

SUSTAINABILITY AT



CONSTANCE
HOTELS & RESORTS



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SECTION I

CORPORATE SUSTAINABILITY STRATEGY



An aerial photograph of a tropical beach. The water is a vibrant turquoise color, transitioning to a deeper blue further out. The sand is a light, golden-brown color. A single person is standing on the beach, providing a sense of scale. The overall scene is serene and beautiful.

At Constance Hotels & Resorts, we are lucky to be surrounded by the incredibly crystal-clear Indian Ocean.

Committed to delivering the best of service while keeping our environment clean and sustainable, we have integrated environmental leadership into everything we do and adopt the best practices while complying with regulatory requirements.



In 2013, we launched a sustainability performance programme to strengthen our commitment to the people and prosperity of our different locations: the Green Globe Certification.

We have implemented a number of eco-measures and adopted the best sustainable practices & green initiatives to become eco-luxury hotels and resorts. We are now a **Gold Member** of the Green Globe certification, a testimony to our commitment to sustainable development. We recognize that the success of our industry is closely linked to the preservation of each island's natural environment.

Whether you are enjoying the beautiful beaches in the Maldives, Seychelles, Mauritius or Madagascar, at Constance Hotels & Resorts, we care about protecting the ecosystems and keeping them clean, thereby creating a healthy ocean with abundant marine life.

Eco Tourism Travel – Issues

Constance Hotels & Resorts group has embraced its responsibilities and is leading the way with innovation in sustainable tourism. As well as offering its guests unique destinations and experiences, Constance Hotels & Resorts are dedicated to conserving their surrounding natural environment. Sustainable tourism is thus a commitment for the hotel group which has, for several years now, been engaged in a series of practical initiatives.

Guests are now also more engaged in these issues and are increasingly becoming partners in Constance Hotels & Resorts green programmes.



A considerable reduction in its consumption of plastic (e.g. banning plastic drinking straws)



A mangrove reforestation programme



An in-house recycling system that desalinates seawater and filters it for use in kitchens, etc

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 this industry has a significant carbon footprint, and it is particularly vulnerable to climate change, local environmental challenges, community development issues and, more recently, pandemics – all of which are critical to the quality of the experiences we provide to our guests.

We Care About our Destinations and our Guests

At Constance Hotels & Resorts, we remain concerned about the impact that our operations may have on the environment, communities, cultures and economy of the territories where we operate.

In this respect, we incorporate the values and principles of sustainable development in our business practices and relationships with our stakeholders, and continually strive to refine our level of understanding on sustainability.

A close-up photograph of a brown bat hanging upside down from a light-colored wooden branch. The bat's face is in the foreground, looking directly at the camera with large, dark, reflective eyes. Its mouth is open, and it is eating a piece of yellowish fruit. The bat's wings are dark and spread out to the sides. The background is a soft, out-of-focus light color.

SECTION 2

OUR PEOPLE'S SAFETY PRINCIPLES

Our sustainability vision and strategy are based on the key ingredients to create long-term strategic benefits and balanced value to stakeholders. Consequently, we have incorporated the five Ps of the SDGs – People, Planet, Prosperity, Peace and Partnership - in our Corporate Sustainability (CS) strategy of 'True by Nature' which rests on four pillars:



True People

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

True Places

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

True Services

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

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, aiming to immerse our guests in the discovery and conservation of the unique cultural, culinary and artistic wealth of each destination.



SECTION 3

SUSTAINABILITY CERTIFICATIONS & PRACTICES

The Green Globe Certification Programme

Constance Hotels & Resorts embarked on the Green Globe Certification programme in 2013 to better promote its existing environmental sustainability credentials and to enhance its sustainability performance. 2018 was a turning point as six of our properties located across the Indian Ocean were awarded the prestigious Green Globe Gold Certificate with an average score of 90%.



Exploitation-Free Environment

Constance Hotels & Resorts strictly complies with all applicable labour laws and regulations, and prohibits the employment, sexual harassment and exploitation of children. In this respect, a dedicated set of internal policies, such as the Equal Employment Opportunity Policy and the Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism, introduced by The Code.org, have been put in place.

The Seychelles Sustainable Tourism Label (SSTL)

Launched in 2011 by the Government of Seychelles and recognised by the Global Sustainable Tourism Council, the SSTL is a voluntary sustainable tourism certification programme specifically designed for use by hotels of all sizes in the Seychelles, the objective being to promote more efficient and sustainable ways of doing business.



Constance Belle Mare Plage First Hotel in Mauritius to Receive the Blue Oasis Certification



Blue Oasis Certification is led by the Mauritius Standards Bureau which is accredited by the Global Sustainable Tourism Council. It is an integrated approach to sustainable tourism development through comprehensive standards that include all aspects of sustainability: management, social/community, cultural, and environmental with more than 100 criterias to be fulfilled.

Green Fins Certification

As a Green Fins member, TGI Maldives (Diving Centre) strives to protect and conserve the coral reefs at Constance Halaveli, Maldives by establishing and implementing friendly guidelines to promote sustainable diving and snorkeling including the monitoring of the environmental impact of its Diving Center. Regular training sessions are conducted to ensure that the Green Fins Code of Conduct is strictly adhered to.



Food Safety Management Systems

After the introduction of the new version of ISO 22000 in June 2018, Constance Belle Mare Plage became the first hotel in the Indian Ocean to be certified followed by Constance Lemuria Seychelles. HACCP practices are in place in other resorts and are regularly audited in conformity with the aforesaid standards. With a view to offering the best culinary experiences, the preferences and allergies of each and every guest are duly considered and appropriate meals are offered when requested.

PADI Certification

Constance Hotels & Resorts adheres to the PADI principles, thus ensuring that our guests receive the best experience in terms of technical guidance and environmental practices. The Professional Association of Diving Instructors (PADI) is the world's leading scuba diver training organization. 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 these issues to the forefront and inspiring actions that lead to a stronger global dive community and a healthier ocean planet.




Responsible Sourcing & Procurement (RSP)

We carry out RSP while giving due consideration to our guests' satisfaction, our company standards and also reasonable costing, including: incorporating sustainability criteria in purchasing evaluations; implementing routing mechanisms and assessments to promote compliance along the supply chain; encouraging and favouring eco-friendly and power-efficient products, favoring recycled and biodegradable products; buying seasonal and locally-produced goods as far as possible to limit transport energy; purchasing in bulk to reduce packaging waste; favouring less harmful fertilizers and cleaning agents, favouring eco-friendly designs and eco-labelled product; preferring sources which are less polluting or which use clean technology; sensitising and favoring vendors that use recycled packaging materials; greening the supply chain by seeking vendors that share our values and have in place an environment management system.



SECTION 4

AN ECO-FRIENDLY BRAND



Constance Hotels & Resorts is fully engaged in the preservation of biodiversity in the territories where it operates. We therefore put in place actions that will help to reduce the harmful impact on the environment such as favoring organic fertilizers in order to reduce the use of chemical pesticides, using environmentally friendly household products; being more responsible when purchasing food materials, minimizing the use of lights; participating in ecological restoration initiatives in local areas; etc.

Water Sources

Water conservation is becoming more and more essential. Our continued efforts to reduce water wastage over recent years have enabled us to attain optimal cost savings at Constance Hotels & Resorts. As a responsible organization, we regularly put in place actions to deal with water shortages, such as reducing water waste by installing regulators, sensitising customers and staff to be responsible consumers, equipping all our properties with a water bottling plant, using a rain water harvesting system to irrigate our Chefs' Gardens with a spinning of wastewater (treated in their water treatment plant), etc. We use 100% recycled wastewater for irrigation purposes. We have in place a linen change policy that encourages guests to use their bed sheets and towels for longer periods if they are not dirty.

Energy Consumption

We strongly believe that the reduction of our energy consumption will in turn lead to a reduction of our environmental footprint, while also lowering energy costs. In order to minimize energy consumption, we strive to reduce it by regulating it, promoting renewable energies and efficient equipment, etc. We have implemented the SCADA system in the engineering department for a better monitoring of energy consumption.

Waste

We recognize that our operations generate a significant amount of waste which constitutes a major pollutant, affecting both the environment and public health. In 2020-2021, despite the COVID-19 pandemic and the challenge of managing increased medical waste, we continued to apply the four R's of Waste Management: - **refuse**, **reduce**, **reuse** and **recycle**. In order to limit the impact on the environment by promoting biodegradable raw materials, recycling, safely disposing of non-recyclable and environmentally harmful products, we are in partnership with Parley for the Ocean which helps us to recycle our plastic waste into usable items such as tennis shoes.

In addition, after a review of the sustainability practices and initiatives in place at Constance Belle Mare Plage, the hotel was selected among nine

prestigious establishments to participate in 'The Pledge on Food Waste' Certification. This Food Waste Prevention Programme was launched by Business Mauritius under its Sustainability Programme, 'Signe Natir', in collaboration with LightBlue Environmental Consulting Co. Ltd (LEC), the Human Resources Development Council (Mauritius), Living Labs Federation (LLF) and Foodwise Mauritius. After six months of implementation and auditing exercise, the hotel was awarded the certificate and had reduced its food waste per cover by 65% across the food production chain. Constance Lemuria Seychelles was subsequently selected to participate in the same Food Waste Prevention Programme launched by the Organisation Internationale de la Francophonie (OIF) in collaboration with LEC and LLF, and funded by the Agence Française de Développement.



REFUSE



REDUCE



REUSE



RECYCLE

Emissions

With the aim of minimising our carbon footprint, we have aligned our actions with the United Nations Framework Convention on Climate Change (UNFCCC) and the Paris Agreement. We have integrated the Hotel Carbon Measurement Initiative (HCMI) methodology into our monthly reporting process to monitor and reduce our carbon emissions more effectively, while contributing to SDG13 on climate action.

Waste Management & Recycling



Installation of more recycling bins in public areas



Bottle recycling and individual house water bottles (use of refilled glass bottles in rooms + aluminum bottles)



Organizing and supporting the clean-up of the surrounding environment



By these actions the establishment reduces both its carbon footprint and food waste. Changes have also been made to food servings, including through “a la carte menus” and smaller portions.

External teams and service providers are regularly trained and sensitised to optimize the supply chain.

Biodiversity Management



Coral planting & conservation



Gradual banning of plastics / Use of paper straws / Battery recycling



Refuse, Reduce, Re-use, Recycle:

- Recycling discarded glass and used towels to create flower pots
- Using the coffee to enrich the soil and keep pests away
- Recycling guests' flip flops & wine corks for decoration purposes
- Making our garden compost from food waste
- Turning broken plastic umbrella covers into bags & discarded curtains into furniture
- Separating and collecting grease from foodstuffs
- Holding an annual recycling competition on World Recycling Day
- Engaging in projects with the local community
- Collecting and recycling cooking oil for permitted uses
- Giving leftover food to local farmers to feed animals
- Responsible sourcing - we source eco-friendly amenities and empower local craftsmanship.

A manta ray is shown swimming horizontally in clear, deep blue water. The ray's dark, patterned body and long, thin tail are visible. The water is bright and clear, with some light rays filtering through from above. The overall scene is serene and natural.

SECTION 5

GREEN INITIATIVES PER HOTELS

Eco-Practices in Maldives



Saying No to Fish-Feeding

in order to avoid long-term harmful effects on the species and the ecosystem.



Providing Micro Plastic Bags

in each room to encourage our guests to help us collect micro plastic from the beaches and dispose of it correctly.

Managing Waste

- All waste properly sorted in our back of house area
- Waste heat from the generators used to heat water
- Waste wood and coconut shells re-used as borders for planters
- A cafeteria "No Bin Day" implemented to reduce food waste
- Manta & Alizee tables decorated using solar light

Keen On Nature & Surroundings

- The hotel has created its own little garden and plants add a touch of greenery to all our offices, bringing our desk areas to life.
- We have developed a strong and special relationship with the Maldives, where various activities such as school sponsorship, cultural events, furniture donations and many more have bonded us with the local people.

CONSTANCE
HALAVELI
MALDIVES

CONSTANCE
MOOFUSHI
MALDIVES

📍 Seychelles

Eco-Practices in Seychelles



At Constance Ephelia, Seychelles, the group uses eco-friendly, energy-efficient products wherever possible. Eco-design and the use of eco-labelled products are also encouraged and facilitated. Bulk buying of supplies is also prioritized to reduce packaging waste.



Local food, entertainment and culture are valued and promoted right across the Constance Hotels & Resorts group to offer guests locally-produced and environmentally-friendly memories of their stay.

Constance Lemuria

→ At Constance Lemuria, the group has initiated a Turtle Management Programme under the guidance of Robert Matombé - Turtle Manager, with the aim of protecting the local turtle population. He conducts daily beach patrols watching for turtles' tracks and nests in the sand, and relocating the eggs when the location is not safe enough.

Constance Ephelia

→ We do the utmost to refuse, reduce, recycle and reuse so as to decrease our impact on the environment. In order to achieve this end, we strive to improve the communication of sustainability practices through more awareness campaigns and activities and are opening a mangrove boardwalk to highlight our restoration efforts.



 **CONSTANCE
LEMURIA**
PRASLIN, SEYCHELLES

 **CONSTANCE
EPHELIA**
MAHÉ, SEYCHELLES

📍 Madagascar

Eco-Practices in Madagascar



Discreetly positioned in the environment, the hotel villas are all made from local raw materials, with wooden structures and thatched roofs. They blend in with the lush surroundings, exemplifying responsible tourism while minimizing water expenditure.



There is no swimming pool, but guests can learn to dive on the reefs in places of untouched beauty, have a massage on the rocks & even contribute to the local community while visiting Nosy Mitsio. Being a protected marine area, Constance Tsarabanjina is also committed to integrating the local population into the life of the hotel. The Resort have really a close collaboration with the villagers of Mitsio, providing support for local schools.

Wildlife & Ecosystem surrounding the Hotel

→ Regarding ecology, we recently started using a generator that is powered by gasoline and solar energy (It previously used only gasoline). We buy sustainably harvested seafood and agricultural products while seafood come from the fishermen of Mitsio (the fishermen's island opposite Tsarabanjina), and Ambilobe (one hour away by boat on the mainland).



Eco-Practices in Mauritius



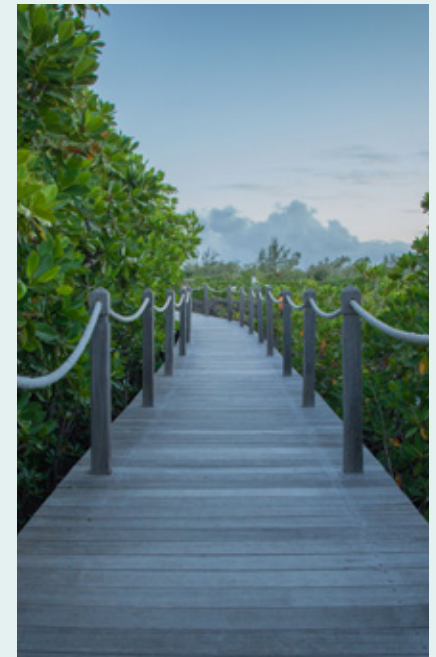
With its rich tropical biodiversity, extensive forest of native mangroves and “barachois” or protected fish sanctuary, the Constance Prince Maurice is surrounded by a diversity of wildlife and plant species found nowhere else on the island of Mauritius. To encourage residents to explore this lush natural environment, the hotel has designed and produced the Constance Prince Maurice Coastal and Lagoon Directory in collaboration with the NGO Reef Conservation. Available free of charge to guests, this concise guide is a valuable introduction to the wildlife and plants to be seen around the Constance Prince Maurice.

Constance Prince Maurice

→ **Adopt a Dodo** - This concept has been created to support and promote environmental and social causes through our legendary bird: the dodo. Through this praiseworthy initiative, Constance Prince Maurice aims to help children in need, and at the same time bring a smile to their faces.

Constance Belle Mare Plage

→ With the aim of minimising food waste Constance Belle Mare Plage participates in the Pledge on Food Waste certification program. Recognized throughout the world, this system will allow the hotel establishment to improve its waste monitoring system while developing a scientific approach to preventing waste.



 CONSTANCE
BELLE MARE PLAGE
MAURITIUS

 CONSTANCE
PRINCE MAURICE
MAURITIUS

A small sea turtle is seen on a sandy beach, moving away from the viewer. The turtle's tracks are visible in the sand, leading towards the bottom left of the frame. The sand is a warm, golden-brown color, and the lighting suggests a bright, sunny day. The overall scene is a natural, serene depiction of wildlife in its habitat.

SECTION 6

PRESENTATION OF ECO-TOURISM ACTIVITIES



While the well-being of our guests remains our primary concern, we are committed to balancing our economic priorities with our responsibility to preserve our natural surroundings wherever we operate and to reduce our environmental footprint.

The natural environment is one of the primary attractions for leisure visitors, and in order to develop sustainable tourism, we aim to slow down climate change by taking action to combat it (promoting natural and cultural values, promoting local products, and interacting with local people at cultural events.) In delivering this commitment, we endeavor to respect applicable environmental practices, legalizations and standards, value and preserve the natural and cultural heritage that surrounds us, promote the efficient use of materials and resources in our properties, work diligently to minimize our waste stream by reusing, recycling and conserving natural resources,

particularly through energy and water conservation, set strong environmental and social goals and objectives, integrate a review process, and publish regular progress reports.

We also aim to constantly seek opportunities to improve our environmental management system, involve our guests, team members, suppliers, subcontractors and the local community in our efforts to preserve the environment and consider their opinions and comments when establishing our environmental programmes and procedures.



Protection of Endemic Animal and Plant Species

We regularly consult the International Union for the Conservation of Nature (IUCN), the global authority on the status of the natural world and the measures needed to safeguard it. On the basis of information gathered from the IUCN and with the help of professionals in the field, we have identified more than 80 endemic species in the surroundings of our properties and have adapted our landscaping plans and nurseries to protect them from invasive species, thus contributing to the genetic diversity of our destinations.



4,000 trees

planted and monitored at
Port Launay, Seychelles over the last 7 years

Mangrove Preservation Programme

Wetlands play a significant role in stabilizing greenhouse gas emissions and blunting the impact of climate change. They also buffer 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 socio-economic progress as they act as nurseries that protect fish stocks and also create opportunities for ecotourism activities such as kayaking or guided tours.

Given the site locations of Constance Prince Maurice, Mauritius and Constance Ephelia, Seychelles, we aim to improve the management of biodiversity at both properties by enhancing our collaboration with community partners.

Community-based mangrove management plans have been established and successfully implemented over the past seven 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 for a tour of the mangrove nursery to learn about their contribution to the global ecosystem and the scientific

approach adopted for the transplanting of samples. As part of our Mangrove Management Plan at Constance Ephelia, Seychelles, all projects are implemented in collaboration with the Port 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.



Principles and Practices of Sustainable Development

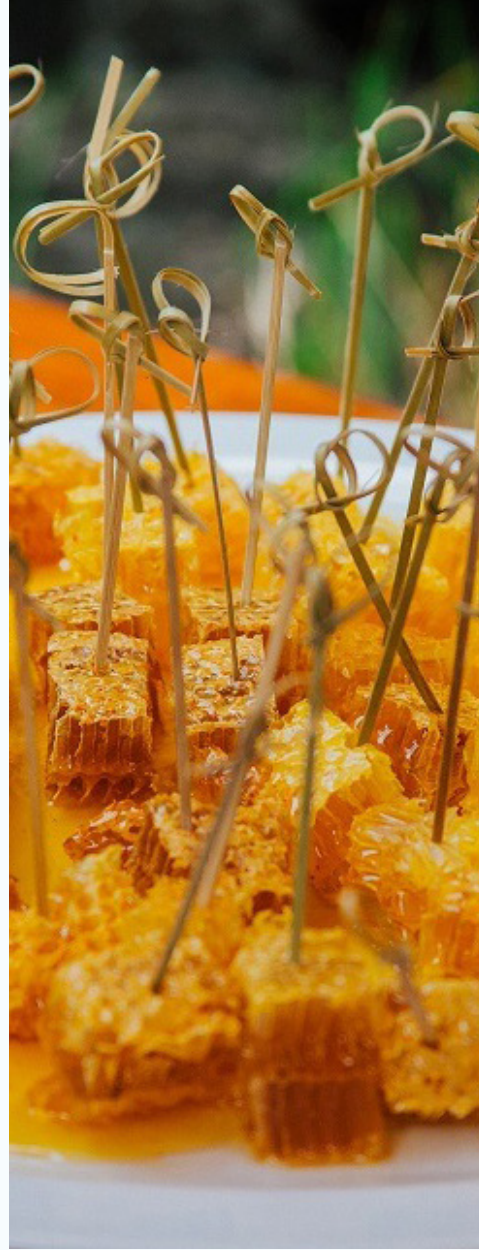
Constance Belle Mare Plage and Constance Prince Maurice Beach & Reef clean ups – approximately 10 tons of waste collected during 2021 with the collaboration of the local community.



10 tons
of waste collected
during 2021

World Bee Day

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

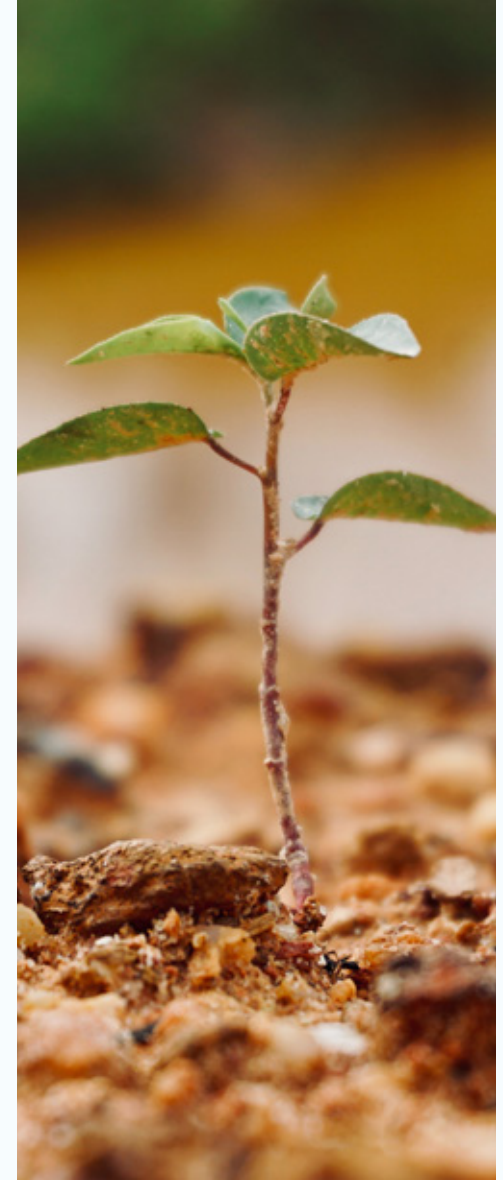
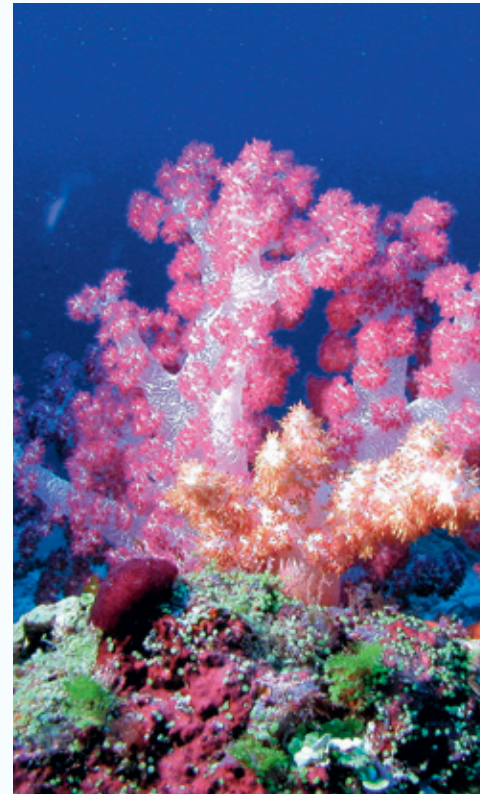


Home-Produced Honey at Constance Prince Maurice

We have our own beehives in our gardens and home-produced honey is served to guests at Constance Prince Maurice only.

Constance Maldives Corals & Island

Along with Reefscapers, the leading company in coral preservation in the Maldives, our marine biologist at Constance Moofushi monitors the recovery of the coral reefs in three sites around the island. With our guests as sponsors, this project not only helps to restore the endangered coral reef ecosystems but also to develop local trade activities as the iron frames on which the corals are fixed are built by locals on the Fulhadhoo Island 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 remove the debris brought by ocean currents and help the marine ecosystem regenerate itself.



Landscape – Hotel Nursery at Constance Ephelia Seychelles

We give a helping hand to nature by encouraging the planting of endemic trees in our gardens. We minimize the use of hazardous substances, prioritising the use of natural products.



Turtle day Celebration at Constance Lemuria Seychelles

Rescue training was provided to team members in May.

All those who attended training will receive a small badge. The badges will be visible to guests, as the team members proudly wear them.



Shark Awareness Day at Constance Moofushi Maldives

Together with our Partners, BlueTribe we have regular sessions of Shark and Whale Shark Days.



Nature Guide Tour at Constance Halaveli Maldives

The Nature Guide Tour concept has been changed to the "True By Nature Journey". The kids' club promotes biodiversity and sustainability practices and a Green News Magazine is published to raise awareness and promote the resort's sustainability efforts. It is also shown on an inhouse TV channel in guest villas. The magazine announces annual environmental events including World Environment Day, Earth Hour and World Oceans Day when fun activities such as sand sculpting, lagoon cleaning and gardening are organized.



Manta Day at Constance Moofushi Maldives

Fun beach activities such as giant sand-castle building and sculpting huge manta ray designs involving both team and guests.

Turtle Talk

Grande Anse Kerlan at Constance Lemuria Seychelles remains the number one beach on Praslin Island with a proper Turtle Conservation Programme led by Mr Robert Matombe who received guidance from the renowned scientist, Dr. Jeanne Mortimer. The eco-kiosk remains open during the day and guests can feel free to visit and learn about the flora and fauna of the Seychelles. The hotel is aware of the importance of protecting the coastal vegetation to maximise the number of turtles nesting on our beaches.



Eco Tour for Kids

At Constance Lemuria, children can enjoy a free visit to the Vallee de Mai, where they do recycling and planting activities, have learning sessions at the botanical garden, feed the tortoises, etc. They may have the chance to participate in the baby turtles' release with Robert our Turtles Manager depending on the time of year.



Eco-warrior at Constance Moofushi, Maldives

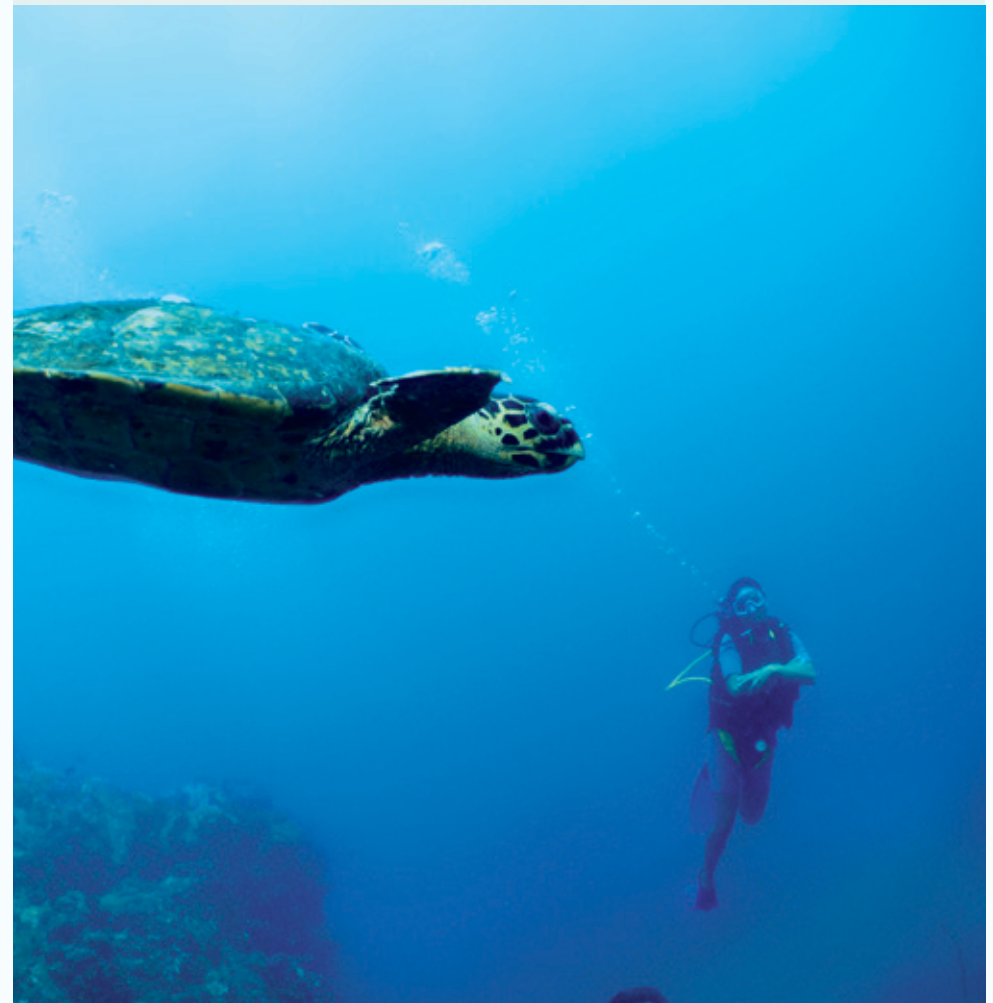


Meet Jasmine Stone, Constance Moofushi's marine biologist and avid eco-warrior. Leading the way to conserve the breathtaking reefs, she works to ensure employees and guests can play a part in protecting the environment at this beautiful Maldivian destination through a range of activities.

An Insider Guide to Constance Tsarabanjina, Madagascar



Elena Zanella, Assistant Resort Manager, is also a marine biologist. She loves her work which combines tourism with her passion for the sea and has found her own piece of paradise among the unspoiled beaches and pristine lagoons of Constance Tsarabanjina, a magical place she never wants to leave.





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