

# Environmental & Social Charter

*our* 52 *commitments*



ECO RESPONSIBLE  
BEACHCOMBER

# Overview

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# About

## Beachcomber Resorts & Hotels

Pioneer and leading hotel group in Mauritius, Beachcomber Resorts & Hotels owns and operates eight resorts as well as an in-flight and inland catering unit. The Group manages three tour-operating companies, in South Africa, France, and the United Kingdom, while maintaining sales representation offices throughout Europe. Supported by a global network of agents, Beachcomber focuses on promoting its brand on an international scale.

Over the years, Beachcomber has committed to environmental preservation and community support, recognising the significance of protecting Mauritius's heritage for sustainable tourism. As a leader in Corporate Social Responsibility, the Group is fully engaged through the Fondation Espoir Développement Beachcomber (FED).

Beachcomber's commitment to preserving our island's natural and cultural heritage while promoting inclusive development has earned the Group the prestigious EarthCheck accreditation - the world's leading environmental and social certification. In 2024, Beachcomber achieved Gold certification, for all its hotels and Head Office further solidifying its position as a responsible and forward-thinking hospitality leader.

+4,900  
Artisans  
in Mauritius and in our  
business units abroad



EARTHCHECK  
GOLD CERTIFIED  
2024

8 Resorts  
and Head Office

8

Resorts in Mauritius

More than  
+2,000  
Keys in Mauritius



Beachcomber  
Catering



## Our local heritage

At Beachcomber Resorts & Hotels, we celebrate our natural heritage by preserving it for the future generations. As pioneers of the Mauritian hospitality industry, we are privileged to be surrounded by the island's most idyllic beaches. We embrace the responsibility to care for these iconic landscapes, which we proudly share with our Guests.

- UNESCO World Heritage: Paradis Beachcomber Golf Resort & Spa and Dinarobin Beachcomber Golf Resort & Spa are nestled near the majestic Le Morne Mountain, a UNESCO World Heritage Site renowned for its cultural significance and natural beauty.
- Wetlands and protected landmarks: We are committed to preserving both man-made and natural landmarks, recognising their vital role in combating climate change, mitigating natural disasters, and safeguarding Mauritius's heritage. We are currently restoring approximately 15 acres of wetlands in Les Salines, Black River. This initiative aims to create a suitable habitat for waders, shorebirds, and native flora, further supporting the preservation of our ecosystems and landmarks.
- Marine parks: Shandrani Beachcomber Resort & Spa and Victoria Beachcomber Resort & Spa are situated near highly preserved marine ecosystems, ensuring the sustainability of our coastal environments.
- Historical past: Canonnier Beachcomber Golf Resort & Spa stands as a testament to Mauritius's rich historical tapestry, featuring ruins of a lighthouse and fortress that evoke the island's story.

# Message

## from our CEO

As a pioneering and leading hotel Group in Mauritius, we at Beachcomber Resorts & Hotels, recognise that sustainability is no longer just a choice but an imperative. Today, the hospitality sector is more intrinsically linked than ever to nature, biodiversity, and local communities. These are key to the success of our Group, our industry, and our destination. As we celebrate the EarthCheck Gold Certification of our eight hotels and head office this year, we are pleased to roll out our 52 Commitments Environmental and Social Charter 2024, featuring our objectives and scaled-up ambitions.

Beachcomber has a long-standing commitment to sustainability, beginning in the early 80s. Since then, we have consistently pushed boundaries. From setting up water treatment plants across our hotels and establishing the Fondation Espoir Développement Beachcomber for the socio-economic inclusion of local communities, to installing desalination plants, adopting renewable energy, and focusing on waste reduction through sorting, reusing and recycling, our actions have been geared towards making a positive environmental and social impact.

In 2017, we took a step forward by embracing an integrated approach to sustainable development through the EarthCheck journey. EarthCheck is a leading global environmental certification for the travel and tourism industry. It benchmarks and assesses organisations on sustainability practices such as energy use, water conservation, waste management, and biodiversity protection. Achieving this recognition signifies a commitment to reducing environmental impact and promoting responsible tourism. This approach sets clear targets, works towards achieving them, measures progress through independent assessments and ensures transparency and accountability.

After attaining bronze certification for three years and silver certification for five years, we have now achieved the prestigious Gold certification. As the pioneer of the Mauritian hotel industry, it is our duty and responsibility to demonstrate an exemplary sustainability leadership. We are proud to be the first hotel Group in Mauritius with EarthCheck Gold certification and be recognised for our actions.

Our Artisans are the backbone of this accomplishment. Their dedication and engagement drive impactful change within our hotels and communities. The journey to sustainable hospitality is challenging and continuously evolving. Sustainable hospitality is the catalyst for a vibrant future and the driving force behind our industry, and Mauritius as a destination. Our 52 Commitments Environmental and Social Charter coupled with the unwavering commitment of our teams, empowers us to lead the way and make meaningful impacts.

*“At Beachcomber Resorts & Hotels, Sustainability is our imperative. Our 52 Commitments Environmental and Social Charter 2024 reaffirms our dedication to leading sustainable hospitality and ensuring a thriving future for Mauritius, our Artisans, and our Guests.*

*In 2024, we celebrate three landmark achievements: EarthCheck Gold Certification for all our hotels, the 25<sup>th</sup> anniversary of Fondation Espoir Développement Beachcomber, and NMH's inclusion in the SEM Sustainability Index, further solidifying our position as a leader in the hospitality industry:*

Stéphane Poupinel de Valencé  
Chief Executive Officer





Eco RESPONSIBLE  
BEACHCOMBER

Anchored in our Mission and our Brand Promise - "to cultivate the Art of Beauty in all its dimensions", the Management of Beachcomber Resorts & Hotels is committed to implementing best sustainability practices and promoting environmental stewardship, as outlined in our Environmental and Social Policy Statement.

As an EarthCheck Gold 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. We aim to provide greater support to community partners through the engagement of our Artisans and stakeholders as we encourage our Guests to participate in our sustainability projects.

## our 52 Commitments

Our Environmental and Social Charter was launched in 2019 with a first review conducted in 2021. This 2024 edition reflects where we stand with respect to our 2025 three-year plan, underscoring our enhanced ambition for carbon reduction.

The Charter outlines our 52 Commitments grouped under 8 main pillars, serving as an action plan for our hotels, closely monitored by our Green Team. It is also shared with our Artisans and Guests to foster greater engagement. As of today, most commitments have been implemented by our hotels and we anticipate completing the remaining planned items by 2025.



Use Water Efficiently



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

To promote water conservation,

**we:**

- Use 100% recycled wastewater, else raw water, for irrigation purposes.
- Prioritise landscaping designs that favour endemic plants, sand, and rocks to reduce irrigation needs.
- Explore alternatives for potable water provision, including desalination plants at Le Morne Peninsula and Trou aux Biches Beachcomber.
- Favour rainwater harvesting systems that divert rainfall into storage tanks.
- Perform regular pool water quality monitoring with automated control systems to reduce the frequency and duration of backwashing.
- Reduce water wastage by using automatic sensor faucets in all our Artisan zones.
- Have installed water meters at strategic locations to effectively monitor water usage. Aerators have been fitted to taps and showerheads, optimising flow to 6 litres per minute. Additionally, all Guest rooms and public areas are now featured with dual flush toilets, and push buttons have been installed to beach showers.
- Have implemented a "Linen Change Card Policy", encouraging Guests to reuse their bed sheets / towels and recommending showers instead of baths.



### Choose Less but Greener Energy

To reduce our energy consumption,

**we:**

- Promote renewable energy by installing photovoltaic panels; currently, 3,090 roof-mounted panels have been installed contributing to an average of 5% green energy within these hotels.
- Use variable speed drives on energy-intensive appliances to save on energy usage and prioritise the use of solar water heaters coupled with heat recovery chillers, to further reduce fossil fuel.
- Control the energy consumption of our kitchens through electric load management and centralised cold room systems.
- Favour natural lighting and use thermal insulation products on our roofs to help reduce irradiation effects and achieve 5°C cooling.
- Optimise energy consumption by using energy-saving lights (LED) and solar lighting, and gradually implementing Room Energy Management systems, such as motion detection door switches and timers for outdoor lighting.
- Introduced energy-saving friendly features for our Guests to switch off lights and air-conditioning before leaving their rooms.
- Set air-conditioning temperatures at minimum 22°C for energy efficiency, without compromising Guests' comfort.



### Manage Waste Responsibly

To implement comprehensive waste management practices,

**we:**

- Segregate and recycle nearly 60% of our waste, including plastic, cardboard, paper, cans, Nespresso capsules, candles, cooking oil, electronic waste and batteries. We also collaborate with local farmers to recycle all our organic waste.
- Embrace the circular economy by creating a composting site at Paradis Beachcomber to divert green waste from the landfill and reuse the compost in our business units.
- Have eliminated single-use plastic, with respect to offerings in our mini-bars, and encourage both Artisans and Guests to participate in our segregation efforts through tri-bins available in rooms and public areas.
- Pioneered the purchase of cooking oil in bulk in Mauritius, thereby eliminating tons of single-use plastic packaging and cartons.
- Installed in-house water bottling plants in all our hotels.
- Partnered with FoodWise, a local NGO fighting against food waste, to distribute surplus food produced to nearby communities.
- Upcycle old bed linens into laundry bags or make use of environment-friendly laundry bags.



### Embellishing Environment / Biodiversity

To nurture our natural surroundings and enhance local ecosystems,

**we:**

- Prioritise the planting of endemic trees, with over 10 different varieties now thriving in our hotels' gardens.
- Install beehives, recognising the vital role of bees in biodiversity. We now have over 45 beehives across our properties, producing more than 500 Kg of "Honey from our Gardens" which we proudly serve to our Guests.
- Use seawater and sea salt to control weeds on our lawns, minimising the use of hazardous substances.
- Protect marine biodiversity through our coral restoration project, involving 20 Artisans from Paradis Beachcomber and Trou aux Biches Beachcomber.
- Organise regular clean-up campaigns with the participation of Guests, Artisans and other stakeholders.



### Fostering Community Development

To support and develop communities around us,

**we:**

- Assist and fund various NGOs dedicated to community development projects in villages around our hotels, through our Fondation Espoir Développement (FED), established since 1999.
- Set up regional committees as part of our commitment to community empowerment since 2003, creating a robust network for the development of social and environmental projects.
- Empower Mauritian craftsmanship through our Beautiful Localhands organisation.
- Promote employability of 300 youths from vulnerable backgrounds in our hotels every year through our Youth Employability Project (PEJ) launched in 2001. Over the years, +3,500 young people have benefitted from this programme.
- Provide educational support to children and fund schools designed to enhance their academic performance.
- Put in place the "Vulnerable Lives Matter" project in 2021 funded by the EU. This comprehensive social initiative supports women engaged in entrepreneurship, youths, and individuals with disabilities, fostering their social and economic integration.
- Maximise local employment with the majority of our Artisans living within a 20 Km radius of our hotels.
- Organise awareness sessions for main stakeholders working within our premises, including beach hawkers and taxi drivers.



### Responsible Sourcing

To practice ethical and sustainable procurement,

**we:**

- Actively engage with our suppliers by sharing our "Environmental and Social Policy" and "Sustainable Purchasing Policy" and select them based on their commitment to environmental responsibility.
- Favour the purchase of Made in Moris products to support and encourage local entrepreneurship.
- Purchase ozone-friendly refrigeration equipment to minimise environmental impact.
- Consider low energy-consumption appliances for all new purchases to enhance energy efficiency.
- Prioritise eco-friendly items, such as cleaning supplies, bathroom amenities, and FSC-certified paper.



### Engagement of our Artisans

To engage and involve our Artisans in our sustainability journey,

**we:**

- Established a Green Team Committee within each of our hotels and Head Office to monitor, develop, and continually improve our commitments with a defined Sustainable Action Plan.
- Mentor new recruits on sustainable development concepts as part of our onboarding programme and encourage all Artisans to participate in our EarthCheck Awareness training course.
- Provide training to our Boathouse Artisans on biodiversity and marine life through Reef Conservation.
- Promote eco-responsible awareness and practices among our Artisans using posters, stickers, Green Tours, corporate video, and more.
- Encourage the participation of our Artisans in events like World Water Day, World Environment Day, and Earth Day.



### Contribution of our Guests

To encourage Guests' participation in our sustainability efforts,

**we:**

- Inform our Guests about "Our 52 Commitments to Sustainability" through different communication channels.
- Invite Guests to contribute to our "Top FED Programme" through a symbolic amount added to their bill.
- Offer junior Guests a "Be Eco-Friendly" signature activity and the opportunity to participate in our "Beautiful Neighbours" initiative.
- Share local culture with Guests through the "Beautiful Story" ritual as well as the "Wild Island" and "Tropical India" signature shows.
- Provide eco-responsible snorkelling trips and promote non-motorised water sports activities like paddle yoga at some of our hotels.
- Promote the sale of products from Beautiful Localhands in our shops.
- Encourage Guests to participate in our environmental initiatives and Green Tours.

# Key Highlights






This year, we celebrate new milestones, with our Head Office and 8 hotels in Mauritius achieving EarthCheck hospitality Gold Status.

This EarthCheck Gold certificate, a first for the hotel industry in Mauritius, marks and recognises Beachcomber’s continuous sustainability efforts and its longstanding commitment to environmental and social best practices.

This certificate is awarded, after 1 year of Bronze accreditation, and 5 consecutive years of Silver accreditation, with rigorous benchmarking by an independent auditor.





## Key Figures

Mindful of our impact on the environment and local communities, we have launched diverse projects to meet our targets outlined in the 2022-2025 three-year plan. We consistently monitor our progress annually:

	 <b>ENERGY</b> Kwh	 <b>WASTE (Recycled)</b> %	 <b>CARBON EMISSIONS</b> Kg CO2-e
Baseline 2021-2022	42 (4★) 102 (5★)	33	15.9 (4★) 39.4 (5★)
Target 2025	30 (4★) 70 (5★)	60	13.5 (4★) 33.4 (5★)

To note that we have achieved and exceeded our 2025 Targets

## Financial year figures 2023-2024

	<b>WATER CONSUMPTION</b> M <sup>3</sup> /GN 	<b>ENERGY CONSUMPTION</b> KWH/GN 	<b>WASTE *                      SENT TO LANDFILL</b> KG/GN 	<b>CARBON **                      EMISSIONS</b> KG CO2-e/GN 
Group Average 4★	<b>0.78</b>	<b>25.88</b>	<b>1.96</b>	<b>12.51</b>
Group Average 5★	<b>1.80</b>	<b>56.05</b>	<b>5.14</b>	<b>31.68</b>

\* Equivalent to overall 63% Recycling rate  
 \*\* FY 2022-23 figures

The above figures have been assessed as part of our EarthCheck audits, and the carbon emissions have been calculated by the EarthCheck platform based on data provided.

With respect to our Performance Report, our carbon emissions rates for the 4★ hotels have been ranked "Better than the Regional Leader Level" and the 5★ hotels have been ranked as "Better than the Regional Average Level", compared to all other EarthCheck certified hotels across the region.



## Our Ambitions for 2025

Our sustainability journey began nearly 40 years ago. As we celebrate our EarthCheck Gold achievement, we are setting strategic goals with a renewed focus on leading the way in sustainable practices and making sustainability a core asset.

Our four key milestones for 2025 are to:

- be recognised as a leader in sustainability and climate-friendly resorts;
- close gaps in our 52 Commitments Hotel action plan, with a focus on energy and waste;
- develop a more inclusive approach with our stakeholders: Artisans, Guests, Communities, and partners; and
- achieve sustainability reporting based on the ESG framework.

Our ambitions for 2025 encompass our entire value creation chain and will enable us to make a meaningful and positive impact.



## Our Corporate Green Team

At Beachcomber Resorts & Hotels, our core Green Team is at the forefront of our commitment to sustainability as outlined in our 52 Commitments Environmental and Social Charter. Established to spearhead our eco-conscious initiatives, the Green Team is composed of dedicated Artisans, working tirelessly to implement and promote sustainable practices across our organisation.

Led by the Chief Risk & Compliance Officer, Geraldine Koenig, and including members such as the Chief Brand & Communication Officer, Karine Perrier Curé, and representatives from our eight resorts and Head Office, the Green Team meets monthly to define our sustainability direction, set goals, and monitor progress.

Adopting a collaborative approach, the core Green Team works closely with hotel-specific Green Teams. Each one is led by the Hotel Green Team Leader and includes Artisans from various departments. These teams are responsible for executing sustainable actions tailored to their respective resorts, ensuring alignment with the goals set forth in our 52 Commitments Environmental and Social Charter.

By fostering a culture of environmental responsibility and social inclusivity, our Green Team at Beachcomber Resorts & Hotels not only drives our sustainability agenda but also inspires our Artisans and Guests to engage in eco-responsible practices. Through their efforts, we are continuously advancing our environmental commitments and enhancing our positive impact on the communities we serve.

**Chairperson:** **Geraldine KOENIG**  
Chief Risk & Compliance Officer,  
Beachcomber Resorts & Hotels

**Team Leader:** **Nishtha LUCHOO**  
Sustainability Coordinator,  
Beachcomber Resorts & Hotels

**Core Team:** **Bertrand VINEY**  
Head of Technical Services,  
Beachcomber Resorts & Hotels  
**Diane KOENIG**  
Head of Gardens,  
Beachcomber Resorts & Hotels  
**Fabiola SOPHIE**  
Head of Corporate Communication,  
Beachcomber Resorts & Hotels  
**Karine PERRIER CURÉ**  
Chief Brand & Communication Officer,  
Beachcomber Resorts & Hotels  
**Patrice CHETTIAR**  
Procurement Coordinator,  
Beachcomber Resorts & Hotels  
**Savrina MOOTHOSAMY KISTNEN**  
Group Engineering  
& Digitalisation Manager,  
Beachcomber Resorts & Hotels  
**Sheila RAMSAMY**  
Corporate Communication Manager,  
Beachcomber Resorts & Hotels

**Members:** **Jenny LUPIER**  
Quality Assurance Manager,  
Royal Palm Beachcomber Luxury  
**Nelsa MATELOT ANSELINE**  
Quality Assurance Manager,  
Dinarobin Beachcomber  
**Elisabeth ADAM**  
Quality Assurance Manager,  
Paradis Beachcomber  
**Lavish CALLYCHURN**  
Quality Assurance Executive,  
Trou aux Biches Beachcomber  
**Annick BERTRAND-POMPEIA**  
Quality Assurance Executive,  
Shandrani Beachcomber  
**Stephanie BREBNER BIENVENU**  
Quality Assurance Manager,  
Victoria Beachcomber  
**Hans SEECKUN**  
Quality Assurance Manager,  
Canonniér Beachcomber  
**Saukat BAUBOOA**  
Quality Assurance Manager,  
Mauricia Beachcomber  
**Clovis FIRMIN**  
Aviation Security Manager,  
Beachcomber Catering



BEACHCOMBER  
RESORTS & HOTELS

*The Art of Beautiful*