



*BE* Responsible



NEW MAURITIUS HOTELS LIMITED

*At Beachcomber, we believe that responsibility lies in the way we care for our destinations, value our people and act with integrity in every decision we make.*

*Be Responsible.*

Our Be Responsible document is published on the Company's website:

<https://corporate.beachcomber.com/>

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## *A message from our CEO*

For more than seventy years, Beachcomber has been guided by a simple belief: the beauty of a place inspires the beauty of the heart. For me, this belief is not just a legacy, it carries a profound responsibility.

As a Mauritian company, rooted in our beautiful island, we have a duty to protect what makes it unique and to leave it more sustainable for the generations that will follow. I feel this responsibility deeply, not only as a leader, but also as a Mauritian. It shapes how we think about growth, how we operate and how we make decisions.

At Beachcomber, we are People-driven. It is not just an ambition, but a conviction that shapes our strategy and defines how we operate every day. Hospitality is, above all, about people: how we develop our Artisans, care for our Guests, and contribute to the Communities around us. Sustainability is not separate from this, it is embedded in how we think, act and lead.

*“What drives me is seeing people evolve. This is why being People-driven is at the heart of Beachcomber’s strategy.”*

When it comes to our Group, we act before we speak. That has always been part of our culture. Today, I believe it is equally important that we share our journey with clarity and transparency, not to claim progress, but to present it with honesty.

Reflecting on the past year, several milestones stand out. Achieving EarthCheck Gold certification across all our resorts and Head Office is one of them. This is not about recognition, but about seeing our teams embed new practices into their daily operations.

We also strengthened our governance through our inclusion in the SEM Sustainability Index, while marking 25 years of Fondation Espoir Développement. Through initiatives such as Projet Employabilité Jeunes and programmes supporting women entrepreneurs and people with disabilities, we continue to create pathways to opportunity and support long-term inclusion.

A defining strength of our industry lies in its ability to foster progression from entry-level roles to senior leadership. This resonates strongly with me, as it directly reflects one of our four corporate values, “Evolution”, which we actively promote. This is also what Sustainability means to us. It is about creating opportunities, supporting people to grow and living our Values through respect for ourselves, for others and for our environment.

*“The essence is not in what we say, but in what we do and how we share it with honesty.”*

At the same time, we must be clear about the reality we face. Climate risk remains one of my foremost concerns. The future of our island and our industry depends on how we respond today to coastal erosion, water scarcity and the protection of our marine ecosystems. These challenges require collective action. I am convinced that the future of Mauritian tourism depends on our ability to work together, protect our lagoons and beaches, manage resources more responsibly and preserve the natural assets on which our industry depends. In my role as President of the Association of Hoteliers and Restaurants in Mauritius (AHRIM), I am equally mindful of the role our sector must play collectively.

As a leading hospitality group in Mauritius, we recognise our responsibility to contribute to solutions at a national level and to work with partners to address these shared challenges. Within our operations, our focus remains on practical progress, from reducing waste and rethinking packaging to strengthening our supply chain partnerships and expanding our work in marine conservation, including coral restoration and wetland protection.

Looking ahead, leadership is essential. Through the Beachcomber Academy, we are developing leaders who understand that Sustainability is not an initiative, but part of how we operate every day. Ultimately, progress depends on how people think and act.

*“It is our duty as human beings to respect nature and to respect civilisation.”*

This report is an important step for us. It brings together what we do, how we do it and why it matters, while also highlighting where we need to go further. It reflects our commitment to continuous improvement, with clarity and accountability.

As we grow in Mauritius and beyond, our responsibility remains clear: to protect what makes our destinations unique, to create opportunities for people and to ensure that our presence continues to add value over time and for future generations.

Be Responsible.

**Stéphane Poupinel de Valencé**  
Chief Executive Officer  
Beachcomber Resorts & Hotels

# Highlights and Milestones

## Be Conscious

### CLIMATE CHANGE

**↓ 1%**  
in Scope 1 and Scope 2 carbon emissions intensity

### RESOURCE MANAGEMENT

**↓ 5%**  
Energy intensity use

**↑ 3%**  
Water intensity use

**↓ 54%**  
Waste intensity to landfill

### BIODIVERSITY

**+25%**  
of planted areas at selected sites include endemic and native species

**54**  
Beehives in our gardens since 2019

**3,000**  
Coral fragments deployed across Trou aux Biches Beachcomber and Paradis Beachcomber

↑ Requires monitoring

↓ Favourable performance

## Be Caring

### OUR ARTISANS

**85%**  
Sustainable Engagement Index

**35hrs**  
Training per Artisan

### OUR COMMUNITY

**473**  
Direct beneficiaries in projects

### OUR GUESTS

**94.5%**  
Guest Review Index (GRI)

## Be Engaged

### RESPONSIBLE SOURCING

**85%**  
Local suppliers

### QUALITY AND SAFETY

**100%**  
Hotels HACCP certified

### ETHICS AND PRIVACY

**96%**  
Artisans trained on the Code of Ethics and Conduct

Progress presented for the latest fiscal year or compared to Financial Year 2023-2024 unless otherwise stated.

This report covers the organised activities of Beachcomber Resorts & Hotels in Mauritius, with a focus on the period up to 30 June 2025. It reflects both the foundations we have built over time and the progress we continue to make.

The information presented has been prepared in good faith based on information available at the time of publication. Certain data, including environmental and social indicators, may be subject to estimation methods, evolving methodologies and ongoing improvements in data collection processes. Some disclosures may be refined or restated in future reporting periods following third-party site audits.

This report also contains forward-looking statements reflecting Beachcomber's current expectations and ambitions. Actual outcomes may differ due to external factors and evolving circumstances. Stakeholders are therefore advised not to place undue reliance on these statements, which are subject to change over time. It reflects where we stand today, while recognising that our approach will continue to evolve as we move forward.



Géraldine Koenig  
Sustainability Consultant

Nidhi Ramlogun  
Head of Sustainability

## Shaping what comes next

Beachcomber's Sustainability journey continues to evolve through continuity, experience and a shared ambition to keep improving. Géraldine Koenig, Sustainability Consultant and Nidhi Ramlogun, Head of Sustainability, reflect on what has shaped the Group's approach so far and what will matter most moving forward.

### Looking back, what makes you most proud of Beachcomber's Sustainability journey? What stands out as most meaningful?

**Géraldine:** What I am most proud of is the consistency of our approach over time. Many of the actions we took early on were not driven by regulation, but by a genuine desire to do things properly. Whether investing in water treatment or building long-standing Community programmes, there was always a sense that we were laying the foundations for the long-term. Seeing how these efforts have evolved into a more structured approach today is particularly meaningful.

**Nidhi:** What stands out to me is the strength of that foundation. It is rare to join an organisation where Sustainability is already so embedded in the culture. What excites me is the opportunity to build on that legacy and connect it more clearly to how we make decisions, measure impact and create lasting value.

### What has shaped Beachcomber's approach to Sustainability the most?

**Géraldine:** Our connection to Mauritius has shaped everything. We operate in environments that are both exceptional and vulnerable, which naturally creates a strong sense of responsibility. Sustainability was never something separate from the business. It has always been part of how we operate, even before it was formalised. That mindset has been key in ensuring that our commitments remain genuine and lasting.

**Nidhi:** That connection remains central, but the context is evolving. Climate risks, stakeholder

expectations and global standards are becoming more prominent. The next step is to build on our values and translate them into more structured, measurable and forward-looking actions, while keeping that authenticity at the core.

### What will matter most in the next phase of Beachcomber's Sustainability journey?

**Géraldine:** Continuity will be critical. Sustainability is not about quick wins; it requires discipline and long-term thinking. The challenge is to continue improving while staying true to what defines us.

**Nidhi:** For me, it is about integration. Sustainability should not sit alongside the business, but should be fully embedded in how we operate, make decisions and plan. This includes strengthening how we measure performance, understand risks and work with partners to create broader impact.

### On a personal level, what motivates you when it comes to Sustainability?

**Géraldine:** It has always been about doing things the right way. In hospitality, you quickly realise how closely connected we are to our environment and our Communities. That creates both a responsibility and an opportunity to make a meaningful difference over time.

**Nidhi:** What motivates me is the potential for impact. Hospitality has a unique ability to influence people, from Guests and partners to Communities. If we do this well, we can contribute to something much bigger than our own operations.



# *OVERVIEW*

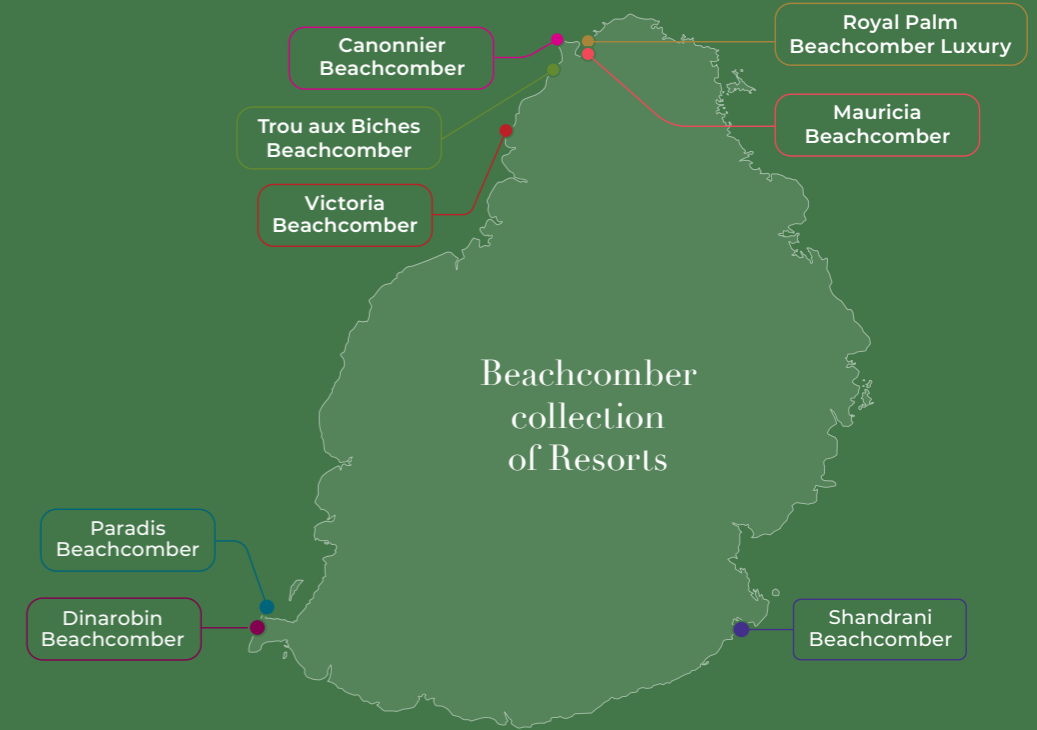
# Who we are

Established in 1952, New Mauritius Hotels Ltd (NMH) has grown from the opening of the island's first accommodation establishment, the Park Hotel, into a leading hospitality group in the Indian Ocean. Today, the Group operates across Mauritius, Seychelles and Morocco, with Beachcomber remaining its flagship brand.

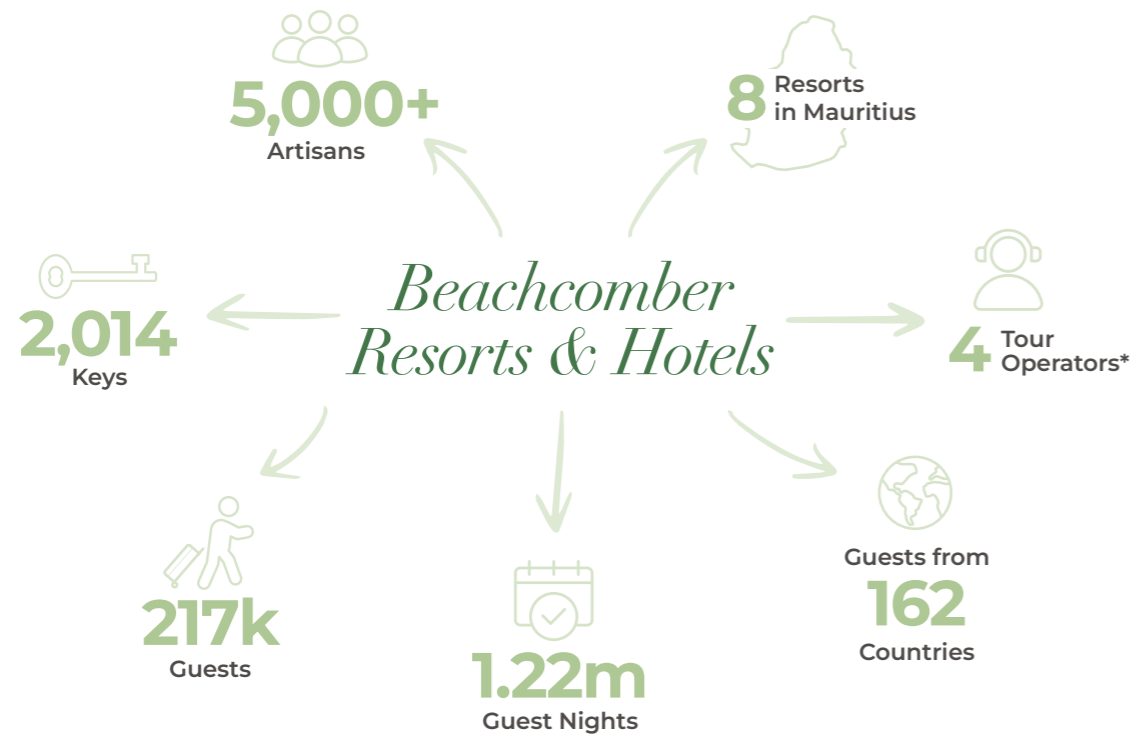
Deeply rooted in Mauritius, our resorts are shaped by the island's landscapes, culture and way of life. They are set within some of its most exceptional environments, from lagoons and beaches to biodiversity-rich ecosystems.

This connection to place defines who we are. It shapes both the experiences we create for our Guests and the responsibility we carry to protect and preserve the destinations we are privileged to call home.

Across eight resorts in Mauritius, Beachcomber brings together a shared commitment to quality, authenticity and genuine care. This is expressed every day through our Artisans — the people who bring our hospitality to life.



- Victoria Beachcomber (established: 1994) – Marine park
- Canonnier Beachcomber (established: 1997) – Rich historical site
- Shandrani Beachcomber (established as Le Chaland: 1962) – Marine park and RAMSAR wetland
- Paradis Beachcomber (established: 1967) and ● Dinarobin Beachcomber (established: 2001) – Le Morne Brabant UNESCO World Heritage Site
- Trou aux Biches Beachcomber (established: 1971)
- Mauricia Beachcomber (established: 1992)
- Royal Palm Beachcomber Luxury (established: 1985)



\*Data outside reporting scope.

## Awards & Recognitions

### BOOKING.COM - TRAVELLER REVIEW AWARDS 2026

<b>9.5</b> Royal Palm Beachcomber Luxury	<b>9.6</b> Dinarobin Beachcomber
<b>9.2</b> Paradis Beachcomber	<b>9.1</b> Trou aux Biches Beachcomber
<b>8.7</b> Shandrani Beachcomber	<b>8.5</b> Victoria Beachcomber
<b>8.8</b> Canonnier Beachcomber	<b>8.5</b> Mauricia Beachcomber

### JUNIOR TRAVEL AWARDS 2026 – BEST INTERNATIONAL FAMILY RESORT

Paradis Beachcomber

### HOLIDAYCHECK DISTINCTION

Trou aux Biches Beachcomber

### RED STAR – QUALITY AWARD 2025 – DERTOUR

Canonnier Beachcomber  
Dinarobin Beachcomber  
Paradis Beachcomber

### FORBES 2025 TRAVEL GUIDE

Royal Palm Beachcomber Luxury – 5 stars

### EARTHCHECK GOLD CERTIFICATION

8 resorts in Mauritius and the Head Office

Since 2024, all Beachcomber resorts and the Head Office have achieved **EarthCheck Gold certification**, a first in Mauritius, reflecting sustained progress in environmental and social performance.

## Our mission

As a proud Mauritian hospitality group, our mission is to share the island's natural beauty with the world. Through our exceptional collection of resorts, we offer Guests unparalleled experiences, true to our brand signature, The Art of Beautiful.

## Our Brand philosophy

At Beachcomber, we believe that the beauty of a place inspires the beauty of the heart. The stunning settings of our resorts are complemented by the warmth and quality of our service, delivered with genuine care by our Artisans.

## Our culture

Our culture is the foundation of who we are, guided by values that define how we serve, lead and grow. At the heart of Beachcomber lies our commitment to cultivating beauty in all its forms, through our resorts, our Artisans and the experiences we craft for our Guests.

## Our Values



\* [la-ko-ri-té]

Lakorite is a uniquely Mauritian bond. More than harmony, deeper than friendship. It is the unspoken connection that brings us together, a shared sense of unity, care and belonging, the heart of our island's warmth and hospitality.

## Our Strategic Framework

- Our Mission* > Creating happiness through authentic Mauritian hospitality
- Our Strategy* > People-driven Hospitality
- Our Pillars* > Guest Experience | Sustainability | Commercial Performance | Operational Excellence
- Key Enabler* > Digital Transformation
- Our Core Values* > Respect | Lakorite\* | Evolution | Excellence

## The Beachcomber Brand

## Be Responsible – Our Sustainability pillars

Be Responsible is more than a commitment; it is the way we choose to operate. It reflects our belief that hospitality goes beyond delivering exceptional experiences. It is about caring for our environments, supporting our Artisans and Communities and acting with integrity in every decision we make.

Through Be Responsible, we embed environmental responsibility, social progress and governance practices across our operations, ensuring that the value we create today contributes positively to the destinations and people who make Beachcomber what it is.

### Be Conscious

- Climate Change
- Resource Management (Energy, Water, Waste)
- Biodiversity Protection

### Be Caring

- Our Artisans
- Our Guests
- Our Communities

### Be Engaged

- Responsible Sourcing
- Quality & Safety
- Ethics & Privacy

## Our value chain

Our value chain reflects an integrated approach, from responsible sourcing and partnerships to resort operations, Artisan development and Guest Experiences. This model contributes to local Communities and the Mauritian economy. Refer to the NMH Integrated Annual Report 2025 – <https://corporate.beachcomber.com/en/investors/financial-performance/>

## Shared responsibility

Creating lasting value calls for shared responsibility and collective action.

At Beachcomber, Sustainability is driven by collective engagement across the organisation, from strategic direction at Board level to everyday actions within our resorts.

This alignment between the Board's vision and on-the-ground actions ensures that our commitments are not only defined, but consistently brought to life across the business. Our Artisans play a central role in this, translating intent into meaningful action through their daily decisions and interactions.

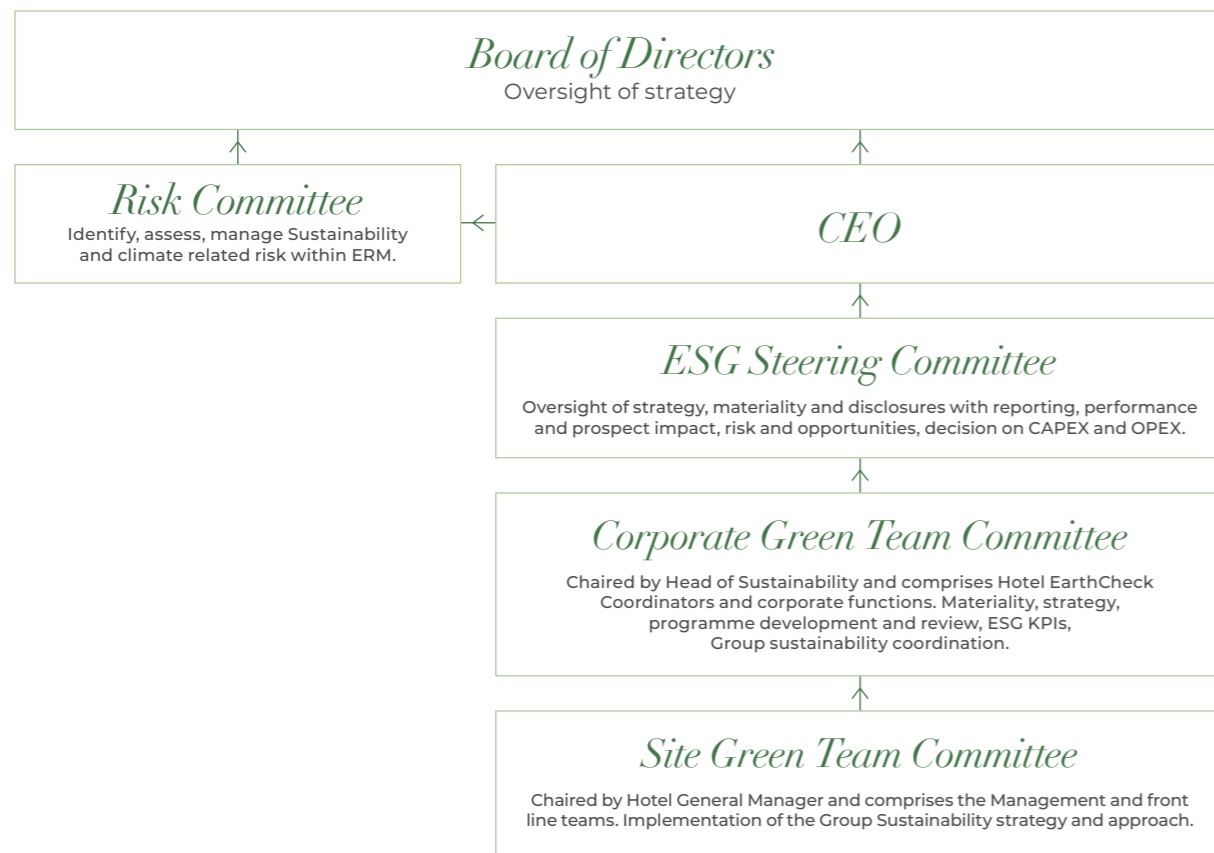
## Sustainability governance

A clearly defined governance framework underpins alignment, accountability and continuous improvement.

The Board provides overall strategic oversight. The ESG Committee, chaired by the Chief Executive Officer, comprises the Chief Financial Officer, Chief Operations Officer (COO), Chief Brand and Communication Officer, Chief Risk Officer, Head of Sustainability and a Consultant to the CEO and COO. The Committee sets strategic direction and ensures that Sustainability is fully embedded in business priorities and long-term decision-making. Membership overlaps with the Risk Committee, which is responsible for identifying, assessing and managing sustainability and climate-related risks within the Enterprise Risk Management (ERM) framework.

The ESG Committee is supported by the Corporate Green Team, which is chaired by the Head of Sustainability and composed of hotel EarthCheck Coordinators and representatives from corporate functions. Its core responsibilities include materiality assessments, strategy development, programme design and review, ESG KPI monitoring and Group-wide Sustainability coordination. At the property level, Green Teams, led by each Hotel General Manager, work closely with operational teams to implement the Group's Sustainability strategy.

Together, this governance structure fosters a consistent and integrated approach to Sustainability, enabling the sharing of ideas, feedback and best practices across the organisation.



## Voices from within

"I am firmly convinced that strong governance and disciplined, responsible resource allocation are fundamental to long-term performance. Sustainability considerations are embedded in our investment and decision-making processes, ensuring that our growth objectives are pursued in a transparent and sustainable manner."



*Pauline Seeyave*

CFO, Board member, Member of COMEX & ESG Committee  
Beachcomber Resorts & Hotels

"As EarthCheck Coordinator at Dinarobin Beachcomber, my role is to bring Sustainability into our daily operations and support our Artisans in making it part of how we work. The Corporate Green Team has helped strengthen alignment across our resorts, accelerate key initiatives and bring more clarity to how we move forward together. Today, we are placing greater focus on climate action and governance, while continuing to build a more consistent and practical approach to Sustainability across the Group."



*Nelsa Matelot Anseline*

Quality Assurance Manager & EarthCheck Coordinator  
Dinarobin Beachcomber Golf Resort & Spa

## Growing from within

Recently appointed as General Managers of Trou aux Biches Beachcomber and Victoria Beachcomber respectively, Kervyn Rayeroux and Guillaume Noyan reflect Beachcomber's commitment to developing its people over time.

With more than 32 and 27 years of experience respectively, they both have progressed through a range of operational and leadership roles within the Group, evolving from junior positions to senior management.

Their journeys reflect the opportunities for growth within Beachcomber and the value placed on experience, continuity and internal development.

"It is a privilege to take on the leadership of Trou aux Biches Beachcomber, a property deeply rooted in Mauritian hospitality. I am grateful for the trust placed in me and for the opportunity to continue building on what has been achieved over the years. I would also like to thank the Artisans of Victoria Beachcomber for their commitment and support throughout my time there. Their contribution has been an important part of my journey."



*Kervyn Rayeroux*

General Manager  
Trou aux Biches Beachcomber

"Joining Victoria Beachcomber as General Manager is both an honour and a new chapter in my journey within Beachcomber. I would like to thank the Group's leadership for their confidence, as well as the teams I have worked with over the years at Paradis Beachcomber and Trou aux Biches Beachcomber. I now look forward to working with the Artisans of Victoria Beachcomber to continue strengthening the Guest Experience and supporting the development of our Artisans."



*Guillaume Noyan*

General Manager  
Victoria Beachcomber

## Working with others

Meaningful progress is built on strong relationships and open dialogue. We engage regularly with our key stakeholders: Guests, Artisans, local Communities, suppliers, partners, shareholders, NGOs, industry bodies, trade unions, tour operators and regulators.

These interactions help us better understand expectations, strengthen our approach and identify areas for improvement. Collaboration plays an essential role in supporting our efforts. Through partnerships and ongoing engagement, we work collectively to address shared challenges and contribute to positive outcomes for our destinations and Communities.



### Bulk oil delivery programme

To reduce single use plastics and cartons, our cooking oil supplier came up with an innovative idea of supplying oil in bulk format during our Beachcomber supplier forum.

*“What began in 2021 as a pilot project to reduce plastic waste at Canonnier Beachcomber has grown into a broader initiative, cutting packaging, lowering carbon impact and inspiring replication across sectors. A simple idea became a catalyst for wider change.”*

*Jeanlou Verny*

Business Development Manager  
Moroil

### Land-based coral farming

A land-based coral culture was launched in 2023 in partnership with Reef Conservation supported by EU funding.

*“This project demonstrates how climate action becomes tangible when NGOs and the tourism industry work together. By combining scientific expertise with operational scale, we are looking to help restore reef ecosystems and explore solutions that support long-term resilience.”*

*Sruti Jeetun*

Research Project Manager  
Reef Conservation



### Honey from our gardens

*“What started as a simple idea has grown into something meaningful for both. By working together, we have been able to reintroduce bees into our environment, develop new products and bring more visibility to sustainable practices.”*

*This collaboration shows how shared values can create impact, while supporting both nature and local enterprise.”*

*Etienne de Senneville*

Beekeeper - Director  
Bee Works

### Partnering with Tour Agents

By leveraging how we communicate on our Sustainability intent with our travel/ tour agents, we attract Guests who share our values for the respect of nature and cultural heritage.

*“Beachcomber’s commitment to Sustainability strengthens the trust Guests place in the brand. It positively influences decision-making, knowing that their stay supports a more responsible approach to tourism and contributes to protecting the island’s fragile ecosystems.”*

*Marina Doms*

Stars in Transition

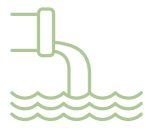


# Our Sustainability journey

Responsible practices at Beachcomber have been shaped over decades through consistent action, long-term commitment and a deep respect for the places we call home.

## 1980s-early 2000s Foundations - Doing the right thing before it became a requirement

Long before Sustainability became a formal priority, early actions were guided by a simple mindset: doing the right thing.



Installation of wastewater treatment systems → **protecting natural resources from the outset**



Creation of Fondation Espoir Développement Beachcomber (FED) → **long-term Community investment**



Launch of Projet Employabilité Jeunes (PEJ) → **supporting youth integration**



Beautiful Localhands → **valuing local craftsmanship and heritage**

Many of the actions we took early on were not driven by regulation, but by a genuine desire to do things properly.

## 2010-2019 Building structure – From initiative to realisation

Over time, these early actions were strengthened into a more structured approach, laying the foundations for consistency and scale:



Installation of desalination plants → **strengthening water resilience and independence**



Adoption of EarthCheck certification → **embedding environmental and social standards**



Creation of the Corporate Green Team → **structuring internal governance**



Introduction of responsible purchasing practices → **engaging the value chain**



Environmental & Social Charter (8 pillars, 52 commitments) → **defining a clear framework**

We have always taken a building block approach, ensuring that what we put in place is solid and able to evolve over time.

## 2020-2024 Scaling impact - Embedding Sustainability across operations

Sustainability became increasingly embedded in daily operations, supported by measurable progress and broader engagement:



Phase-out of single-use plastics → **reducing operational footprint**



Expansion of biodiversity and coral restoration initiatives (with Reef Conservation & Odysseo Foundation) → **supporting marine ecosystem restoration**



Deployment of photovoltaic panels → **advancing renewable energy adoption**



Achievement of EarthCheck Gold certification across all hotels and Head Office → **external recognition of performance**



Strengthening waste management practices → **improving recycling and circularity**



SEMSI listing → **reinforcing ESG credibility**

## 2025 Strengthening governance - From action to accountability

The focus has shifted towards stronger governance, clearer accountability and more structured performance tracking:



Establishment of the ESG Steering Committee, chaired by the CEO → **strengthening oversight and strategic alignment**



Sustainability performance supported by externally audited EarthCheck data → **reinforcing credibility and transparency**



Continued progress on energy, carbon and waste targets → **demonstrating measurable outcomes**



25 years of FED → **long-standing commitment to social impact**

Sustainability at Beachcomber has always been about commitment and action, ensuring that we walk the talk.

**Today** Sustainability is embedded across our operations, supported by clear governance, structured systems and engaged teams across the Group.

This report marks a step forward in how we structure, understand and share our Sustainability journey. It brings together our actions and progress across environmental, social and governance priorities, aligned with our approach: **Be Conscious, Be Caring and Be Engaged.**



*BE* Conscious

We believe every precious memory deserves a beautiful setting, caring for nature so it can continue to frame moments felt, shared and remembered.

# Climate change



## Building resilience in an evolving environment

Operating in a small island environment, Beachcomber is increasingly exposed to the impacts of climate change, from coastal erosion and rising sea levels to extreme weather events and water scarcity. These risks directly affect the ecosystems that define our destinations, as well as the resilience of our operations and Communities.

Climate change is recognised as a critical risk within our Enterprise Risk Management Framework and is overseen through our ESG governance structure.

Our response combines mitigation and adaptation, focusing on reducing emissions by improving energy efficiency, strengthening water stewardship and reducing waste,

supported by investment in coastal protection and ecosystem restoration.

Such considerations are integrated into operational decision-making and capital investment, ensuring that both immediate and long-term risks are addressed.

Carbon emissions are measured through the EarthCheck platform, which is CDP-approved and aligned with the IPCC and the GHG Protocol to support consistent emission monitoring and reporting.

Capital expenditure decisions incorporating climate considerations are brought to the Construction and Technical Services committee.

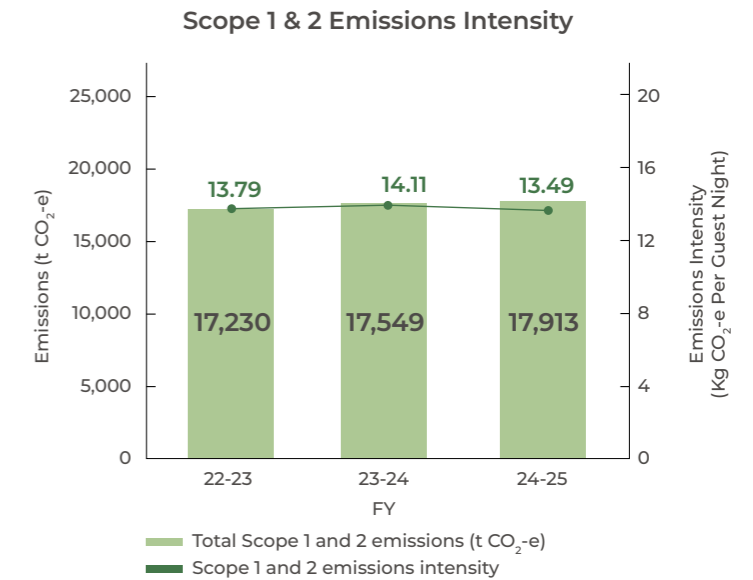
This report aligns with Mauritius' Climate Reporting Guidelines for mandatory metrics disclosures.

## OUR PERFORMANCE



↓ 1%

In Scope 1 and Scope 2 emissions intensity over the last three years



Total Scope 1 & 2 emissions were at 17,913 t CO<sub>2</sub>-e with emissions intensity at 13 kg CO<sub>2</sub>-e per GN for FY 2024-2025, demonstrating a 1% decrease compared to FY 2023 -2024.

Climate resilience was supported through better resource management (energy, water and waste) as well as beach erosion mitigation and reef restoration initiatives.

## THE PATH AHEAD

We will strengthen our approach to climate-readiness by building capability across the organisation, undertaking climate scenario analysis and expanding emission measurement to include Scope 3. Our focus remains on improving efficiency, investing in resilience and working with partners to support the continued sustainability of our destinations.

↑ Requires monitoring

“We fully embrace *The Art of Beautiful and the responsibility that comes with it. In a small island environment, resilience is essential, guiding how we reduce our footprint, protect fragile ecosystems and invest in the long-term future of our destinations.*”



*Jean-Louis Pismont*

**Chief Officer – International Hotel Operations\***  
Beachcomber Resorts & Hotels

\*Effective 1<sup>st</sup> May 2026, stepped down from his role as Chief Operating Officer to take on a new position within the Group.

# Resource management

## Efficient use to support operational continuity

Energy, water and waste management are critical to Beachcomber's operations and the Guest Experience, particularly in a small island context where natural resources are limited and environmental pressures are increasing. Responsible resource management is essential to reduce environmental impact, manage operational risk and support long-term resilience.

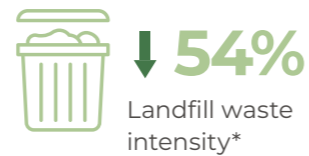
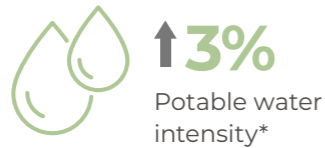
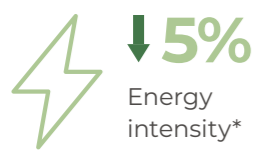
Our focus is on improving efficiency across our resorts through monitoring, optimisation and targeted investments. This includes reducing energy consumption, managing water use in a supply-stressed environment and minimising waste through improved segregation and circular practices.

*“Resource use is monitored across all properties to inform operational improvements, equipment upgrades and investment decisions, supporting continuous improvement over time.”*



**Savrina Moothoosamy Kistnen**  
Group Engineering and Digitalisation Manager  
Beachcomber Resorts & Hotels

## OUR PERFORMANCE



Operational measures included initiatives such as the replacement of ageing equipment with more energy efficient systems and improved monitoring of utilities consumption. Waste reduction efforts were supported through segregation, composting and recycling initiatives, including on-site composting of green waste used in landscaping.

## THE PATH AHEAD

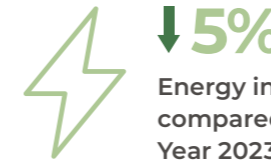
Focus will remain on improving efficiency across energy and water use, while strengthening waste management practices and circular initiatives. This includes expanding real-time monitoring systems to facilitate proactive management and targeted improvement plans. Circular initiatives will include reinforced collaboration with partners to reduce resource use and improve diversion from landfill.

↑ Requires increased monitoring    ↓ Favourable performance

\*compared to Financial Year 2023-2024

## OUR PERFORMANCE

### Energy

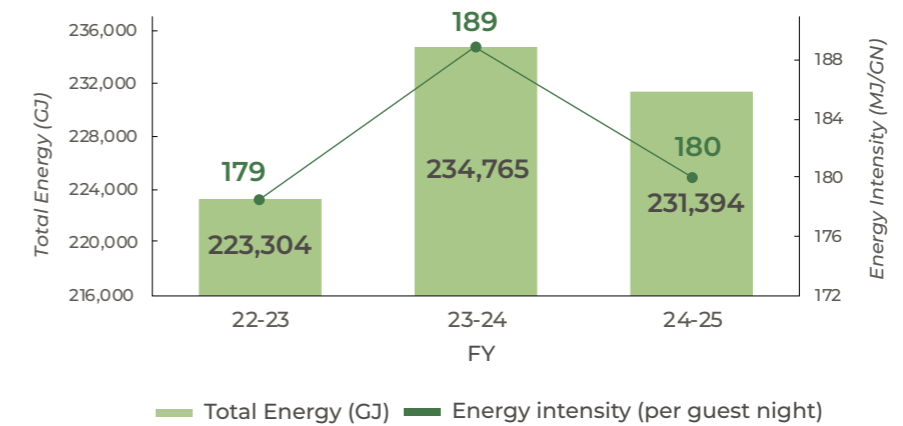


Total energy use was 231,394 GJ, of which 176,942 was purchased electricity and 4,162 GJ from on site renewable sources for Financial Year 2024-2025.

#### Our resorts benchmarked as regional leaders in energy consumption optimisation

Three of our eight resorts namely, Victoria Beachcomber, Shandrani Beachcomber and Mauricia Beachcomber have been positioned as regional leaders for their Financial Year 2024-2025 energy intensity performance. This demonstrates that measures such as our energy efficiency programme, coupled with our energy audits and room energy management systems (REMS) are delivering tangible results.

Total Energy Use & Energy Intensity



↓ Favourable performance

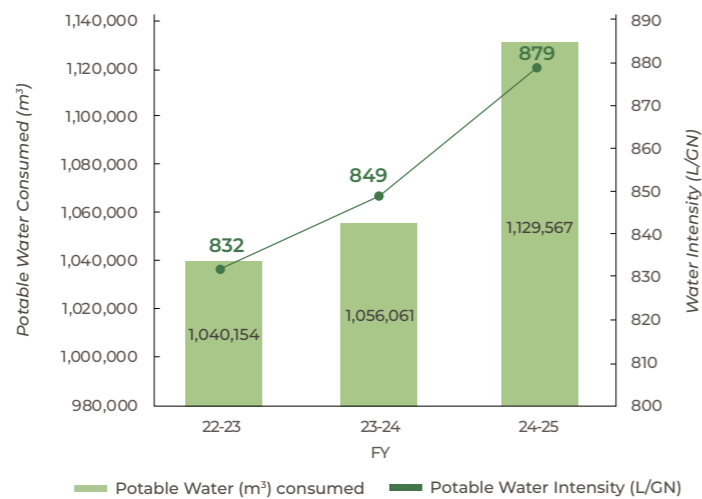
# Water



**↑3%**  
Potable water intensity compared to Financial Year 2023-2024

In total, 1,129,567 m<sup>3</sup> of potable water was consumed in Financial Year 2024-2025, of which 362,927 m<sup>3</sup> was recycled/recaptured. While water intensity has increased by 3% compared to last financial year, ongoing initiatives are focused on enhancing monitoring capabilities and systematically addressing leakages across pipeline network.

Potable Water Use and Water Intensity



## SMART IRRIGATION, WATER EFFICIENCY AND TECHNOLOGY AT LA PÉPINIÈRE

To reduce dependency on freshwater resources and enhance water use efficiency in resource-constrained landscapes, the Group is progressively deploying smart, technology-enabled irrigation solutions across its nursery, La Pépinière.

These measures include the implementation of IoT-enabled irrigation systems for remote, real-time monitoring and control of water application, ensuring that irrigation is applied only when and where it is required. Soil moisture sensors are used to trigger irrigation based on actual plant and turf water needs, minimising unnecessary abstraction and losses.

Irrigation systems are increasingly integrated with local weather stations, allowing automatic adjustment of watering schedules in response to rainfall,

temperature, humidity, wind conditions and evapotranspiration rates. Automated rain compensation further reduces water use by cancelling or scaling back irrigation following precipitation events.

A hydrozoning approach is applied to align water application with the specific requirements of different plant types, including native, coastal and drought-tolerant species. Conventional timers are progressively being replaced with sensor-driven smart controllers, enabling adaptive, data-informed irrigation management.

These technologies also support the early detection of leaks, pressure anomalies or malfunctioning valves, reducing non-revenue water and preventing avoidable losses. Water losses are further reduced through night-time and low-evaporation cycles, while continuous data collection is used to optimise irrigation volumes and schedules over time.

To lower both water and energy dependencies, solar-powered irrigation controllers are being introduced.

CASE STUDY

“Collectively, these measures support the Group’s objectives by reducing pressure on freshwater resources, strengthening ecosystem resilience in water stressed environments and improving the enduring sustainability of landscaped areas.”



*Mélissa Daruty de Grandpré*  
Head of Landscaping – West Cluster

↑ Requires increased monitoring

## OUR PERFORMANCE

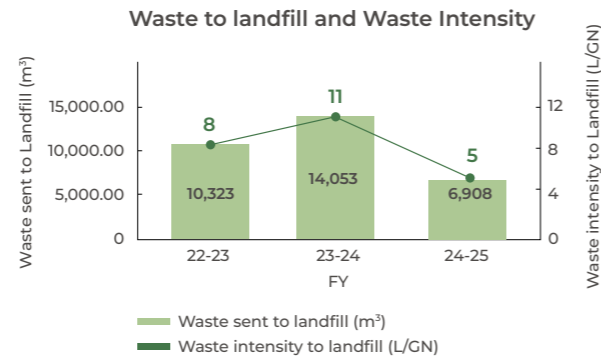
### Waste



**↓ 54%** Landfill waste intensity compared to Financial Year 2023-2024

A total of 17,860 m<sup>3</sup> of waste was generated for the Financial Year 2024-2025, of which 6,908 m<sup>3</sup> was sent to landfill and 10,951 m<sup>3</sup> was diverted from landfill through recycling, composting and reuse programmes. Food waste accounted for 970 m<sup>3</sup> while 22 m<sup>3</sup> of waste generated was hazardous.

Waste management performance improved significantly, with landfill waste intensity reduced and overall waste generation decreasing compared to baseline. Food waste continued to be diverted to local farmers, supporting circular practices within the local economy.



#### Composting at our *Baz Levert* facility by our resorts on Le Morne Peninsula

The two properties generated 3,077 m<sup>3</sup> of green waste with Dinarobin Beachcomber achieving a recycling rate of 77.2% while Paradis Beachcomber reached 43.5%. Combined, the two sites achieved an overall diversion rate of 50.7%, highlighting opportunities to strengthen waste segregation and recycling performance.

“The recycled green waste is converted into wood chips and compost, which are then used in the landscaping of the peninsula gardens as well as at La Pépinière, which supplies the plants used across the Group’s grounds.”



**Ajaye Ladsawut**  
Golf Superintendent  
Paradis Beachcomber

↓ Favourable performance

### Biodiversity



#### Protecting the ecosystems that shape our destinations

Beachcomber’s resorts are located in some of the most ecologically and culturally significant environments of Mauritius, from marine protected areas and wetlands to UNESCO World Heritage landscapes. These ecosystems define the character of each destination and are central to the experiences offered to Guests, while also being increasingly vulnerable to environmental pressures and climate change.

Protecting and enhancing biodiversity is therefore closely linked to how resorts are designed, managed and maintained.

This includes promoting endemic and native plant species, reducing the use of chemical inputs and supporting restoration initiatives that contribute to ecosystem resilience. Environmental management practices are applied across sites to minimise impact and support the long-term health of surrounding landscapes and marine environments.

We also collaborate with subject matter expert NGOs such as Reef Conservation and Odysseo Foundation in research, stakeholder engagement, restoration and conservation programmes around marine biodiversity themes.

## OUR PERFORMANCE



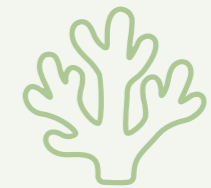
**+25%**

of planted areas at selected sites include **endemic** and **native species**



**54**

**beehives** in our gardens



**3,000**

**coral fragments** deployed across Trou aux Biches Beachcomber and Paradis Beachcomber

Biodiversity initiatives include site-level management and environmental conservation and restoration efforts. Landscaping practices continued to prioritise endemic and native species, supporting local ecosystems while reducing reliance on water and chemical inputs. Coral nurseries were established to support reef regeneration, with dedicated teams trained to maintain and monitor these systems over time.

#### THE PATH AHEAD

Next steps include the development of a more structured biodiversity approach, supported by a Group-level action plan and site-based conservation initiatives. Partnerships and on-the-ground engagement will remain central to advancing restoration efforts and protecting the ecosystems that shape each destination.



### Coral garden at Trou aux Biches Beachcomber

The coral nursery installation began in October 2024, with 1,500 coral fragments deployed across three sites, comprising two table nurseries and one rope nursery. As part of the initiative, ten Artisans from Trou aux Biches Beachcomber were trained as coral gardeners, strengthening in-house capacity for long-term reef restoration.

While three initial team members have since transitioned to other roles within the Group, the project continues to benefit from strong internal engagement and volunteer support, including contributions from colleagues outside the core Sustainability team.

The coral nursery locations have been mapped and integrated into the Beachcomber Resorts & Hotels App for transparency and monitoring purposes, though no Guest excursions are currently offered. The project team remains highly committed, with consistent participation from key members throughout all sessions, reflecting strong cross-functional ownership of biodiversity stewardship.

*“The initiative was extended to the wider “Friends of TAB” Community, fostering broader awareness and participation.”*



### Lavish Callychurn

Quality Assurance Executive,  
Coral Garden Coordinator  
& EarthCheck Coordinator  
Trou aux Biches Beachcomber

### Botanical garden at Trou aux Biches Beachcomber

At Trou aux Biches Beachcomber, landscaped and natural areas account for approximately 72% of the total site footprint, significantly exceeding built-up areas. This includes extensive lawn spaces, landscaped zones, beaches and wetlands, with over 25% of the site planted with endemic and native species.

*“This land use profile reflects a strong commitment to biodiversity integration and climate resilient resort design.”*



### Diane Koenig,

Head of Landscaping  
North Cluster



## Partnership for the planet

Climate change and Biodiversity are inherently linked. Addressing climate change can strengthen biodiversity outcomes, just as protecting ecosystems enhances climate resilience. This effort can only work with close partnership with key stakeholders.

A collaborative multi-stakeholder project was launched in 2025 to identify coral biodiversity hotspots and assess areas of ecosystem degradation as part of our Land Based Coral Farming project with the NGO Reef Conservation, financed by the European Union and Beachcomber. This initiative combined scientific surveys with Community participation, involving local fishermen, diving operators and environmental NGOs.

Stakeholders involved in the mapping and assessment process:



**2** fishermen's associations with extensive local ecological knowledge



dive centres, providing field expertise and access to remote lagoon sites



**2** environmental NGOs supporting Community facilitation and ecological training, including the Mauritius Underwater Group (MUG), which led technical underwater survey support

This multi-stakeholder approach ensured the project captured both scientific and traditional knowledge while building strong ownership among lagoon users.



To document biodiversity conditions and priority areas for conservation, the project applied a mix of participatory and scientific methods:



Community participatory mapping workshops were conducted to capture local insights on coral presence, historic changes and perceived environmental pressures



an online questionnaire gathered geographic and descriptive information from stakeholders across the island



20 survey sites were identified as potential locations for rare coral species, based on joint analysis of Community inputs and scientific literature

This blend of methods allowed the team to create an inclusive and geographically comprehensive picture of lagoon biodiversity. Once priority areas were identified, teams of divers and marine experts conducted:



ground-truthing surveys to verify the presence of rare corals and assess reef health conditions



mapping of biodiversity hotspots and degraded ecosystems, highlighting zones requiring urgent conservation action or potential restoration interventions



development of a Rare Corals Identification Guide to standardise monitoring and support capacity-building among partners

These surveys provided validated ecological data essential for future conservation planning and continuous monitoring.

The project delivered:



a validated list of rare coral sites



high-resolution maps of both biodiversity hotspots and degraded reef areas



increased Community engagement and awareness



a multi-stakeholder platform for ongoing lagoon monitoring

A woman wearing a straw hat and an olive green tank top is reaching up to touch a branch of a tree in a lush, green field. The scene is filled with vibrant green foliage, and the overall atmosphere is serene and natural. A light green diagonal shape is overlaid on the left side of the image.

*BE* Caring

We put people at the heart of our hospitality so that every Artisan, Guest and Community feels valued and cared for.

# Our Artisans

## Our people bring our brand to life

At Beachcomber, our Artisans are at the heart of everything we do. Their engagement, well-being and development directly shape the experience we deliver and the strength of our organisation over time.

We foster a culture grounded in respect, inclusion and opportunity. Our Artisan Value Proposition, Feel the Happiness You Give, reflects this emphasis by supporting development, engagement and well-being across every level of the organisation.

This approach is complemented by a strong commitment to diversity, equity and inclusion, promoting gender balance, generational diversity and equal access to opportunity. Our policies and Code of Ethics ensure fair and transparent practices, while regular engagement surveys, including *Lavwa Artizan*, help us listen, understand and respond.

We continue to invest in learning and development, leadership programmes and digital tools such as the Beachcomber Artisans Unified app, while maintaining structured health and safety systems across our operations.

## OUR PERFORMANCE



**85%**

**Sustainable Engagement Score**

Engagement levels remained strong in 2025, with high participation in the *Lavwa Artizan* survey.



**35hrs**

**Training per Artisan**

We also continued to invest in development, with training hours exceeding our targets, supporting both professional growth and service excellence.



**>99%**

**of Artisans are local people**

Our workforce continues to reflect strong local representation and generational diversity, reinforcing our close connection to Mauritian Communities.

## THE PATH AHEAD

We aim to strengthen how we engage, develop and support our Artisans, while enhancing how we measure performance, including the introduction of additional safety metrics and updated performance frameworks.

*“Being People-driven means recognising that hospitality is ultimately about human connection. Whether with our Artisans, our Guests or our Communities, we aim to create experiences and relationships built on trust, care and respect.”*



**Karine Perrier Curé**  
Chief Brand & Communication Officer  
Beachcomber Resorts & Hotels  
FED Chairperson

Our workforce continues to reflect strong local representation and generational diversity, reinforcing our close connection with Mauritian Communities.

Engagement levels remained strong in 2025, with an 85% Sustainable Engagement Score and high participation in the *Lavwa Artizan* survey.

We also continued to invest in development, with training hours exceeding our targets, supporting both professional growth and service excellence.

*“Defining and deploying our four Beachcomber Values (Respect, Lakorite, Evolution and Excellence) across the Group in 2025 has been a key step in strengthening our People-driven approach. Through workshops and our network of Values Champions, these principles are now lived daily across our teams.”*



**Anousha Ram**  
People Projects  
Administrative Manager  
Beachcomber Resorts & Hotels

## Growing from within

Sonia Duval’s journey at Beachcomber reflects what sustained development and trust can build over time. She joined the Group in 2001 as a Management Trainee and over more than two decades, progressed through a range of operational roles to her current position as Hotel Manager of Canonnier Beachcomber.

Her experience across several resorts, including Paradis Beachcomber, Trou aux Biches Beachcomber and Victoria Beachcomber, has shaped a leadership approach grounded in consistency, attention to detail and a strong focus on people.

Each step contributed to strengthening her understanding of operations, service standards and team engagement. Sonia’s path illustrates Beachcomber’s commitment to developing its Artisans over the long-term. It reflects a culture where growth is supported through opportunity, experience and trust, enabling individuals to build meaningful and lasting careers within the Group.

*“Beachcomber has given me the opportunity to grow, learn and evolve throughout my career. Each experience and team has shaped the leader I am today. What makes this journey particularly meaningful is the trust placed in people over time and the belief that growth is built through experience, consistency and genuine human connection.”*



**Sonia Duval**  
Hotel Manager  
Canonnier Beachcomber

CASE STUDY

# Our Guests

## Delivering experiences that endure

Our Guests are at the centre of everything we do. Delivering consistent, high-quality experiences remains fundamental to our brand and long-term success.

Guest satisfaction as measured by the Guest Review Index (GRI) reflects not only service excellence, but also how we operate responsibly, ensuring comfort, well-being and trust throughout the Guest journey.

Increasingly, our Guests value not only what we deliver, but how we deliver it.

The Art of Beautiful is brought to life through clear service standards, continuous feedback and regular benchmarking against international hospitality standards. Guest insights are translated into operational improvements at property level, ensuring consistency across our resorts.

## OUR PERFORMANCE



Guest satisfaction remained strong in 2025, reflecting consistent performance across our resorts. Feedback highlights growing appreciation for responsible dining experiences, including plant-based options, as well as increased engagement in initiatives such as Green Tours. We also strengthened our approach through greater use of external assessments and Guest engagement initiatives.

## THE PATH AHEAD

Our focus will be to reinforce how we capture and act on Guest feedback, while expanding external assessments to support consistency, transparency and continuous improvement.

## Recognition of excellence

In 2025, Royal Palm Beachcomber Luxury was awarded the Forbes Travel Guide Five-Star rating for the second consecutive year. This internationally recognised distinction reflects the resort's continued commitment to delivering a highly personalised Guest Experience grounded in consistency, attention to detail and service excellence. Awarded following anonymous inspections against rigorous international hospitality standards, the Five-Star rating remains one of the highest distinctions in luxury hospitality.

*"This renewed recognition reflects the passion and dedication our Artisans bring to the Guest Experience every day. Their attention to detail, consistency and genuine care are what truly defines the spirit of Royal Palm."*



**Patrice Landrein**  
General Manager  
Royal Palm  
Beachcomber Luxury

*"At Beachcomber, our Standard of Beauty and Kindness naturally extends to Sustainability. It shapes experiences that are both refined and thoughtfully delivered, grounded in consistency, authenticity and measurable performance."*



**Anjali Seebaluck-Issary**  
Head of Quality Assurance  
Beachcomber Resorts & Hotels

## Green Tour, Canonnier Beachcomber

The Green Tour at Canonnier Beachcomber offers an immersive way to experience Sustainability in action. Through this initiative, Guests and Artisans explore key practices across the resort, from reducing plastic use and managing resources to protecting biodiversity and supporting local projects.

*"Beyond awareness, it creates a simple yet meaningful connection, enabling Guests to better understand their environment and how their stay can contribute positively."*

In 2025, the initiative engaged

**75** **104**  
Artisans    Guests

helping to encourage more responsible behaviours.



**Hans Seeckun**  
Quality Assurance  
Manager & EarthCheck  
Coordinator  
Canonier Beachcomber



# Our Communities

## Growing with the Communities around us

Beachcomber's connection to Mauritius extends beyond our resorts. As a long-standing presence on the island, we recognise our responsibility to contribute to the well-being, inclusion and resilience of the Communities around us.

Through Fondation Espoir Développement Beachcomber (FED), our social impact arm for more than 25 years, we support programmes focused on our priority areas, with particular attention to vulnerable groups.

Our approach goes beyond financial support. Our teams are actively involved in programme delivery, mentorship and Community engagement, helping to create long-term opportunities and strengthen Community resilience.

We work closely with local organisations, educators, families and Community groups to ensure our actions respond to real needs and deliver meaningful outcomes.

*"What matters most is the impact we create over time. By working closely with our Communities and involving our Artisans, we aim to support meaningful progress that goes beyond individual initiatives."*



**Viren Vythelingum**  
CSR Manager  
Beachcomber Resorts & Hotels



## Projet Employabilité Jeunes (PEJ)

Through Projet Employabilité Jeunes (PEJ), supported by Fondation Espoir Développement Beachcomber in partnership with the European Union, 789 young people have been guided towards training, employment and greater confidence in their abilities. Their journeys reflect what can be achieved when opportunities are made accessible.



Follow their journey here.

## OUR PERFORMANCE



**20,000**  
beneficiaries reached over time

**473**

direct beneficiaries supported in 2025



**Rs 160 M**

invested in Community programmes since inception



**Rs 11 M**

invested in Financial Year 2025



**210**

young people supported through PEJ in 2025

Beachcomber continues to invest in programmes focused on education, employability and social inclusion, with a clear focus on long-term impact.

## THE PATH AHEAD

Our main focus is to strengthen our programmes, deepen partnerships and expand opportunities for vulnerable groups, particularly youth, women and people with disabilities.

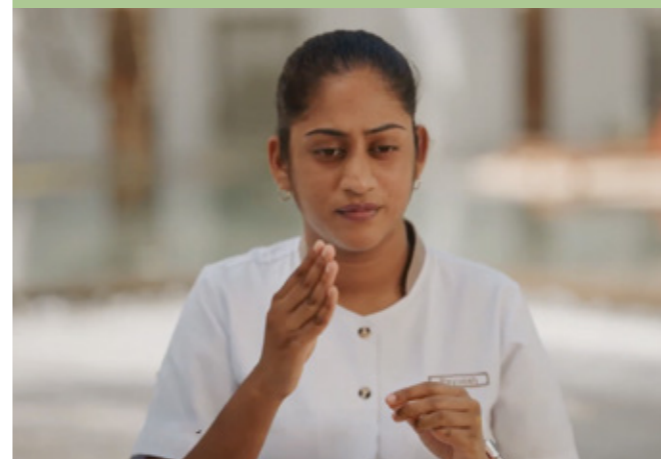
## Women Empowerment Programme

They have built their own activity, step by step. Through the Women Empowerment Programme, supported by Fondation Espoir Développement Beachcomber in partnership with the European Union, these women are strengthening their independence and creating new opportunities for themselves and their families.

Their journeys reflect resilience, commitment and the impact of the right support at the right time.



Discover their stories.



## From Disability to Ability

Through the *From Disability to Ability* initiative, supported by Fondation Espoir Développement Beachcomber in partnership with the European Union, individuals have developed new skills, gained confidence and accessed meaningful opportunities. Their journeys reflect what inclusion looks like in practice.



See inclusion in action.



*BE* Engaged

We believe engagement means action. We ensure it through the partnerships we choose and the decisions we make, with our actions built on trust and integrity.

# Responsible sourcing

## Supporting local partners and responsible practices

Beachcomber's approach to sourcing is closely linked to our identity as a Mauritian hospitality group. By prioritising local procurement and building long-term relationships with our suppliers, we support the local economy while reducing environmental impacts related to transport, packaging and resource use.

Our approach is guided by clear policies, including our Sustainable Purchasing Policy, which integrates environmental, social and ethical considerations into how we select, evaluate and work with suppliers.

Beyond standards, we engage actively with our partners to encourage more responsible practices, from sustainable sourcing and packaging to quality, traceability and compliance.

This is supported by ongoing dialogue and collaboration. Through initiatives such as the Beachcomber Supplier Forum, we work with our partners to improve practices and address shared challenges. Practical programmes, including bulk purchasing and recycling, help strengthen resource efficiency and support more circular approaches across our operations.

## OUR PERFORMANCE



**85%**  
Suppliers based locally



**50%**  
Fruits and vegetables sourced locally



**48%**  
Purchases aligned with *Made in Moris* standards



**33%**  
Suppliers registered as *Made in Moris* partners

Local sourcing remained a key priority in 2025, supporting Mauritian businesses.

We also strengthened collaboration with suppliers through initiatives such as the Beachcomber Supplier Forum, improving alignment with responsible sourcing practices and increasing the share of locally sourced products, including fresh produce. Further progress was made in expanding participation in the *Made in Moris* initiative.

## THE PATH AHEAD

Strengthening our partnership with our suppliers to integrate responsible sourcing practices remains a priority. We will formalise adoption of ESG criteria in our procurement processes and continue our collaboration to address packaging waste.



“Meaningful progress in responsible sourcing comes from working closely with our partners. Through ongoing engagement and collaboration, we continue to strengthen practices across the supply chain while supporting local value creation and operational resilience.”



**Michael Lau**  
Group Procurement Manager  
Beachcomber Resorts & Hotels

## Beachcomber Supplier Forum

The Beachcomber Supplier Forum brings together key suppliers, procurement teams and Green Team members to work on practical solutions and shared priorities.

One such collaboration began in 2021, following the first Beachcomber Supplier Forum, in partnership with Moroil. A pilot bulk oil delivery programme was introduced at Canonnier Beachcomber to reduce packaging and improve efficiency.

By 2025, this approach had been extended to six hotels across the Group.

This resulted in the avoidance of 3.7 tonnes of plastic waste and 1.5 tonnes of carton and paper waste annually while optimising delivery frequency from weekly to monthly.

In 2024, a second Beachcomber Supplier Forum was held at Victoria Beachcomber, bringing together around 30 participants, including 12 suppliers, Green Team members and procurement teams. The session focused on strengthening collaboration, improving supply chain resilience and further integrating ESG criteria into supplier selection and evaluation.



CASE STUDY

# Quality and safety

## Ensuring safe, consistent and high-quality experiences

Delivering high-quality experiences goes hand in hand with ensuring the safety and well-being of our Guests, Artisans and partners. Maintaining strong standards across quality, health and safety, and food safety is essential to building trust, protecting our reputation and supporting responsible hospitality.

Our approach is guided by clear operational standards and recognised frameworks. All our hotels maintain HACCP certification, ensuring consistent food safety controls across our operations. This is supported by regular internal and external audits, supplier assessments and strict traceability processes across the value chain.

“A strong safety culture is embedded across our resorts through training, awareness programmes and regular monitoring. Monthly reporting, safety drills and inspections help ensure risks are identified early and managed proactively, supporting safe working environments and high standards of Guest care.”



**Isabelle Pellegrin**  
Head of Safety  
Beachcomber Resorts & Hotels

## OUR PERFORMANCE



**100%**  
of hotels  
HACCP certified



**32**  
second-party audits  
conducted in 2025



**40**  
supplier audits  
conducted in 2025

Food safety standards remained consistently high across all properties in 2025, supported by certification and regular internal and external audits.

We strengthened oversight through supplier audits and quality control processes, while ongoing monitoring, including hygiene audits, water testing and air quality assessments, supported safe and controlled operating environments.

## THE PATH AHEAD

We aim to strengthen our quality and safety practices through targeted training, enhanced monitoring tools and ongoing improvements in risk management and operational oversight.

## From Farm to Buffet: Safe, Local and Authentic at Shandrani Beachcomber

At Shandrani Beachcomber, maintaining high standards of food safety while delivering an exceptional Guest Experience is a key priority.

A dedicated gluten-free section has been introduced within the buffet to reduce the risk of cross-contamination, ensuring a safer dining environment for Guests with specific dietary requirements.

At the same time, a Mauritian Corner highlights our local culinary heritage, featuring traditional dishes, Mauritian pickles and locally sourced ingredients such as tubers and fresh vegetables. This supports local agriculture while reinforcing the authenticity of the Guest Experience.

Operational improvements have also strengthened hygiene and food preservation. The cold section of the buffet is now fully

air-conditioned, supporting cold chain compliance and safe holding temperatures.

Food display and replenishment practices have been adjusted, with smaller quantities presented and more frequent refilling. This helps limit overproduction and reduce waste. While the industry average for buffet food waste is around 20%, Shandrani Beachcomber has reduced this to 10-12%.

Surplus bread is reused in value-added dishes such as puddings and *dipin-frir*. Remaining food waste is redirected through partnerships with local farmers, ensuring it is diverted from landfill. Certain vegetable by-products are also reused in chutneys, supporting a more circular approach.

Guests are invited to engage through kitchen tours and Mauritian culinary classes led by our chefs, offering a deeper connection to local gastronomy.



**Sanaa Nubeebucus**  
Food Safety Manager  
Shandrani Beachcomber  
Resort & Spa

“What matters most is creating an environment where Guests can enjoy their experience with confidence. This requires consistency, attention to detail and the collective commitment of our teams every day.”

CASE STUDY

# Ethics and privacy

## Acting with integrity in everything we do

Integrity supports how Beachcomber operates. Acting responsibly, transparently and fairly is essential to maintaining trust with our Guests, Artisans, partners and Communities.

Our Code of Ethics and Conduct sets clear expectations across the organisation,

covering integrity, fairness, anti-corruption and responsible decision-making. We provide regular training and awareness programmes to help Artisans apply these principles in their day-to-day roles. Reporting mechanisms are in place to encourage transparency and accountability, ensuring concerns can be raised and addressed appropriately.

## OUR PERFORMANCE



**96%** of Artisans trained on the Code of Ethics and Conduct

The Code was updated and rolled out across the organisation in 2025, reinforcing alignment with expected behaviours and decision-making. Training and internal communication supported consistent understanding across teams, while reporting mechanisms remained in place to ensure accountability.

## THE PATH AHEAD

Strengthening awareness, training and monitoring, while further embedding ethical considerations into decision-making processes across the organisation.



**Mary-Shane Malherbe**

Head of Legal & Compliance  
Beachcomber Resorts & Hotels

*“Building on our previous Code, Beachcomber’s new Code of Ethics reinforces the foundations we have always stood by, while embracing standards that reflect today’s evolving environment. It sets the tone from the top and reflects the culture and integrity expected from each Artisan.*

*Sharing it across our ten business units over two months has been a rewarding experience. Engaging with colleagues and seeing their commitment firsthand has been particularly meaningful. This Code is not just a document; it is a daily commitment to Vivre Nos Valeurs.”*

## Our Vision for 2030

Our journey continues to evolve, shaped by a long-term commitment to responsible hospitality and a growing understanding of the challenges and opportunities ahead.

This report marks a step forward in bringing greater structure and visibility to our efforts. It sets the foundation for the next phase of our journey, where we will further strengthen how we define priorities, measure performance and communicate progress.

Looking ahead, our focus is clear: to build more resilient operations, strengthen our approach to climate and resource management and deepen our contribution to the Communities in which we operate. At the same time, we will continue to invest in our Artisans, recognising that our People remain central to delivering meaningful and lasting impact.

As a Small Island Developing State, Mauritius faces increasing climate pressures, evolving traveller expectations and a rapidly changing operating environment. For Beachcomber, this reinforces the need to continuously adapt, strengthen our approach and remain forward-looking in how we operate.

Building on the progress achieved over time, we will continue to embed Sustainability more consistently across our operations and throughout our value chain.

To support this next phase, we will undertake a comprehensive review of our material topics, guided by stakeholder engagement and evolving best practice. This will drive the development of a more structured Sustainability Report in future cycles, with clearer targets, enhanced data and stronger alignment with recognised frameworks.

We recognise that this is a journey of continuous improvement. As expectations evolve, so too will our approach, strengthening governance, enhancing systems and building the capabilities needed to deliver on our commitments.

Through Be Responsible, we will continue to guide our actions with care, integrity and a long-term perspective, contributing to more resilient destinations, stronger Communities and a sustainable future for Mauritius.

# Glossary of terms

AHRIM	Association of Hoteliers and Restaurants in Mauritius
Artisans	Term used at Beachcomber to refer to our employees and team members across all resorts and business units
<i>Baz Levert</i>	Our green waste composting facility
CDP	Carbon Disclosure Project
CEO	Chief Executive Officer
COMEX	Executive Committee responsible for the strategic and operational management of the Group
CSR	Corporate Social Responsibility
<i>Dipin-frir</i>	A traditional Mauritian dish made from fried bread, often prepared using leftover bread
ESG	Environmental, Social and Governance
FED	Fondation Espoir Développement Beachcomber
FY	Financial Year
GHG	Greenhouse gas
GJ	Gigajoule
GN	Guest night
GRI	Guest Review Index - Weighted average index based on guest reviews collected across online review platforms, providing a consolidated measure of online reputation and guest satisfaction over a defined period
GSS	Guest Satisfaction Score - Assessment of service performance across all guest touchpoints based on internally managed post-stay guest satisfaction surveys
HACCP	Hazard Analysis and Critical Control Points
IAR	Integrated Annual Report
IPCC	Intergovernmental Panel on Climate Change
KPI	Key performance indicator
<i>Lakorite</i>	[la·ko·ri·té] A uniquely Mauritian bond that reflects togetherness, gratitude, mutual care and belonging. More than harmony and deeper than friendship, <i>Lakorite</i> expresses the spirit of connection at the heart of Beachcomber's culture and Mauritian hospitality.
MJ/GN	Megajoules per guest night
m <sup>3</sup>	Cubic metre
NGO	Non-governmental organisation
NMH	New Mauritius Hotels Ltd
NPS	Net Promoter Score
PEJ	Projet Employabilité Jeunes
PV	Photovoltaic
QAM	Quality Assurance Manager
Rs	Mauritian rupee
SDGs	United Nations Sustainable Development Goals
SEMSI	The Stock Exchange of Mauritius Sustainability Index
tCO <sub>2</sub> -e	Tonnes of carbon dioxide equivalent
UNESCO	United Nations Educational, Scientific and Cultural Organization

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<https://corporate.beachcomber.com/>



*We are Conscious, Caring and Engaged  
because we choose to Be Responsible.*





BEACHCOMBER  
RESORTS & HOTELS

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