system and repairs.
- Water saving toilets, washing machines, etc.
- Piping insulation rehabilitation
- Piping restrictions suppression
- Cold rooms and Freezers temperature and opening daily monitoring
- Meteorological data monitoring for eventual solar or wind energy development.

OUR OBJECTIVES FOR THE COMING YEARS

We will pursue with our strategy as established in 2011, i.e. to reduce the consumption by changing our behaviours, reviewing our standards and operations, eliminating wastage, improving the performance of the installation and the equipment and so on.


In some resorts, there is still place for improvement while in others not much more can be done and therefore we will consolidate results already obtained.

Some of the new initiatives include:

- Redesign of the heat recovery system on chillers.
- Re-calculation of the thermodynamics on hot and chilled water network (balancing, flow adjustments, insulation).
- Rehabilitation of the steam boiler system: burner's efficiency, insulation, etc.
- Installation of gas Coriolis meters
- Combined pool heating with chill water pre-cooling
- Redesigning of garden lighting.
- Recovery of exhaust heat on generators to operate an absorption chiller
- Photo-voltaic farm

WASTE MANAGEMENT

Actions initiated include the following:

- We strive to ensure that most of our waste is biodegradable and that our non-biodegradable material is reused, recycled or disposed of correctly. Solid waste is properly eliminated and doesn't contaminate the delicate ecosystems.
 - When possible we purchase in bulk to reduce packaging
 - 'Take back' policy is applied where ever possible.
 - Amenities dispenser are available (soap, shampoo) in guests' bathrooms, spa, fitness centre, employees' locker rooms.
 - Organic wastes are used for composting
 - Food donations to farms
 - Used items donations (e.g. fabric items, furniture, electronic equipment etc.)
 - Printing policy is communicated to team members
 - Where ever possible segregation of waste is in place: glass, metal, paper and plastic.
 - Where ever possible garbage is compacted thus reducing transport and disposal costs.
 - Self-bottling plants help to reduce plastic bottle waste
 - Sensitization of team members to the waste management plan.
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RESPONSIBLE SOURCING

Fair Trade

Fair trade within Constance Hotels & Resorts is driven by the Procurement Policy wherein Constance Hotels & Resorts ensures the use of right methods to select suppliers and procure goods and services at the right quality, price, time, source and delivery while protecting the company.

Local Entrepreneurs

Constance Hotels & Resorts does not engage with local entrepreneurs dealing with historical artefacts, or those not permitted by law.

NATURAL CAPITAL

Some of the main initiatives undertaken by our properties are:


Energy

- Reduction in the consumption of electricity
- Insulation of generators and pipes
- Energy saving bulbs

Water

- Reduction of consumption of water
- Preventive maintenance to prevent water leaks
- Re-use towel and linen policy

Biodiversity

- Mangroves preservation program
 - Turtle preservation program
 - Restoration and preservation of coral reef program
 - Snorkelling activities to understand marine biodiversity
 - Use of eco-friendly cleaning products
 - Use of eco-friendly pesticides
 - Lagoon and beach cleaning
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- Barriers to protect sand erosion
- Keep boats clean and in proper working order
- Use plants and trees locally adapted
- Tree planting
- Ensure proper mooring of boats to avoid damage by anchor.
- Removal of invasive plants species


Emissions

- Favour local goods to save on transport costs
- Consider level of CFC when purchasing equipment

Effluence and wastes

- Use of grey water
- Organic waste used for composting
- Electronic waste management
- Reduction on plastic bottles waste with self-bottling and reuse of dispenser gallons
- Compacting of waste
- Recycling of paper
- Implementation of half load washing formulas
- Waste separation

Others

- Organic herbs gardens
 - Special programs on Earth Hour involving both hotel guests and staff
 - Special programs on World Environment Day involving both hotel guests and staff, e.g. green talks, clean up, tree planting, nature walks
 - Noise management
 - Guests & staff awareness
 - Mangroves nature walk and talk
 - Printing policy
 - Recycling of paper
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CONSTANCE HOTELS & RESORTS TARGET 2020

Indicator	Description	Target 2020
1 Electricity	Measures in place since 2011	96000 kWh/day
2 Water	Hotels in Mauritius 2013: 1300m ³ /day	To maintain this level
3 Waste	Weighing of waste	to be implemented
4 Self-bottling of water	To record consumption and costs savings To increase production throughout the group	further reduction in plastic bottle waste
5 Training	No. of training hours per employee Bright Training Induction course	8.5 hours to be extended to Heads of Departments Sustainability awareness as well as Health & Safety to be included in the induction programme
6 Customer Satisfaction	Overall satisfaction score	to be higher than 86%
7 Employees	Employees Engagement Score	80%
8 Health & Safety	Health & Safety Performance	To improve: compliance, implementation of remedial measures, training, incident frequency rate

SUSTAINABILITY MANAGEMENT PLAN 2015

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