



CONSTANCE  
HOTELS, RESORTS & GOLF

SUSTAINABILITY  
REPORT 2023



# 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, community development issues and, more recently, pandemics – all of which are critical to the quality of the experiences we provide to our guests.

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

We are committed to:



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 Organization's Global Code of Ethics for Responsible Tourism (GCET), the International Labour Organization'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 an overarching framework to our strategy and operations.

### 1.2 Our Corporate Sustainability Strategy

With sustainability being a key focus of the boardroom agenda, we have formulated a sustainability vision and strategy that delivers long-term strategic benefits and balanced value to our stakeholders, based on six key ingredients: innovation, public trust, guest satisfaction, top talent retention, compliance, and efficiency. 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 Services, and True Experiences.

## Our Sustainability Framework

### 1. OUR SUSTAINABILITY FRAMEWORK (continued)

#### 1.2 Our Corporate Sustainability Strategy (continued)

The SDGs and the 4 Pillars of Our Corporate Sustainability Strategy



PILLAR	AIM	SDG
<p><b>True People</b></p>	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.	<b>People</b> 
<p><b>True Places</b></p>	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.	<b>Planet</b> 
<p><b>True Services</b></p>	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.	<b>Prosperity   Peace</b> 
<p><b>True Experiences</b></p>	To preserve both the tangible and intangible cultural and historical heritage of the territories where we operate by remaining fully involved in local life, whilst aiming to immerse our guests in the discovery and conservation of the unique cultural, culinary and artistic wealth of each destination.	<b>Prosperity   Partnership</b> 



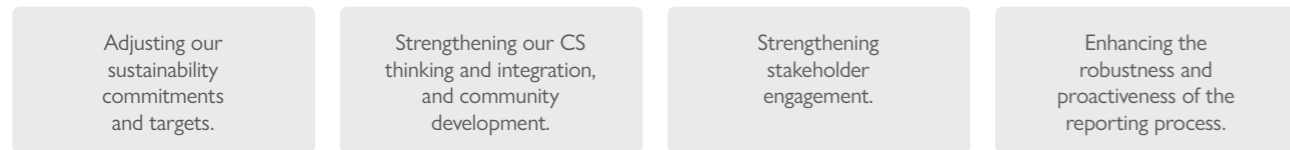
Our Sustainability Framework

1. OUR SUSTAINABILITY FRAMEWORK (continued)

1.2 Our Corporate Sustainability Strategy (continued)

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

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



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

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

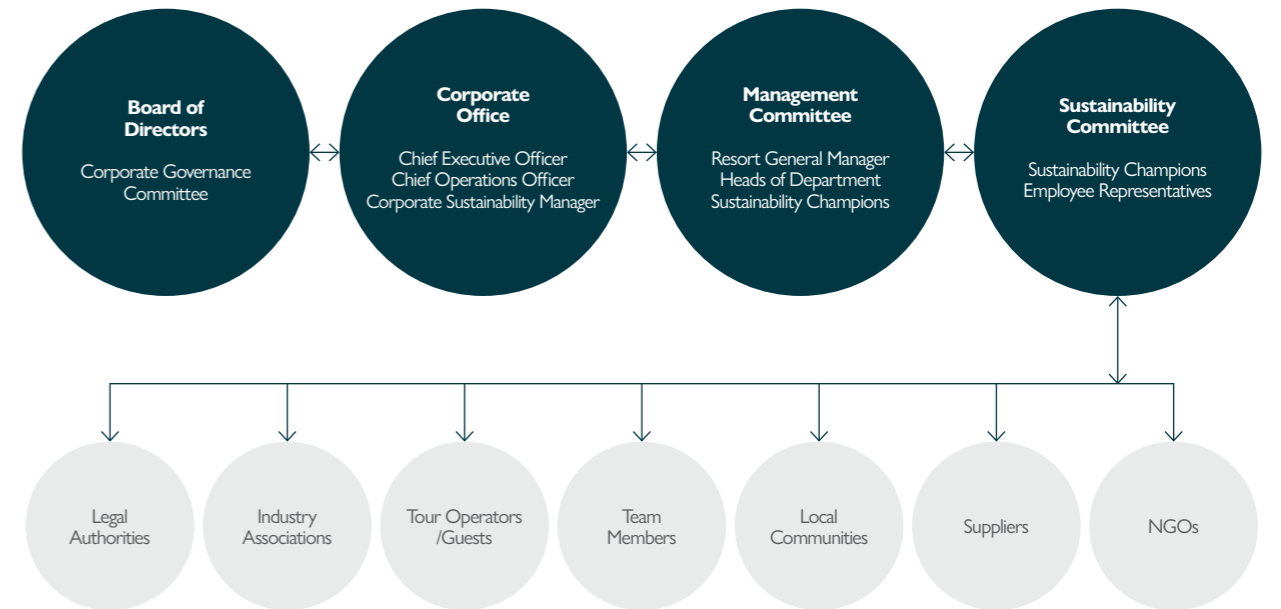


Due to the impact of the COVID-19 pandemic in 2020 and 2021, the full materiality assessment has been shifted to 2024 and will thereafter be reviewed every three years, allowing the topics and resulting actions to evolve over an adequate period of time.

Our Sustainability Framework

1. OUR SUSTAINABILITY FRAMEWORK (continued)

1.3 Roles and Responsibilities



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

The Corporate Governance Committee, meeting four times a year, acts as the highest authority on sustainability and sets the strategic direction. The Corporate Sustainability Manager serves as an interface for sustainability matters. The latter is delegated the responsibility for coordinating all sustainability activities, implementing the CS and managing reporting obligations.

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

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

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

# 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.

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

The Green Globe Gold Certificate, awarded to organisations which have certified for five consecutive years, is a testament to our rigorous commitment to continual improvement in our sustainability performance. We now look forward to the next milestone of the certification programme: The Platinum Award.

### 2.2 Exploitation-Free Environment



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

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

### 2.3 Seychelles Sustainable Tourism Label (SSTL)



Launched in 2011 by the Government of Seychelles and recognised by the Global Sustainable Tourism Council, the SSTL is a voluntary sustainable tourism certification programme specifically designed for use by hotels of all sizes in the Seychelles, the objective being to promote more efficient and sustainable ways of doing business. In line with our commitment to sustainability, Constance Lemuria, Seychelles and Constance Ephelia, Seychelles are among the 22 certified establishments. In October 2023, The SSTL was rebranded as 'Sustainable Seychelles'.

## Sustainability Certifications and Practices

## 2. SUSTAINABILITY CERTIFICATIONS AND RESPONSIBLE SOURCING AND PROCUREMENT (continued)

### 2.4 Food Safety Management Systems



ISO 22000 is an international standard which incorporates both traditional quality assurance preventive measures (ISO 9001) and preventive food-safety measures (HACCP) to provide a practical approach for reducing and eliminating safety risks within the food supply chain as a means to protect consumers. Under the leadership of our Executive Chefs, the team aims to:

- Embed, review and continually improve the internal processes and systems to provide safe food 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.

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

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

### 2.5 Green Fins Certification



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

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

### 2.6 PADI Certification



With 6,400 PADI Dive Centre and Resorts, 133,000 PADI Professionals, and nearly 25 million divers 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 committed to elevating the discourse and inspiring actions that strengthen the global dive community and contribute to a healthier ocean planet.

All 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. SUSTAINABILITY CERTIFICATIONS AND RESPONSIBLE SOURCING AND PROCUREMENT (continued)

#### 2.7 Blue Oasis Certification

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

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



#### 2.8 Responsible Sourcing and Procurement (RSP)

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

Our RSP measures take into account our guests' satisfaction, our Company standards and reasonable costing. Through our RSP measures, we seek to:

- Incorporate sustainability criteria in purchasing evaluations.
- Implement monitoring mechanisms and assessments to promote compliance along the supply chain.
- Encourage and favour eco-friendly and power-efficient products.
- Favour recycled and bio-degradable products.
- Buy seasonal and locally-produced goods as far as possible to limit transport energy.
- Purchase in bulk to reduce packaging 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 favouring vendors that use recycled packaging materials.
- Explore the possibilities of further reuse and/or recycling with vendors.
- Green the supply chain by seeking vendors that share our values and have an environment management system in place.

**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.

Due to the COVID-19 pandemic and the unavailability of protective resources on the local market, there was an increase in international purchases for the year under review.



## Climate Change & Environmental Stewardship

### 3. CLIMATE CHANGE & ENVIRONMENTAL STEWARDSHIP

At CHRG, we are conscious of climate change issues and uphold our commitment to environmental stewardship. Whilst 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 our 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 adaptive measures, as required.
- Ensure the protection of the natural and cultural values of the areas whilst developing and creating recreational facilities activities for our guests.
- Participate in habitat restoration efforts whenever possible.
- Promote local food, entertainment, culture and cottage industries.
- Engage with local people when developing cultural attractions.
- Offer our guests eco-friendly souvenirs that are made locally.

In fulfilling 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 periodically.
- Continually identify opportunities for improving our environmental management system.
- Promote awareness and educate our team members on environmental issues and sustainable working practices, including the preservation of local cultures, 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.

#### 3.2 Biodiversity

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

- Reduce our use of insecticides, weed killers, fungicides.
- Use organic fertilisers.
- Use environment-friendly products for cleaning.
- Buy sustainably-harvested seafood and agricultural products.
- Water plants judiciously.
- 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.



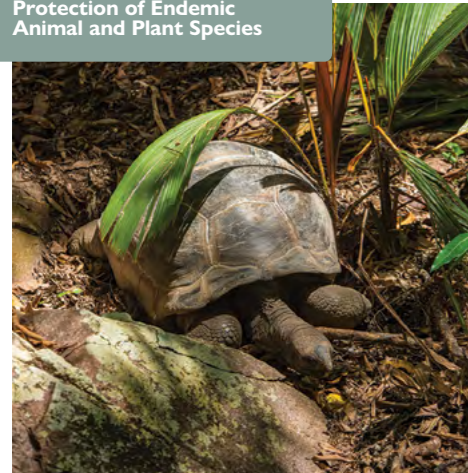
Climate Change & Environmental Stewardship

3. CLIMATE CHANGE & ENVIRONMENTAL STEWARDSHIP (continued)

3.2 Biodiversity (continued)

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

Protection of Endemic Animal and Plant Species



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

On the basis of information gathered from the IUCN and with the assistance of professionals in the field, we have identified over 100 endemic fauna and flora species in the vicinity of our properties. To protect these species, we have modified our landscaping plans and nurseries. Among these endemic species is the Aldabra giant tortoise, Dusty, whose species is native to the Seychelles and can weigh up to 400 kg and live for as long as 300 years. We are dedicated to the protection of these species and their habitats through our efforts. Regularly organised guided tours offer our guests the opportunity to discover these species and learn about their unique characteristics.

The Red List Categories

<p><b>Extinct</b></p> <p><b>EX EW</b></p> <p><b>Extinct (EX):</b> no reasonable doubt that the last individual has died.</p> <p><b>Extinct in the Wild (EW):</b> known only to survive in captivity, cultivation or well outside its natural range.</p> <p><b>Critically Endangered (CR):</b> facing extremely high risk of extinction in the wild.</p>	<p><b>Threatened</b></p> <p><b>CR EN VU</b></p> <p><b>Endangered (EN):</b> facing a very high risk of extinction in the wild.</p> <p><b>Vulnerable (VU):</b> facing a high risk of extinction in the wild.</p> <p><b>Near Threatened (NT):</b> close to qualifying, or likely to qualify for a threatened category in the near future.</p>	<p><b>Least Concern</b></p> <p><b>NT LC</b></p> <p><b>Least Concern (LC):</b> population is stable enough that it is unlikely to face extinction in the near future.</p> <p><b>Data Deficient (DD):</b> not enough information on abundance or distribution to estimate its risk of extinction.</p>
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IUCN RED LIST CATEGORY	NUMBER OF SPECIES ON CHRGS' GROUNDS
LC	47
NT	8
VU	19
EN	23
CR	11
<b>Total Species</b>	<b>108</b>

World Bee Day at Constance Prince Maurice



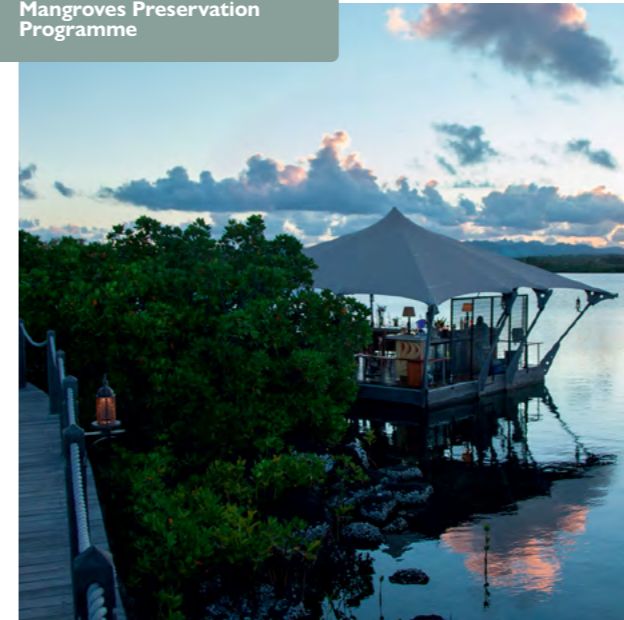
Conscious of the pressing need to protect biodiversity, World Bee Day was first celebrated at Constance Prince Maurice with seven hives in 2019. The number of hives has since been increased and now forms an integral part of the Chef's Garden. This allows the bees to thrive in this exceptional place and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

Climate Change & Environmental Stewardship

3. CLIMATE CHANGE & ENVIRONMENTAL STEWARDSHIP (continued)

3.2 Biodiversity (continued)

Mangroves Preservation Programme



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

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

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



As part of our Mangrove Management Plan at Constance Ephelia, Seychelles, all projects are implemented in collaboration with the Port 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 maintain ongoing cooperation with governmental and private schools, along with the Wildlife Clubs of Seychelles, inviting students to participate in planting or cleanup activities and to learn about best management practices in respect of mangrove wetlands and sustainable tourism. Over the last 7 years, we have welcomed 2,000 students and community members for sustainability and environmental education tours.

In 2020, we started a four-year collaboration with Nature Seychelles to implement the project "Enhancing coastal and marine socioecological resilience and biodiversity conservation in the Western Indian Ocean", funded by Germany through the International Union for Conservation of Nature and Natural Resources. The funding aims to establish the first-ever Locally Managed Marine Area in the country, enabling local people to become stewards of coastal and marine resources and to secure their livelihood.



Climate Change & Environmental Stewardship

3. CLIMATE CHANGE & ENVIRONMENTAL STEWARDSHIP (continued)

3.2 Biodiversity (continued)

Marine Ecosystems



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

- Ensuring wastewater is not discharged 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.
- 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 cleanup of the marine and coastal environment.
- Complying with local conservation policies.
- Keeping boats clean and in proper working condition in order to minimise noise pollution.
- Planting trees to reduce runoff into the ocean and to contribute in reversing the warming of our planet and rising temperatures of our oceans.



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

Turtle Entanglement Training



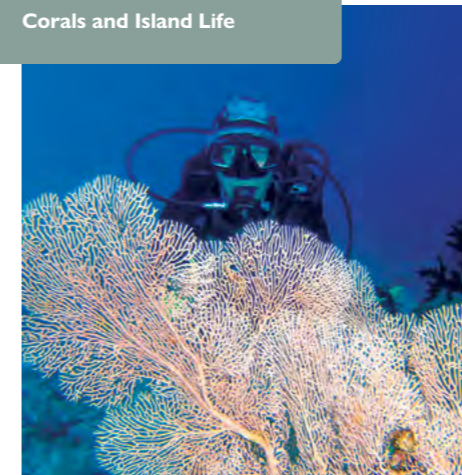
In the Maldives, with each change in the monsoon season, there is a high risk of encountering animals caught in ghost nets that are brought by the wind towards Constance Moofushi, Maldives. To address this issue, our marine biologist has developed a training session to equip team members with the skills 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

3. CLIMATE CHANGE & ENVIRONMENTAL STEWARDSHIP (continued)

3.2 Biodiversity (continued)

Corals and Island Life



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

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

Lagoon cleaning is also a regular activity at Constance Moofushi, Maldives, and Constance Halaveli, Maldives. This activity helps the marine ecosystem regenerate itself and to remain free from debris brought by ocean currents.

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 is officially committed to minimising the impact its guests have on the mantas and mobula rays encountered.

Data on mantas, including pregnancies, injuries, and sightings of mantas not seen in over four years, have also been collected. The resources provided will be used in weekly presentations during the manta season.

Partnership with Whale Shark Conservation



Whale shark excursions are one of the most popular activities for the diving centre (BlueTribe) at Constance Moofushi, Maldives.

Since April 2023, data has been recorded on the success of each trip and which whale shark was most seen. Collaborating with the Maldives Whale Shark Research Programme (MWSRP), we use the resources provided to create educational and research-based excursions. Using the unique fingerprint of each whale shark, we are able to identify each individual by using the software I3S and collect data for the research programme. This data can provide valuable insight into the Maldivian population of whale sharks.

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

Climate Change & Environmental Stewardship

3. CLIMATE CHANGE & ENVIRONMENTAL STEWARDSHIP (continued)

3.3 Water

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

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

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



Continually find ways to reduce water consumption.	Reduce water losses by regularly checking for leaks.	Install sensors, regulators and other water-saving devices.	Ensure efficient use of laundry equipment.	Sensitise both team members and guests to the responsible use of water.
Offer to guests the option of reusing towels and sheets.	Set, monitor and analyse water consumption reduction targets.	Consider the option of desalination of seawater.	Limit the use of freshwater by capturing and using rainwater, wherever possible, and using recycled greywater for irrigation.	

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

Additionally, we use rainwater harvesting systems to irrigate our Chefs' gardens, and grey/black water is channelled to our sewage treatment plant for irrigation recycling.

Guests are encouraged to use towels and linen in an environmentally responsible manner, and our swimming pools are regularly backwashed throughout the day to maintain their cleanliness.

3.4 Energy

01 Energy Consumption

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

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

Climate Change & Environmental Stewardship

3. CLIMATE CHANGE & ENVIRONMENTAL STEWARDSHIP (continued)

3.4 Energy (continued)

02 Energy Efficiency

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

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

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

03 Electricity

The implementation of the SCADA system, started in 2011 and which is connected to the meteorological stations, has helped in real-time monitoring of electrical power usage and curbing associated costs.

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

04 Diesel

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

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

05 Gas

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

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





## Climate Change & Environmental Stewardship

### 3. CLIMATE CHANGE & ENVIRONMENTAL STEWARDSHIP (continued)

#### 3.5 Waste and Effluents

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

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



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

#### Local Food, Composting and Food Waste

Whilst local food was sourced ethically and in line with fair-trade practices, including our coffee, our Chef's garden continued to fill the air with aromatic herbs. Partnerships with local suppliers and farmers have helped us to implement simple initiatives like a take-back policy for egg trays and vegetable crates. Leftovers are being reused by pig farms, and excess food is stored under ideal conditions for distribution to the local and needy community. Remaining food waste, mainly biodegradable, is composted on-site for use in our gardens.

Constance Moofushi, Maldives, is dedicated to environmental sustainability, exemplified by their commitment to reducing food waste. In November 2022, they introduced a food composting machine with the capacity of 500 kg, demonstrating a proactive approach to waste management. Additionally, the implementation of the Nespresso Recycling Programme in April 2023 shows a dedication to the responsible disposal of coffee capsules. Going beyond mere waste reduction, the resort has embraced innovation with the launch of the Food Intel Tech (FIT) food waste monitoring programme, which started in March 2023. This initiative not only reflects the conscientious efforts of Constance Moofushi, Maldives, to minimise their ecological footprint but also emphasises their progressive mindset in adopting cutting-edge technologies to address sustainability challenges. With these commendable initiatives, the resort is setting a standard for environmentally conscious practices in the hospitality industry.



#### 3.6 Emissions

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

## Quality of Services

### 4. QUALITY OF SERVICES

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

Whilst 2020 was a year of unprecedented challenges, 2021 a year of cautious hope due to the COVID-19 pandemic and 2022 a year of strong rebound in business activity and increase in guest expectations, 2023 was a year confirming this trend. Business continued to be strong, though competitive, with new challenges in the hospitality field.

At Constance Hotels, Resorts & Golf, we believe that our commitment to quality is more important now than ever before. Our quality has always been a strength of our brand image in the highly-competitive hospitality market. In this context, we have further increased our focus on quality in response to increased customer attention towards quality, value for money, and personalisation of their stay.

Our quality pursuit is guided by the principles of "Observe, Collect, Analyse, Improve, Delight," and we consistently use the Constance Minimum Standards and Leading Hotels of the World (LHW) standards.

Quality is monitored daily using the ReviewPro software tool, which tracks the "pulse" of the Global Review Index (GRI) and Guest Satisfaction Survey (GSS), analysing not only the numeric scores but also the semantics of feedback to identify patterns in repetitive negative comments.

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

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

Internal audits are conducted more frequently to ensure consistent quality.

Despite the prevailing operational challenges in the hospitality industry, we managed to maintain our high scores on both the GRI and GSS.

#### 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).

In the hospitality industry, the average GRI generally ranges from 70% to 80%, with only the top-rated hotels scoring between 92% and 95%.

In 2023, Constance Hotels & Resorts (CHR) managed to increase its overall GRI by 0.5 percentage point to 96.3% compared with 2022.

All our CHR properties achieved a GRI above 93%, and most of our properties met or exceeded their 2022 score. Five properties scored between 95% and 99%, placing them among the highest-rated hotels worldwide. Constance Moofushi, Maldives, led the group with a GRI of 99.0%. The scores for our two largest properties, Constance Belle Mare Plage and Constance Ephelia, Seychelles, ranged from 93.1% to 94.2%, which still surpassed the average GRI score of 89.1% for large hotels.

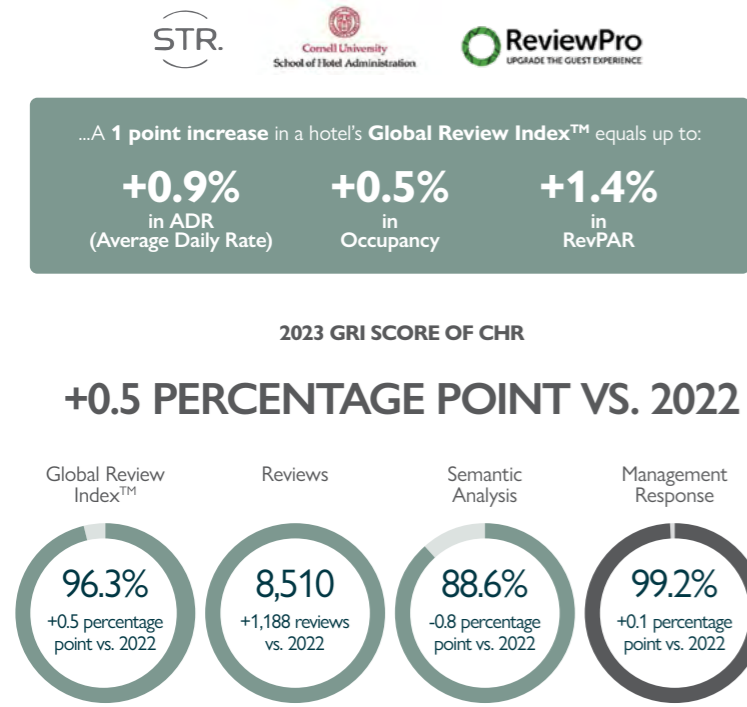
Quality of Services

4. QUALITY OF SERVICES (continued)

4.2 Online Reputation (continued)

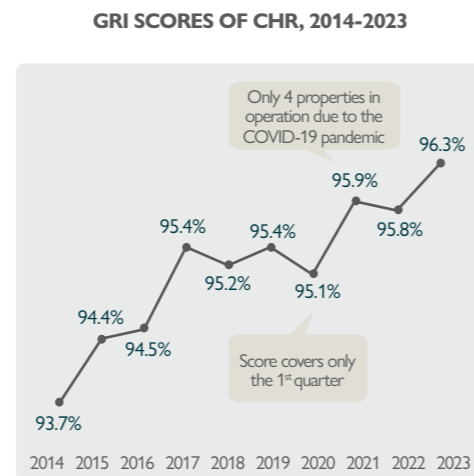
Since 2014, we have consistently achieved high GRI scores exceeding 93%, compared with an industry average ranging between 70% and 80%, thus positioning Constance Hotels & Resorts (CHR) among the top 10 small luxury brands worldwide. These results have been achieved through organic quality service delivery, in addition to focused efforts on obtaining more high-quality reviews.

It is worth noting that Booking.com has surpassed TripAdvisor as the most important source of reviews, not just for CHR but for the hospitality industry overall. However, TripAdvisor remains very influential and thus forms part of our resorts' balance scorecards (quality goals).



**2023 GRI SCORE BY CHR PROPERTY**

PROPERTY	2023 GRI	VS. 2022
Constance Moofushi, Maldives	99.0%	+0.6
Constance Halaveli, Maldives	98.8%	+0.4
Constance Tsarabanjina, Madagascar	97.9%	-0.7
Constance Prince Maurice	97.1%	-0.8
Constance Lemuria, Seychelles	95.6%	+0.0
Constance Ephelia, Seychelles	94.2%	+1.3
Constance Belle Mare Plage	93.1%	+0.4



**2023 GRI SCORE OF CHR BY SOURCE**

SOURCE	INDEX	NO. OF REVIEWS
Booking	94.3%	3,395
TripAdvisor	97.7%	3,126
Google	97.0%	1,580
Expedia	96.3%	104
HolidayCheck	94.3%	101

Quality of Services

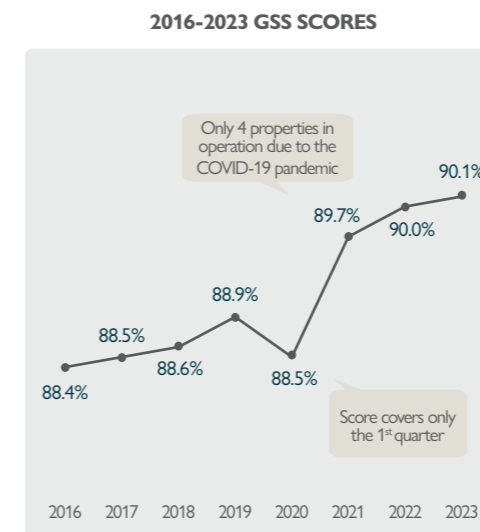
4. QUALITY OF SERVICES (continued)

4.3 Guest Satisfaction Survey

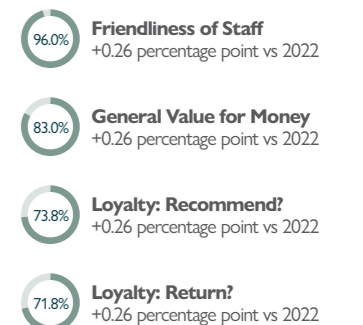
Although the GRI reflects our brand image online, our Guest Satisfaction Survey (GSS) provides a more comprehensive insight into the quality of our offerings and the emotional experiences of our guests. The GSS gives us more detailed departmental indicators, including numeric and semantic data, that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

In 2023, the overall GSS score increased by 0.1 percentage point compared with 2022. This increase is based on 11% more surveys being completed, making the results more statistically valid. Most of our properties met or exceeded their GSS score from 2022 and 2019, the year prior to the COVID-19 outbreak. Whilst there are areas that can be further adjusted, it is important to note that in vital areas below, scores have significantly improved compared with 2019 and stayed in line with 2022.

The Net Promoter Score, which measures the likelihood of guests recommending a brand, remained steady at the 2022 level. 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.



PROPERTY	SCORE
Constance Halaveli, Maldives	94.6%
Constance Moofushi, Maldives	94.0%
Constance Prince Maurice	92.9%
Constance Tsarabanjina, Madagascar	92.6%
Constance Lemuria, Seychelles	91.3%
Constance Ephelia, Seychelles	88.2%
Constance Belle Mare Plage	85.9%



4.4 Mystery Audits

Yearly in-person mystery audits were conducted at all our properties, providing us with enough data to compare these scores with any overlapping guest comments from reviews and surveys. Each audit lasts 2-3 nights and 3-4 days and is followed by action plans for the rectification of missed points and further improvement.

In 2023, all our properties, with the exception of one, scored between 80 and 85% in respect of the Constance Minimum Standards mystery audit. In addition, our three LHW members exceeded the minimum required score of 80% in their audits.



# Our People and Health & Safety

## 5. OUR PEOPLE AND HEALTH & SAFETY

### 5.1 Our People

# 2023 OVERVIEW

01

## Talent Acquisition

### Human Resource Strategy

Continuing with the two-year HR Strategy Plan formulated in 2022, the Group HR department remained focused on core pillars, synchronising its efforts with the overarching objectives of Constance Hotels, Resorts & Golf. The department prioritised talent acquisition and retention, employee experience and growth, and cultivating a strong organisational culture.

02

## Employee Experience

Key accomplishments, during the year under review, include the implementation of innovative recruitment strategies that attracted top talent, whilst also retaining existing employees through competitive compensation, benefits, and a strong emphasis on work-life balance. The department's commitment to fostering a diverse and inclusive workplace has enhanced employee engagement and satisfaction, contributing significantly to operational efficiency and the overall positive reputation of Constance Hotels, Resorts & Golf as an employer of choice in the hospitality industry.

03

## Talent Retention

In May 2023, we took the opportunity to hold the Group HR Meet. In this regard, all HR and training managers from Constance Hotels, Resorts & Golf met in Mauritius for a week of learning, strategic planning, and team building. One of the tangible outcomes of the meet is the Group's HR Strategy for 2024-2025.

## Our People and Health & Safety

## 5. OUR PEOPLE AND HEALTH & SAFETY (continued)

### 5.1 Our People (continued)

#### 01 Talent Acquisition

In 2023, we focused on consolidating the initiatives undertaken in 2022 whilst preparing for significant projects slated for launch in 2024.

#### Candidate Experience

Ensuring an optimal candidate experience at every stage of the recruitment process remained a priority. Our meticulous attention to the candidate journey yielded positive results. Throughout the year, we conducted surveys on candidate experience among our new hires. The findings provided valuable insights for enhancing our approach and meeting the expectations of prospective candidates.

#### Attractiveness

Escalating competition from our competitors intensified the talent acquisition landscape, prompting a need for heightened creativity in attracting top-tier candidates. This required consistent and diversified efforts to execute original local initiatives. We bolstered our local presence in each destination to position ourselves as an employer of choice.



#### 02 Employee Experience

In 2023, the major HR challenges continued to be talent scarcity and high mobility of labour. In the light of this, employee experience was a fundamental focus. Each quarter, several activities were carried out across the group to maintain high employee engagement, including:

#### Thank You Week

Week-long activities, celebrations, and challenges across Constance Hotels, Resorts & Golf to thank our team members and partners and help bring our teams together

#### Generosity Challenge

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

#### Brand Week

Activities, training, and events aimed at realigning our operations with the Brand Platform, which is central to all initiatives.

#### Knowvember

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

Our People and Health & Safety

5. OUR PEOPLE AND HEALTH & SAFETY (continued)

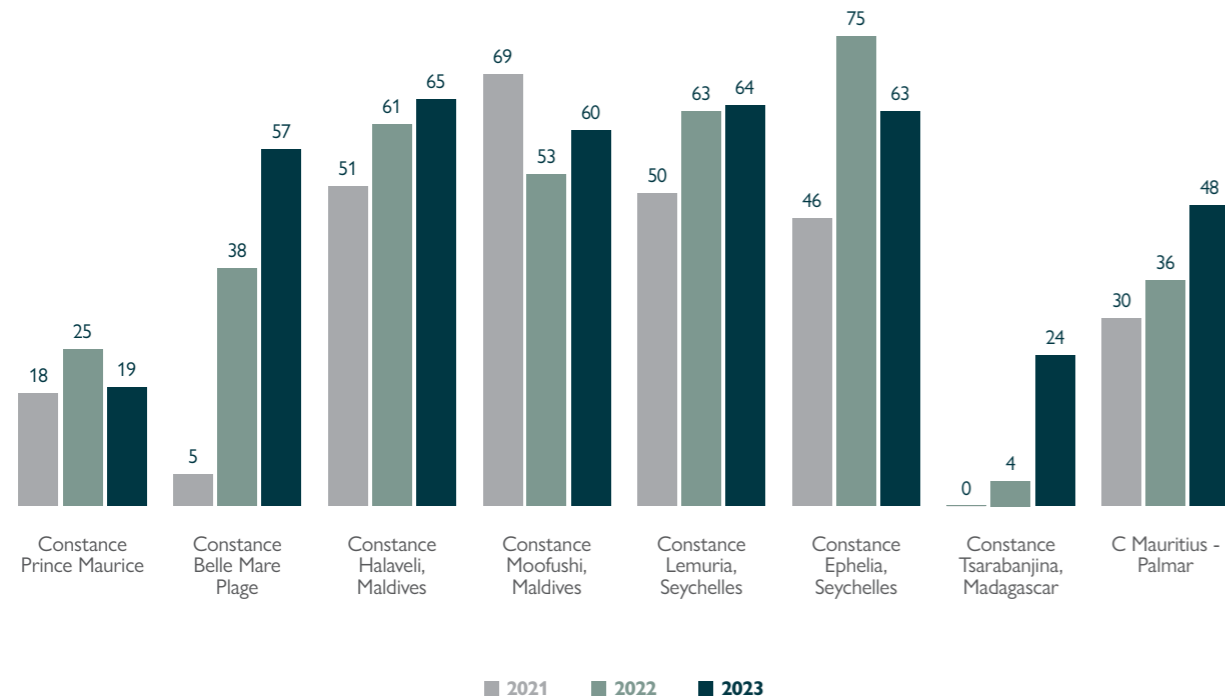
5.1 Our People (continued)

03 Talent Retention

With a strong commitment to its people, we achieved an employee engagement score of 87.93% on average for the year 2023. This achievement not only reflects the effectiveness of our engagement strategies but also underscores our commitment to creating a work environment where employees feel valued and motivated.

Given the very high occupancy rates and our intensive recruitment efforts, the focus on Training and Development was renewed to bring the teams up to speed with the hospitality service standards after nearly 2 years of disruption, whilst also keeping them engaged to ensure retention. Group-wide, an average of 49.7 training hours per team member was attained.

Average Training Hours Per Team Member



To strengthen junior management, the year-long programme 'Building the Backbone' was run in all our properties. A total of 310 junior leaders graduated from the programme after attending a cumulative 7,514 hours of training.

The second batch of Management Trainees graduated from the COMET programme. They have been recruited into junior management positions across various properties of ours.

To boost team member engagement, the recognition policy for Constance Hotels & Resorts was revised, and a new Recognition Policy was introduced at C Mauritius - Palmar.

Compensation and benefits were reviewed to align with market realities and to achieve consistency within Constance Hotels, Resorts & Golf.

Our People and Health & Safety

5. OUR PEOPLE AND HEALTH & SAFETY (continued)

5.1 Our People (continued)

Constance Hospitality Training Centre Ltd (CHTC)

Although the year 2023 was marked by challenges, our commitment to excellence, innovation, and adaptability has not only weathered the storm but also propelled us to new heights of success.

2023 HIGHLIGHTS BY TRAINING PROGRAMME

<p>Insight 1: Attract</p> <p><b>211 participants</b></p> <p>NC3   IIP   COMET</p>	<p>Insight 2: Retain &amp; Grow</p> <p><b>9,229 man-hours</b> <b>683 participants</b></p> <p>Formal Training: BRIGHT 1 and 2, CITC 1 and 2 Informal Training: Mentor, BTB, and other interventions External Training: Customer Service Excellence and more</p>	<p>Insight 3:</p> <p><b>1,321 participants</b></p> <p>eLearning: Self-development course and Compliance Training</p>
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Attracting Fresh Talents

The challenge of human resource shortages persists in our industry, yet CHTC stands as a preferred reference. Our commitment at CHTC is to maintain this leadership status through dedicated initiatives. Our NC3, IIP, and COMET programmes play a pivotal role in attracting young adults to our hotels. Participants in these programmes not only develop essential employability skills and gain practical work experience in our sister hotels but also work towards earning formal qualifications. Moreover, they receive a fair salary during their training period. Remarkably, nearly all participants secure permanent employment at the hotels where they completed their work placements.

Internal Growth

CHTC provides a multi-modal approach to training, offering a variety of delivery options that place learning at our team members' fingertips. This includes our Virtual Learning Environment, classroom-based training with live sessions, eLearning and mobile learning.

BRIGHT & CITC remain our signature offerings to our people. BRIGHT is a series of modules reviewed annually to include relevant topics and activities spanning a 12-month period. It is delivered face-to-face through LIVE webinars, all blended with our eLearning courses using our Virtual Learning Environment. Our CITC focuses on developing key trainer abilities to train others, with a focus on the transfer of skill and adherence to standard operating procedures and work instructions.

Another key programme is our MENTOR programme, which benefits both mentors and mentees. It is no secret that with an increasing emphasis on workplace well-being and self-improvement, investing in the development opportunities of internal team members is critical to keeping them fulfilled and happy at work. Having a mentoring programme is one way to achieve this. They align with our goals, from hiring and retention to improving the outcomes of our Diversity, Equity and Inclusion (DEI) initiatives.

CHTC will continue to play a key role in the development of the younger generation of hoteliers and offer them opportunities for growth.



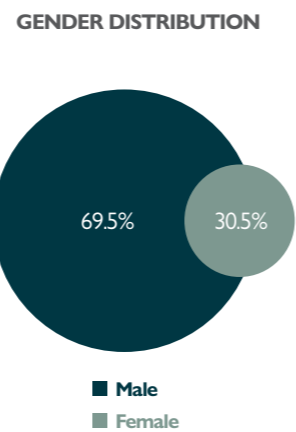
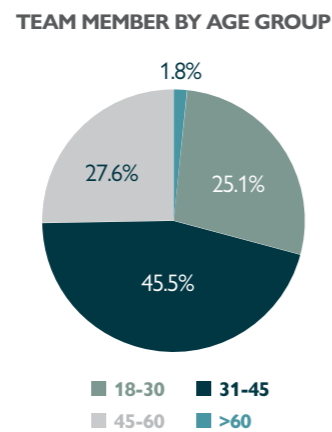
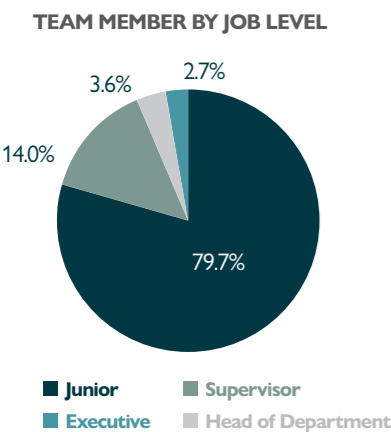
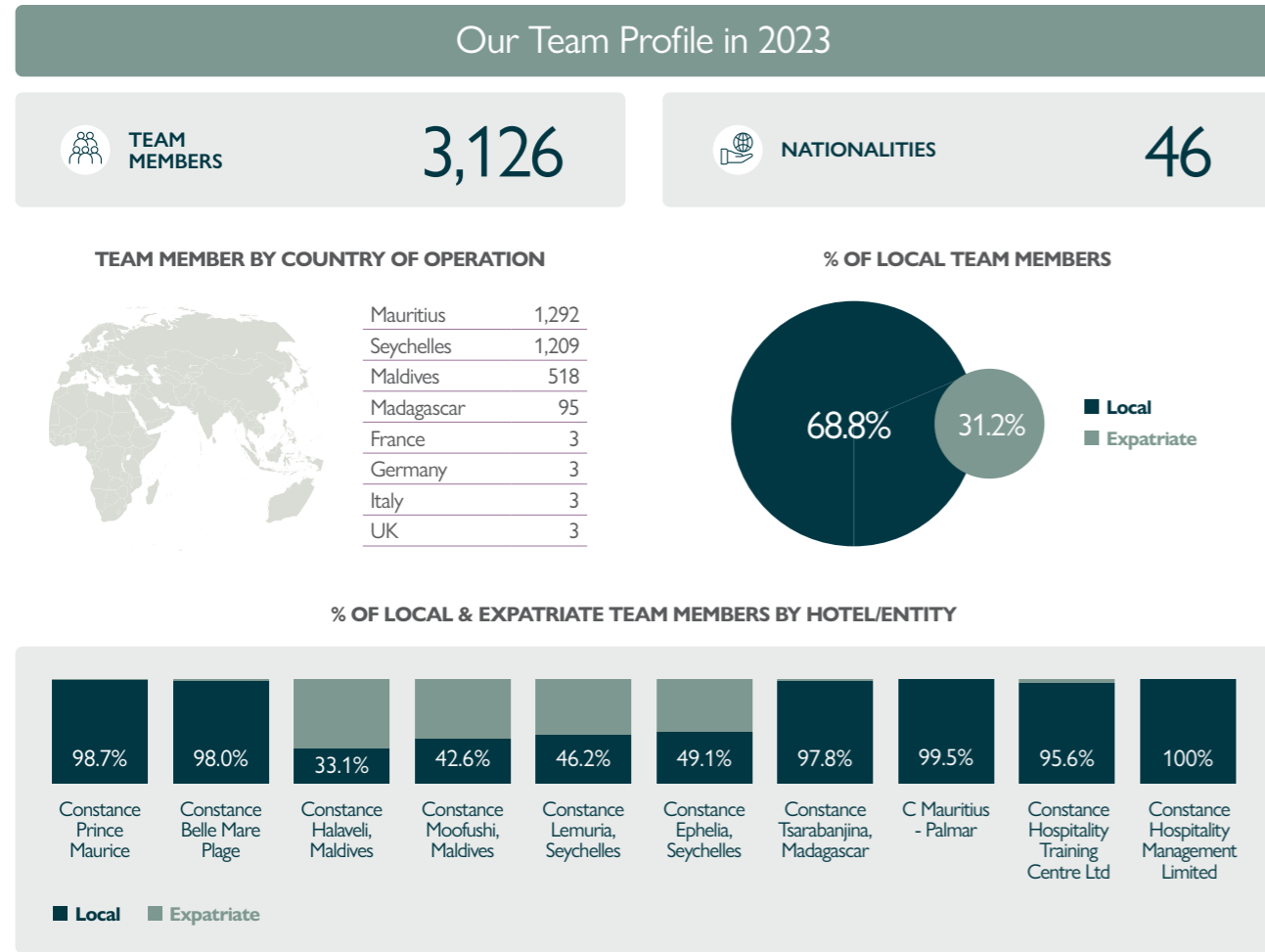
**CHTC:** Constance Hospitality Training Centre  
**NC3:** National Certificate Level 3 (Duration: 12 months) awarded by the Mauritius Institute of Training & Development (MITD)  
**IIP:** International Internship Programme in collaboration with international school partners (India, Netherlands, Morocco, and France)  
**BRIGHT:** Bridging the Gap Through Holistic Training – Level 1 & 2.  
**CITC:** Constance Internal Trainer Certificate – Level 1 & 2. Renewed every 3 years.  
**COMET:** Constance Management Experience Training  
**BTB:** Building-The-Backbone  
**Formal Training:** Leadership Development and Core Skills training via Formal Mechanism at corporate level  
**Informal Training:** In demand training – Technical, Functional and Business skills  
**eLearning:** Includes in-house built programmes and outsourced programmes from external providers  
**External Training:** Corporate training programmes offered to external partners who seeks the Hospitality touch of Constance



Our People and Health & Safety

5. OUR PEOPLE AND HEALTH & SAFETY (continued)

5.1 Our People (continued)



Our People and Health & Safety

5. OUR PEOPLE AND HEALTH & SAFETY (continued)

5.2 Health & Safety

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



Our H&S related operations were greatly impacted by the COVID-19 pandemic, posing enormous challenges to the business in general as national and regional authorities responded with a wide range of measures. These measures varied significantly in terms of time and geography, depending on outbreak patterns.

The positive growth of our Performance Management System, recorded in past years, was likewise impacted during the COVID-19 period. However, our incident reporting contributed to the upholding of our safety and health culture among team members, who continued to promptly report any safety concern and incident. These reports are followed by thorough investigations aimed at understanding the root causes to implement the necessary preventive measures. Through this robust system, we have not only been able to reduce the number of injury cases by nearly 54% but also improved the number of near-miss reporting by 9%.

In 2023, the Sustainability Team aimed at protecting the health and well-being of all team members whilst supporting the continuity of our services for our guests. We recorded a 6% improvement in risk closures in 10% less time, compared with the year 2022.

Our commitment to prioritising health and safety not only ensures the well-being of our team members and fosters a positive work environment that contributes to overall operational excellence but is also aligned with international standards. This reflects our dedication to providing a secure and supportive workplace.

	2019	2022	2023
<b>Time taken to close non-conformities (number of days)</b>	57	59	52
<b>Lost Day Injury Frequency Rate (number of occupational injuries per one million working hours)</b>	4.03%	4.19%	2.67%
<b>H&amp;S Training Completion (% of participants)</b>	77%	79%	89%

# Corporate Social Responsibility

## 6. CORPORATE SOCIAL RESPONSIBILITY

### 6.1 Fondation Constance

As part of its mission, the Company cares for the well-being and development of the communities surrounding its hotels. It considers its Corporate Social Responsibility (CSR) involvement and contributions as investments that support the sustainable development of the community.

Fondation Constance is the entity responsible for implementing Constance Group's CSR programmes through its CSR Committee. The latter 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.

#### Objectives

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

Objective 01	Care for the well-being and development of the communities in which it operates, including the safeguard of the environment.
Objective 02	Ensure that the Group's involvement and contributions make a difference.
Objective 03	Establish that Corporate Social Responsibility is not charity, but an investment that yields a measurable positive impact on the community.



Whilst Fondation Constance does extend its commitments to high-impact projects at the national level, it tends to give priority to projects in the regions in which the Constance Group member companies operate. This approach gives the Group a broader opportunity to engage with its local stakeholders.

## Corporate Social Responsibility

## 6. CORPORATE SOCIAL RESPONSIBILITY (continued)

### 6.1 Fondation Constance (continued)

#### Donation Policy

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

Ensure that all its donations are compatible with its business activities and reflect its respective values and objectives.	Support people and communities, at both local and national levels, with the aim of making their lives better and providing them with opportunities that they might otherwise not have had access to.	Enhance and safeguard the natural environment.
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	THE GROUP		THE COMPANY	
	2023 MUR'000	2022 MUR'000	2023 MUR'000	2022 MUR'000
Voluntary - Through Fondation Constance	2,000	2,000	2,000	2,000
Others	518	-	-	-
<b>Total</b>	<b>2,518</b>	<b>2,000</b>	<b>2,000</b>	<b>2,000</b>

#### Fund Allocation of Fondation Constance

In 2023, the financial resources available to Fondation Constance were used to fund projects across 6 focus areas, supporting 13 NGOs.

#### Fund Allocation, Year Ended 31 December 2023

<b>13</b> NGOs Sponsored	ALLOCATION BY FOCUS AREA				
	28% Socio-economic development	23% Education & training	18% Health	16% Support to persons with disabilities	14% Sports



Corporate Social Responsibility

6. CORPORATE SOCIAL RESPONSIBILITY (continued)

6.1 Fondation Constance (continued)

Socio-Economic Development



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

With the increasing demand for monitoring street children, Fondation Constance has increased its financial support to SAFIRE, an NGO engaged in the promotion of the rights of street children. This collaboration targets children living in the regions of Mauritius where Constance Group member companies operate. During the year under review, one student participated in the Street Child Cricket World Cup 2023 in India.

Caritas – Ste Ursule (Boutique Solidaire)

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

Education And Training

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



Association Étoile de Mer

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



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, to cover their secondary studies and enhance equitable and quality secondary education, leading to relevant and effective learning outcomes. Over the years, many of Fondation Constance's beneficiaries have succeeded in accessing university education. In 2023, 29 students benefitted from the scheme.

Friends of the Poor

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

Corporate Social Responsibility

6. CORPORATE SOCIAL RESPONSIBILITY (continued)

6.1 Fondation Constance (continued)

Health



AILES (AIDE-INFO-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 2023, on World Hepatitis Day, with the financial support of Fondation Constance and the collaboration of other NGOs, AILES organised an awareness campaign in Poste de Flacq.

Centre d'Accueil de Terre-Rouge (CATR)

In 2023, Fondation Constance continued to financially support the CATR, an NGO dedicated to counselling drug addicts and developing a programme to strengthen the prevention and treatment of drug addiction.

CATR carried on providing counselling and sensitisation sessions throughout the year under review.

The 15-seater van fully sponsored by Fondation Constance has enabled CATR to intensify its sensitisation campaigns in the eastern region of Mauritius.

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. It partially contributed to the acquisition of a mini-van for transporting the NGO's students and facilitating a home visiting service.



Constance Generosity Challenge

Through a non-stop cycling event organised by Fondation Constance and employees of the Group, funds were raised to support the training camp for Mauritian para-athletes in preparation for the 2024 Paralympic Games in Paris. Employees were invited to pedal for 12 hours, taking turns on stationary bicycles placed in all the Group's entities in Mauritius.



Corporate Social Responsibility

6. CORPORATE SOCIAL RESPONSIBILITY (continued)

6.1 Fondation Constance (continued)

Sports



Constance Cycling Academy

Fondation Constance plays a key role in promoting sports and leisure activities in the eastern region of Mauritius. It pursues 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 nurtures the growth of young cycling enthusiasts, especially those from vulnerable backgrounds.

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.

Around fifteen young cyclists are currently being trained four times a week. The Constance Cycling Academy maintains its supremacy in the young girls' category, especially in the under-17, where Strella Nizalin won the championship, surpassing Adriana Charlot, another promising rider from the Academy. This achievement underscores the effectiveness of the training programmes and efforts being made.

Moreover, Fondation Constance facilitated a five-week internship for three young riders in France. Upon their return, they won the Tour de la Réunion in the youth category. Juliano even caught attention by joining the facilities of the World Cycling Centre for a training camp, which augurs well for his forthcoming participation in 2025 UCI Road World Cycling Championships to be held in Rwanda.

Networking

Community Working Group (CWG)

In 2023, Fondation Constance continued its collaboration with the Community Working Group, under the aegis of the National Empowerment Foundation (Mauritius). The aim of the CWG is to unite all stakeholders of the civil service and both the public and private sectors to brainstorm, discuss, and implement projects and activities with a view to empowering vulnerable families and alleviating poverty in the eastern region of Mauritius.

Corporate Social Responsibility

6. CORPORATE SOCIAL RESPONSIBILITY (continued)

6.2 CSR Initiatives at Property Level

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

In 2023, progress against our Corporate Social Responsibility objectives continued to be made, involving 139 activities that engaged directly with more than 6,500 stakeholders, including guests. These initiatives addressed all 17 goals and were aligned with the Sustainable Development Goals in an effort to visualise our contribution towards their achievement and, in turn, inform our long-term strategy.





# The Way Forward

## 7. The Way Forward

In 2023, progress against our Corporate Social Responsibility objectives continued to be made, involving 139 activities that engaged directly with more than 6,500 stakeholders, including guests. These initiatives addressed all 17 goals and were aligned with the Sustainable Development Goals in an effort to visualise our contribution towards their achievement and, in turn, inform our long-term strategy.

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

MAURITIUS | SEYCHELLES | MALDIVES | MADAGASCAR | RODRIGUES



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