

ENVIRONMENTAL  
AND SOCIAL CHARTER

our **52** commitments



ECO RESPONSIBLE  
BEACHCOMBER

July 2021

*At Beachcomber, we deliver  
an unmatched sustainable  
experience by living up to*

*our* **52** *commitments*

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# About

## Beachcomber Resorts & Hotels

Beachcomber Resorts & Hotels is the pioneer and leading hotel group in Mauritius. It owns and operates eight resorts in Mauritius, one resort in Morocco managed by Fairmont and one hotel leased to a recognised international brand in Seychelles. The group is fully engaged in corporate social responsibility initiatives through Fondation Espoire Beachcomber (FED).

5,079

Artisans  
in Mauritius and in our  
business units abroad

2,148

Keys in  
Mauritius and Morocco

8

Resorts in Mauritius;

3

Beachcomber Tours  
(France, UK, South Africa)



9

Properties  
(8 hotels and  
the Head Office)



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As anchored in our Mission and our Brand Promise:  
“to cultivate the Art of Beauty  
in all its dimensions”

The Management of Beachcomber Resorts and Hotels, through its Environmental and Social Policy Statement, is committed to achieving best sustainability practices and behave responsibly.

As an EarthCheck Silver certified collection of resorts,  
we are able to better measure, manage and reduce our environmental impact  
and monitor our social projects, and “Walk our Talk”.

Our Environmental and Social charter presents a list of initiatives  
introduced in our endeavour to reduce our carbon footprint and  
contribute towards a cleaner, safer and more sustainable planet,  
with greater support to community partners, through the engagement of  
our Artisans and stakeholders as we encourage our Guests to  
participate in our sustainability projects.



## Message from the CEO

*“As the pioneer and leading hotel group in Mauritius, it is our responsibility to protect the environment and lead by example with respect to our commitment to sustainable practices.”*

We recognise that the success of our industry is closely linked to the preservation of our island’s natural environment, even more so in this post-pandemic era. Beachcomber Resorts & Hotels is pleased to present its “52 Commitments” Environmental and Social Charter 2020/2021, which highlights our eight areas of action and presents the significant progress achieved.

Over its almost 70 year history, Beachcomber Resorts & Hotels has always taken a leadership role as regards innovative sustainable practices. The EarthCheck Silver Certification of all our hotels and Head-Office since 2019 is a testimony of our deep commitment to sustainable development. Our projects include, amongst many others, the setting-up in our eight resorts of waste water treatment plants which collectively provide recycled water to cater for nearly 100% of our irrigation requirements. We were the first hotel group to install desalination plants, a number of our resorts operating exclusively with desalinated water. All Beachcomber resorts are equipped with latest energy-saving technologies. The installation of some 3,500 photovoltaic panels has been completed on the roofs of our eight

hotels. We are on target to achieve our zero single-use plastic objective by end 2021. Some 40 beehives have been installed in our hotels through our “Honey from our Gardens” project. We take pride in these achievements and convey our thanks to our Green Team Members and our artisans for their tireless efforts to walk the talk regarding sustainability.

We take very seriously our community development programmes (Projet Employabilité Jeunes and Beautiful LocalHands) which have been implemented by Fondation Espoir Développement Beachcomber during the last 22 years to improve social and economic inclusion.

We invite you to read our “52 Commitments” Environmental and Social Charter. The latter constantly evolving, thereby enabling us to learn from best practices and adapt to changing needs and requirements.

Gilbert Espitalier-Noël  
Chief Executive Officer

# About our 52 Commitments

## Environmental and Social Charter

This Environmental and Social Charter covers our 52 commitments towards sustainability, based on eight focus areas: Use Water Efficiently, Choose Less but Greener Energy, Manage Waste Responsibly, Embellishing Environment/Biodiversity, Fostering Community development, Responsible Sourcing, Engagement of our Artisans, and Contribution of our Guests. It sets the Group's sustainable objectives and measures progress achieved so far.



Water efficiency



Fostering Community development



Choose less but greener energy



Responsible Sourcing



Manage Waste Responsibly



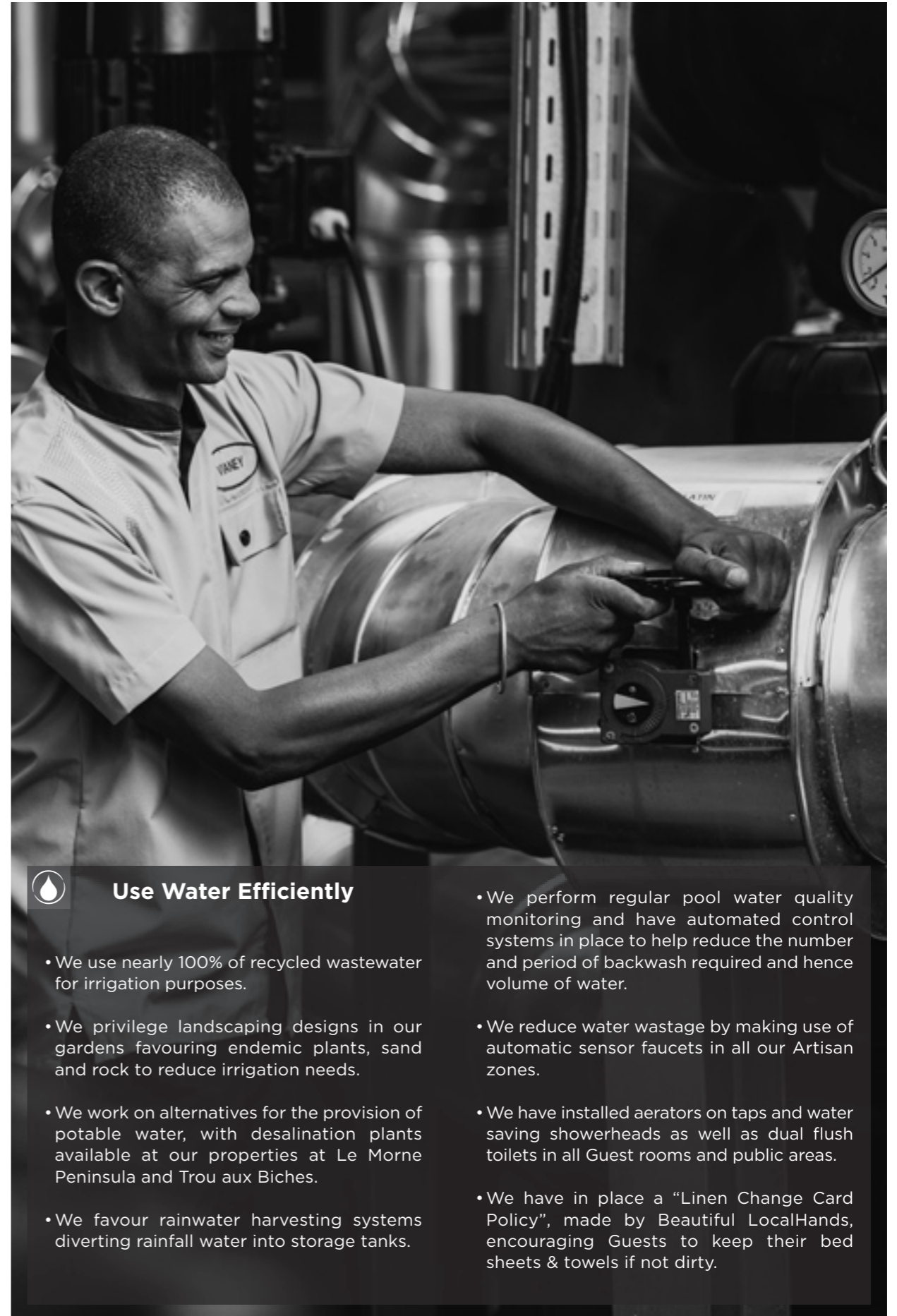
Engagement of our Artisans



Embellishing Environment/Biodiversity



Contribution of our Guests



### Use Water Efficiently

- We perform regular pool water quality monitoring and have automated control systems in place to help reduce the number and period of backwash required and hence volume of water.
- We use nearly 100% of recycled wastewater for irrigation purposes.
- We privilege landscaping designs in our gardens favouring endemic plants, sand and rock to reduce irrigation needs.
- We reduce water wastage by making use of automatic sensor faucets in all our Artisan zones.
- We work on alternatives for the provision of potable water, with desalination plants available at our properties at Le Morne Peninsula and Trou aux Biches.
- We have installed aerators on taps and water saving showerheads as well as dual flush toilets in all Guest rooms and public areas.
- We favour rainwater harvesting systems diverting rainfall water into storage tanks.
- We have in place a "Linen Change Card Policy", made by Beautiful LocalHands, encouraging Guests to keep their bed sheets & towels if not dirty.



### Choose Less but Greener Energy

- We promote the use of renewable energy through the installation of Photovoltaic panels on the roofs of our hotels, contributing to up to 20% savings – currently 3,090 panels already installed.
- We use variable speed drives on energy-intensive appliances helping us save up to 40% on energy usage of aforesaid equipment.
- We emphasise on solar water heaters combined with high temperature recovery on chillers to further reduce usage of fossil fuels.
- We control the energy consumption of our kitchens by making use of electric load management and centralised cold room systems.
- We favour natural lighting and use thermal insulation products on our roofs to help reduce irradiation effect and achieve some 5°C cooling.
- We optimise energy consumption by making use of Room Energy Management systems, such as motion detection and door switches, as well as timers for outdoor lighting.
- We have energy-saving Light Emitting Diode (LED) products for lighting purpose and have introduced the use of solar lighting.



### Manage Waste Responsibly

- We segregate and recycle nearly 40% of our waste, including plastic, cardboard & paper, cans, Nespresso capsules, candles, cooking oil, electronic waste and organics.
- We make use of tri-bin separation system within our public areas to involve both Guests and Artisans in the sorting process.
- We work towards the elimination of single-use plastic with the objective of zero single-use plastic by end 2021.
- We have installed in-house water bottling plants in all our hotels.
- We have partnered with FoodWise to distribute surplus of food produced to nearby communities.
- We work with farmers within our region for the recycling of organic waste.
- We upcycle our old bed linens into laundry bags through the craftsmanship of Beautiful LocalHands.



### Embellishing Environment / Biodiversity

- We nurture nature by encouraging plantation of endemic trees in our gardens.
- We have our own beehives with home-made produced "Honey from our Gardens" served to Guests.
- We minimize usage of hazardous substances, privileging the use of seawater and sea salt to control weeds on our grass.
- We are committed to a holistic coastal rehabilitation project involving the community at Trou aux Biches to restore and protect shoreline from damage and erosion.
- We organise regular clean-up campaigns with participation of Guests, Artisans and other stakeholders.



### Fostering Community development

- We assist and fund various NGOs who are dedicated to community development projects in villages around our hotels, through our Fondation Espoir Developpement (FED).
- We empower Mauritian craftsmanship through our Beautiful LocalHands organisation.
- We promote employability of some 300 youths from vulnerable backgrounds in our hotels every year through our Youth Employability Project (PEJ) and some 3,500 young people have benefitted from this programme since its launch in 2001.
- We partner with the Ministry of Youth and Sports to help expand the Duke of Edinburgh's International Award, a youth-focused programme in Mauritius.
- We maximize local employment with majority of our Artisans living within a 10km radius of our hotels.
- We organise awareness sessions to main stakeholders working within our premises, including Beach hawkers and Taxi drivers.
- We work towards the inclusion of small local producers in our food production process.



### Responsible Sourcing

- We inform all our suppliers about our “Environmental and Social Policy” and select them based on their responsible commitment.
- We favour the purchase of Made in Moris products to support and encourage local entrepreneurship.
- We only purchase refrigeration equipment which are Ozone-friendly.
- We consider low energy-consumption appliances for all new purchases.
- We favour eco-friendly products: cleaning products / bathroom amenities / FSC certified paper...
- We contribute to Reef Conservation through the sale of specifically designed bathing suits.



### Engagement of our Artisans

- We have in place a Green Team Committee within each of our hotels and Head Office to monitor, develop and continually improve on our sustainable commitments with a defined “Sustainable Action Plan”.
- We mentor new recruits on sustainable development concept as part of our Onboarding program and encourage all Artisans to follow our Earthcheck Awareness training course.
- We provide training to our Boathouse Artisans on Biodiversity and Marine life through Reef Conservation organisation.
- We sustain eco-responsible awareness and practices amongst our Artisans by making use of posters, stickers, corporate videos amongst others.
- We engage our Artisans in our environmental initiatives through participation in specific events in line with World Water Day, World Environment Day and Earth Day amongst others.





### Contribution of our Guests

- We keep our Guests informed about “Our 52 Commitments to Sustainability” through different communication tools.
- We encourage Guests to contribute to our “Top FED Programme” through a symbolic amount added to their bill.
- We propose to our junior Guests a “Be Eco-Friendly” Signature Activity as part of our Kids Club program as well as participation to our “Beautiful Neighbours” ritual.
- We share local culture with Guests through the “Beautiful Story” ritual and “Wild Island” and “Tropical India” Signature Shows.
- We demonstrate eco-responsible approach towards Guests during snorkelling trips and promote non-motorised water sports activities like paddle yoga within some of our hotels.
- We promote the sale of products from Beautiful LocalHands in our shops.
- We engage Guests to participate in our environmental initiatives.

# Our Corporate Green Team Committee

## Our Corporate Green Team Committee

Beachcomber Resorts & Hotels strongly believes that sustainability is a team's effort which succeeds when there is buy-in across the Group. In line with this, our Corporate Green Team Committee was set up in 2018 to cement our long-standing environmental practices. The Committee is chaired by the Chief Officer Operational Excellence, Geraldine Koenig and comprises the Chief Communication & CSR Officer, Karine Perrier Curé, the Group Chief Engineer, Bertrand Viney as well as representatives from our eight resorts in Mauritius and Head-Office.

The Corporate Green Team Committee meets on a monthly basis and its mission includes: defining the Group's sustainability direction; setting goals; driving and monitoring the ecoresponsible initiatives and measuring progress.

To implement sustainable actions, the Corporate Green Team Committee favours a participatory approach from hotels as well as the Head-Office and encourages ownership of the programmes. Each hotel has its own Green Team Committee, led by its General Manager or Hotel Manager and comprise artisans from different departments within the resort. The role of Green Teams at hotel level is to coordinate defined sustainable actions and achieve the objectives set forth in our 52 Commitments Environmental and Social Charter.

Through its Corporate Green Team Committee alongside with highly engaged artisans in hotels' Green Teams Beachcomber Resorts & Hotels is launching another key phase of its sustainable journey. We are taking further steps to improve our environmental commitment and reinforce our actions for social inclusion through Fondation Espoir Développement Beachcomber.

**Geraldine Koenig**  
Head-Office

**Karine Perrier Curé**  
Head-Office

**Nishtha Luchoo**  
Head-Office

**Julie Hardy Koenig**  
Head-Office

**Patrice Chettiar**  
Head-Office

**Sheila Ramsamy**  
Head-Office

**Bertrand Viney**  
Head-Office

**Diane Koenig**  
Garden Manager

**Roshan Rutnah**  
Canonier Beachcomber

**Sanjay Ladsawut**  
Mauricia Beachcomber

**Stephanie Brebner Bienvenu**  
Victoria Beachcomber

**Kevina Dookheea**  
Paradis Beachcomber

**Nelsa Matelot-Anseline**  
Dinarobin Beachcomber

**Reena Bikhari - Rose**  
Trou aux Biches Beachcomber

**Gawin Curpen**  
Shandrani Beachcomber

**Jenny Lupier**  
Royal Palm Beachcomber

**Nizad Cawdersaib**  
Dinarobin Beachcomber



## Our Values

### Trust

As an Artisan of Beauty and Kindness, I believe in myself and in other Artisans, I deserve the trust of our Clients by delivering the promise we made to them.

### Human

As an Artisan of Beauty and Kindness, I am humble, available to others; I pay attention to Guests, to Artisans, Partners and Suppliers. I am considerate and I give special care to each one of them.

### Team Spirit

As an Artisan of Beauty and Kindness, versatile and attentive, I communicate information in my possession, I am committed to my team, and I show appreciation to other Artisans' work.

### Mauritian

As an Artisan of Beauty and Kindness, I am an ambassador of Mauritius. My humble and natural approach directed at welcoming people, represents the rainbow nation with an open heart.

### Innovation

As an Artisan of Beauty and Kindness, I have an open mind that helps me adapt to new circumstances, I accept and I look for new work methods.

### Service

As an Artisan of Beauty and Kindness, I am pro-active, available for Customers as well as other Artisans and meet their expectations in accordance with the Brand Promise and established standards.

### Know-how

As an Artisan of Beauty and Kindness, I am professional, I enhance and share my know-how.

### Solidity

As an Artisan of Beauty and Kindness, I contribute to the financial strength of my Company.



BEACHCOMBER  
RESORTS & HOTELS

*The Art of Beautiful*