

# SUSTAINABILITY MANAGEMENT PLAN 2025



# SANDS SUITES RESORT AND SPA SUSTAINABILITY MANAGEMENT PLAN 2025

SMP	SUSTAINABILITY MANAGEMENT PLAN 2025			
Prepared By	Anju Auckaloo	Position	Sustainable Management Champion / Senior Training & Quality Executive	Date Created 01.03.2023
Approved By	Guillaume Brillatz	Position	General Manager	Date Approved 02.03.2023
01st Reviewed Date	03.03.2024		02nd Reviewed Date	04.03.2025
Next Reviewed Date	05th March 2026			



Since the beginning of Sands Suites Resort & Spa, our founding Chairman, Sir Late Kailash Ramdane, has always been a firm believer in environmental protection. The fruit orchard found at the back of the resort is the fruit of his action.

Moreover, we try to avoid wastage of energy as well as food by having a strict monitoring on a regular basis. We are currently contemplating renovation works next year, and we are looking at innovative technologies and systems to help us in our endeavor to become more environmentally friendly.

It is important to note that before the resort was built, we had to comply with the Environmental laws set by the government. We therefore obtained our Environmental Impact Assessment (EIA) License at that time

We are proud to have received the Green Globe Certification in 2021, 2023, and 2024 for our sustainability efforts. Now, we are working hard to get certified again in 2025 and aim to receive the Gold Membership in 2026—a great achievement for us as a proud member of Preferred Hotels & Resorts. Every small action we take together can make a big difference for our planet and future generations.

Sanjiv Ramdane  
CEO



# SANDS SUITES RESORT AND SPA MAP

Date: 01<sup>st</sup> March 2025

Dear Partner,

This letter is to certify that Mauriplage Investment Co Ltd (Sands Suites Resort and Spa) has reviewed its Sustainability Management Plan 2025 on 01<sup>st</sup> April, 2025 and our next review for the Sustainability Management Plan 2026 will be done on 02nd April 2026. The Management take full commitment towards implementing the Goals mentioned in the Sustainability Management Plan.

Thanking you all for your usual collaboration.

Yours Faithfully,

Guillaume Brillatz

General Manager





# SANDS SUITES RESORT AND SPA SUSTAINABILITY POLICY 2025

The Sands Suites Resort & Spa a proud member of Preferred Hotels & Resorts is committed to meet all environmental rules and regulations in the hotel industry and to strive to protect our environment through sound management practices and decisions. We recognize that our operations have an effect on the local, regional and global environment. Our Resort has reviewed its Environmental Policy on 01<sup>st</sup> February 2025 and the next review will be done on 02<sup>nd</sup> February 2026.

As such, we are committed to:

- Provide a safe and healthy workplace and ensure that personnel are properly trained with the appropriate safety and emergency equipment.
- Be an environmentally responsible neighbor in the community where we operate. And correct incidents or conditions that endanger health, safety, or the environment.
- Conserve natural resources by adopting pollution prevention practices and extending the life of equipment through preventive maintenance scheduling.
- Develop and improve operations and technologies to minimize waste, and other pollution, minimize health and safety risks, and dispose of waste safely and responsibly.
- Ensure the responsible use of energy throughout our business, including conserving energy, improving energy efficiency, and giving preference to renewable energy when feasible.
- Meet and consider all environmental regulations, laws and codes of practice as the minimum standards of environmental performance.
- Promptly report all non-compliance issues in accordance with applicable governmental reporting requirements, and implement corrective actions.
- Establish procedures for periodic review of environmental compliances, and to ensure that all employees are knowledgeable of, understand and comply with all applicable environmental laws and regulations.
- We will set environmental targets and goals designed to improve our environmental performance.
- Promptly correct any practice or condition not in compliance with this policy.

Yours Faithfully,  
  
Guillaume Brillatz  
General Manager



# SANDS SUITES RESORT AND SPA A PROUD MEMBER OF PREFERRED HOTELS & RESORTS



## Your paradise island awaits - relax at your own pace

Located on the unspoiled shores of Flic en Flac on Mauritius's west coast, Sands Suites Resort & Spa offers a tranquil retreat in a truly picturesque setting. Overlooking the clear waters of Tamarin Bay and the iconic Le Morne Peninsula, this boutique resort combines natural beauty with authentic island charm. Set across 9 acres, the property features 91 elegantly designed suites, blending refined architecture and tasteful décor with attentive, welcoming service.

# SANDS SUITES RESORT AND SPA SUSTAINABILITY STRATEGY

Mauritius is well-known for its amazing flora and wildlife variety. Our environment is a valuable resource that must be protected at all costs. With today's constant change in climatic conditions, saving our planet for future generations' is more important than ever, and the tourist industry has recognized the need to keep customers engaged with hotel waste recycling and other initiatives as sustainability issues have become mainstream.

Sands Suites Resort & Spa a proud member of Preferred Hotels & Resorts is a hospitality establishment that prioritizes reducing its ecological impact. The resort constantly assesses its practices and procedures to ensure the safety of all its stakeholders, including guests, employees, and the local community, while also adhering to the regulatory standards set by the authorities. With a commitment to social responsibility, Sands Suites Resort & Spa is steadfast in integrating sustainable practices into all aspects of its operations as a part of its growth plan.

Sands Suites Resort & Spa's dedication to environmental sustainability and exceptional service is shown in its green policies and initiatives, active participation in the local community, and environmental leadership. The resort hopes to lower its carbon footprint while meeting the demands of its visitors by adopting ecofriendly operations. Their strong ties to the local community demonstrate their commitment to creating a good effect beyond their property. The environmental leadership activities of Sands Suites Resort & Spa illustrate their forward-thinking attitude to sustainability and readiness to set an example for others to follow.

## THE SCOPE OF SANDS SUITES RESORT AND SPA SUSTAINABLE MANAGEMENT PLAN

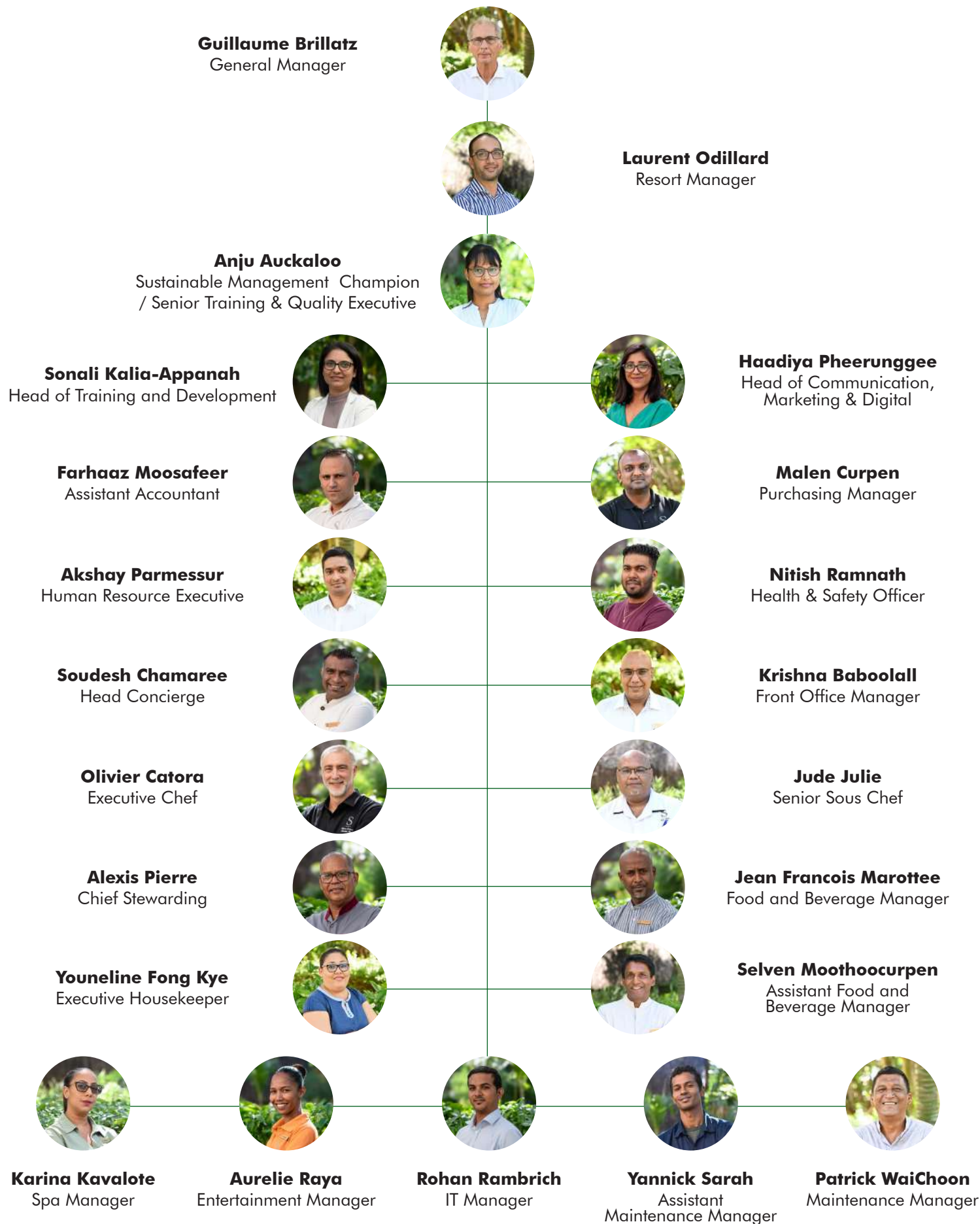
Sands Suites Resort & Spa has long prioritized the preservation of its environment and the well-being of the local community. To further their commitment, the hotel has announced a partnership with Green Globe. This collaboration will allow Sands Suites Resort & Spa to enhance their sustainable practices and implement initiatives that reduce their impact on the environment. The decision to team up with Green Globe reinforces the resort's dedication to responsible tourism and their role in making a positive impact on the world.

To achieve our target, our action plan has been set as follows:

- To identify requirements and amend further
- To conduct a sustainability needs analysis of what is currently in place and what needs to be implemented. To establish a Sustainability Management Team that will aid in the achievement of departmental objectives;
- To work and implement our immediate goals and define the long term goals
- To conduct Green Globe/ Sustainable Awareness sessions in the resort to inform the staff of the hotel's project;



## SUSTAINABLE MANAGEMENT TEAM STRUCTURE



## DUTIES & RESPONSIBILITIES SUSTAINABILITY TEAM MEMBERS



**Mr. Guillaume BRILLATZ General Manager** of Sands Suites Resort and Spa – His responsibilities and contribution is to oversee the general strategies for the Sustainability of the Resort. He gives the general guidelines and supports for the sustainability green practices at the Resort. He approves all new sustainability process that we are implementing to facilitate.



**Mr. Laurent ODILLARD Resident Manager** of Sands Suites Resort and Spa - Mr. Laurent assists the General Manager and in his absence take care of all the general strategies of the resort. He oversees the implementation of sustainable practices in daily operations and ensures compliance with environmental and social responsibility standards. He promotes resource efficiency and staff engagement in sustainability initiatives.



**Mrs. Anju Auckaloo** Senior Training & Quality Executive of Sands Suites Resort and Spa as the Sustainability Champion coordinates the whole program and is responsible to ensure that all actions regarding sustainability is taking place and is also responsible for uploading all the required documents for the whole Green Globe Audit.



**Ms. Haadiya PHEERUNGSEE, Head of Communication, Marketing & Digital** of Sands Suites Resort and Spa - is responsible for promoting sustainability initiatives through strategic communication and digital platforms. She ensures the resort's sustainability message reaches guests and stakeholders effectively, enhancing awareness and engagement.



**Mrs. Sonali KALIA-APPANAH Head of Training and Development** of Sands Suites Resort and Spa - Mrs. Sonali is responsible for integrating sustainability principles into employee training programs and fostering a culture of environmental and social responsibility across the organization. She ensures continuous learning initiatives align with the company's sustainable development goals.



**Mr. Farhaaz MOOSAFEER, Assistant Accountant** of Sands Suites Resort and Spa supports sustainability efforts by tracking and reporting on financial activities related to eco-friendly initiatives. He ensures that sustainability goals are incorporated into budgeting and financial planning processes.



**Mr. Malen Curpen Purchasing Manager** of Sands Suites Resort and Spa, supports sustainability by sourcing eco-friendly, local, and ethically produced goods. He ensures that procurement practices align with the resort's environmental policies and reduce the overall ecological footprint.



**Mr. Akshay Parmessur Human Resource Executive** of Sands Suites Resort and Spa is responsible for all aspects pertaining to Human Resources and to ensure that staff are treated in a fair and equal manner. He ensures that all policies are followed in their respective Department. He facilitates training and engagement programs that align with the organization's sustainability goals.



**Mr. Nitish RAMNATH –Health & Safety Officer** of Sands Suites Resort and Spa ensures that all sustainability practices comply with health, safety, and environmental regulations. He promotes a safe and eco-friendly workplace by overseeing risk assessments and supporting green operational procedures.



**Mr. Krishna Baboolall Front Office Manager** of Sands Suites Resort and Spa, promotes sustainability by encouraging paperless check-in processes and energy-saving practices at the front desk. He also ensures that guests are informed about the resort's environmental initiatives and encouraged to participate.



**Mr. Soudesh CHAMAREE Head Concierge** of Sands Suites Resort and Spa, promotes sustainable tourism by advising guests on eco-friendly activities and services. He ensures that the resort's sustainability practices are communicated effectively to guests, encouraging environmentally conscious choices.



**Chef Olivier CATORA - Executive Chef** of Sands Suites Resort and Spa, champions sustainability by sourcing local, seasonal ingredients and minimizing food waste. He also ensures compliance with HACCP standards to maintain food safety while promoting environmentally responsible culinary practices.



**Chef Jude Julie Senior Sous Chef** of Sands Suites Resort and Spa, supports sustainability by implementing waste reduction techniques and promoting the use of locally sourced ingredients. He ensures daily kitchen operations align with HACCP standards and the resort's environmental goals.



**Mr. Alexis PIERRE –Chief Stewarding** of Sands Suites Resort and Spa, supports sustainability by ensuring efficient water and energy use in cleaning operations and promoting the use of eco-friendly products. He also oversees proper waste segregation and recycling practices in back-of-house areas.



**Mr. Jean Francois MAROTTEE, Food and Beverage Manager** of Sands Suites Resort and Spa, Mr. Jean Francois Marottee, as Food and Beverage Manager at Sands Suites Resort and Spa, ensures sustainable sourcing of food and beverages while minimizing waste. He implements eco-friendly practices in kitchen operations and promotes locally sourced and organic products to support the resort's sustainability goals.





**Mrs. Youneline Fong Kye Executive Housekeeper** of Sands Suites Resort and Spa, leads sustainable housekeeping practices by using eco-friendly cleaning products and implementing linen and towel reuse programs. She ensures waste reduction and energy-efficient operations within the housekeeping department



**Mr. Selven Moothoocurpen Assistant Food and Beverage Manager** of Sands Suites Resort and Spa, supports sustainability by overseeing waste reduction efforts and promoting eco-friendly practices in daily operations. He ensures that staff are trained on sustainable practices and helps implement energy-efficient solutions in the F&B department.



**Mrs. Karina Cavalot SPA Manager** of Sands Suites Resort and Spa, promotes sustainability by using natural, eco-certified products and implementing water and energy conservation measures within the spa. She ensures that wellness services align with the resort's environmental values and sustainable practice.



**Mrs. Aurelie RAYA – Entertainment Manager** of Sands Suites Resort and Spa, incorporates sustainable practices into guest entertainment by organizing eco-friendly events and activities. She ensures that the resort's entertainment offerings align with its sustainability goals, promoting environmental awareness among guests.



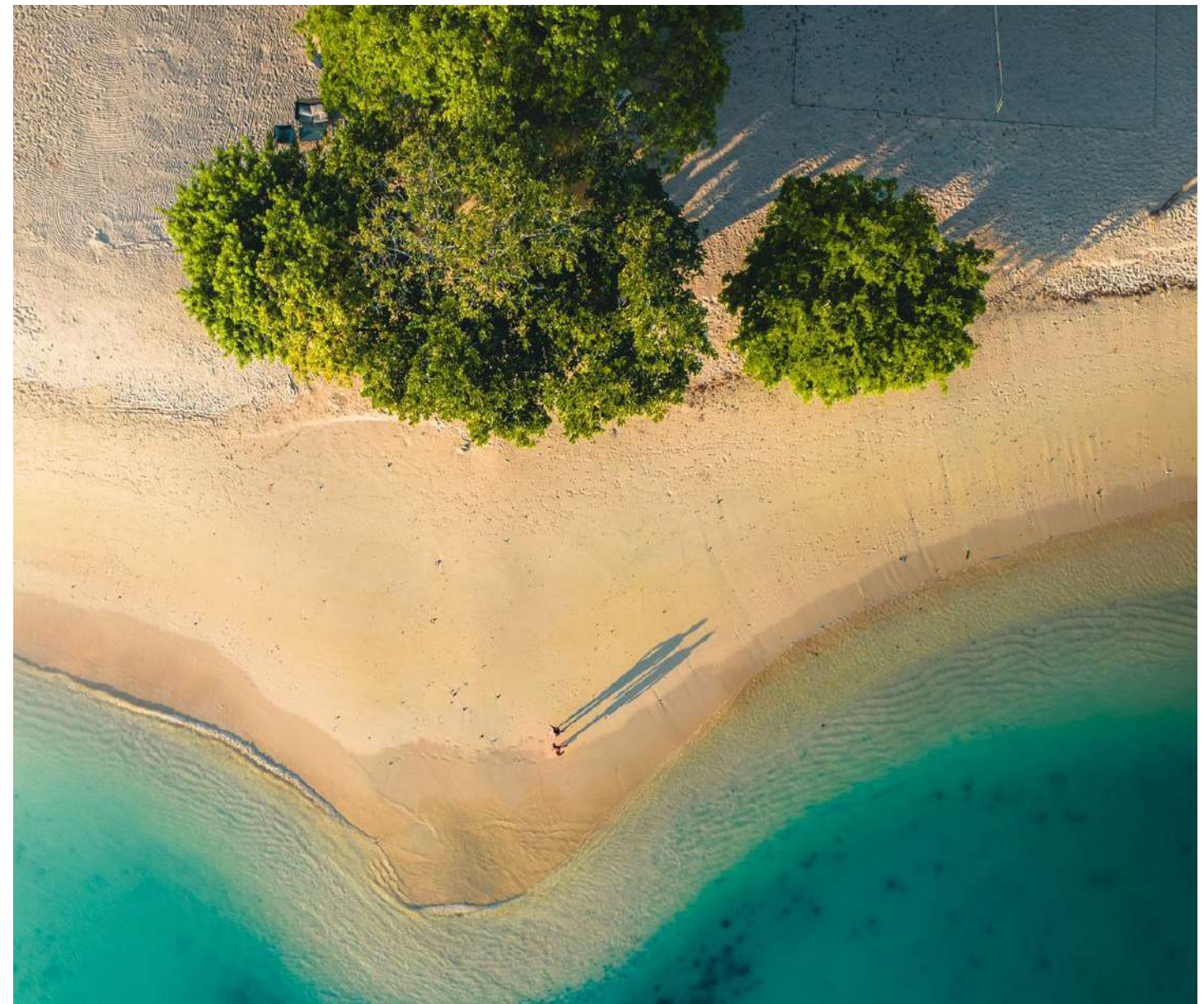
**Mr. Rohan RAMBRICHH – IT Manager** of Sands Suites Resort and Spa, drives sustainability by optimizing technology to reduce energy consumption and waste. He ensures the implementation of eco-friendly IT solutions, promoting digital systems that align with the resort's sustainability objectives.



**Mr. Yannick Sarah Assistant Maintenance Manager** of Sands Suites Resort and Spa, supports the efficient use of energy and water by assisting in the regular monitoring and upkeep of eco-friendly systems. They help implement sustainable infrastructure solutions and contribute to achieving the resort's long-term environmental goals through daily operational support and coordination with the Maintenance Manager.



**Mr. Patrick WaiChoon Maintenance Manager** of Sands Suites Resort and Spa, ensures the efficient use of energy and water through regular monitoring and maintenance of eco-friendly systems. He implements sustainable infrastructure solutions and supports the resort's long-term environmental goals.





# OUR KEY INDICATORS TOWARDS A SUSTAINABLE APPROACH

## A.1 IMPLEMENTATION OF A SUSTAINABILITY MANAGEMENT SYSTEM

### 1. Environmental

We are committed to an ongoing effort to decrease waste, preserve resources, and prevent pollution. We are currently reviewing and addressing various areas in which we can implement these practices to achieve our goal. The areas chosen are as follows:

#### a. Energy and carbon

Energy consumption is a major expense for our hotel, and is influenced by a variety of factors such as technical, architectural, and local considerations, as well as management decisions. By managing our energy usage effectively, we can not only reduce costs but also enhance the comfort of our guests and customers. A comfortable stay will encourage repeat visits, helping us to build long-term relationships with our guests.

#### Ways to make our energy consumption more efficient:

- Our air conditioning system adapts to the norms of our plans as it automatically goes off when doors are opened in our Suites.
- Regular maintenance of our energy-consuming equipment has a twofold benefit. The first is that it keeps our equipment functioning well, which helps to prevent the need for costly repairs or replacements. Secondly, maintaining equipment in good condition can prevent excessive energy usage, thereby reducing energy bills and limiting unnecessary carbon emissions.
- Zoned areas in periods of low occupancy. This helps in energy reduction in areas not in use, this will also help in efficient use of manpower resources.
- Use of time-clock controller/programmer. Photocells and timers are in place for yard lighting to benefit from natural light and reduce excess electricity consumption when not necessary.
- We started to work with local Sustainable Businesses - Food miles are one of the hidden things that can hugely increase a hotel's carbon footprint. Buying locally will not only reduce our carbon-print but also the local economy by supporting the local jobs.
- We are committed to recycling and reusing items at our resort to be more environmentally friendly, cost-effective, and impressive to our guests. We have implemented several initiatives, including the reuse of linens and towels, to reduce waste and promote sustainability.
- We also implemented the Do Not Disturb (DND) sign which can be helpful to guests who do not want maintenance or housekeeping team to disturb.

#### b. Water

- Improving our water infrastructure is a priority as water conservation and efficiency are key components of Sustainable water management.
- We have set the right water temperature - excessive heating of hot water is wasteful and could scald staff or guests. The optimum temperature for stored water is 60°C. Hot enough to kill Legionella bacteria and warm enough for your guests and staff to use.
- Unnecessary flushing in your toilets. Urinal/ dual flush controls – automatic hydraulic urinal flush control is in place. This saves water by only allowing the censored flush to operate only when the urinal is in use. Also all toilets are manned with dual flush to control the water during flushing.
- We have introduced a water diffuser that serves multiple purposes. The diffuser is equipped with a button on the faucet head that enables us to control the water flow, conserving water in the process. Additionally, the diffuser smoothens the water flow, reducing splashing and promoting a more efficient use of water.
- Non-aerated showerhead also have been installed in guestrooms to provides more pressure and a pulsing effect by squeezing water through smaller spouts, and because it doesn't mix air with the water, it maintains heat, reducing energy consumption.

#### c. Waste Management Plan

- As part of the tourism sector, we are conscious that our activities generate a large amount of waste and require regular maintenance and expensive waste disposal.
- In the present era, hotel industries are analyzing the need for waste reduction. We are emphasizing on implementing various new practices which can cut our waste disposal cost, protect and conserve nature and also increase the loyalty of our guests. By making a small change in our day to day life we can make a powerful difference to the environment and health of all living beings.
- More than 50% of a hotel's solid waste can be sorted, reused, recycled and recoverable in nature. Therefore, it's a must for us to manage the waste of our property to protect and conserve natural resources and the environment.

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## Our focus is to:

Characterization and Quantification – Our starting point is to categorize the types and quantity of waste produced by every department so that it is managed properly. For example, office waste (like papers, documents, brochures), household waste (jars, cardboard), organic waste (vegetable and fruit peels, flowers) are segregated in different bins for easy and hassle-free waste management. Implementing a Waste hierarchy – This tool will help us set our priorities for the efficient use of resources. We have already implemented a practical way for waste management which is the 5Rs Transition Strategy categorized by Wet and Dry Waste Segregation. These 5Rs which are already in place show us a clear departure from the consumer end and an eco-friendly way of life to save nature.

### 1. Refuse:

By stopping the utilization of disposable items and toxin generating services and goods. Every purchasing choice we make is a vote for the world we want.

We select mainly eco- friendly suppliers and products. We refuse things we don't need and say no to items we haven't asked for. Examples, minimum item comes in cardboard and no item is being purchased coming with polystyrene.

### 2. Reduce:

Reduce waste at the source point: The source option for managing the waste is reducing the generation of waste. This approach promotes the efficient use of resources and reduces the volume of waste material that must be handled and hauled away from the property. We reviewed our lifestyle and found ways to reduce our consumption and save resources. We buy quality products that will last a lifetime and start taking action to reduce daily waste. Responsibility for reducing waste generation, who decides what is brought into the property and, thereby, determines what eventually leaves the property as waste. We have been moving towards controlled buffet in our main restaurant and soap dispenser has been installed instead of individual soap and shampoo.

To support responsible water use and reduce pressure on natural freshwater sources, Sands Resort utilizes desalination technology as an alternative water supply solution. This approach helps preserve local aquifers and surface water systems, which are increasingly vulnerable to overuse and contamination. By investing in sustainable water infrastructure, we are committed to long-term water security and the protection of regional ecosystems.

### 3 . Reuse:

Our new strategy in place is reusing and repairing items instead of buying brand new. We swap single use items with reusable ones and save money and waste by mending broken items or finding a new purpose for items that cannot be repaired. For example, our old linen is being reuse for providing laundry bags in guestrooms.

### 4 . Recycle:

The fourth important task is recycling of the product which consists of handling and transforming the waste into novel and marketable products. However, this strategy can only be considered when reduce and reuse options are not applicable for a particular waste stream. A minimum level of plastic item are allow in the hotel, bottles of juice and chemical container are sent for recycling at Scott Ltd and reuse oil at Bioil Ltd.

### 5 . Restore:

The final step in the 5Rs of waste management is to restore, rot (compost). Composting our food scraps provides us with nutrient rich fertilizer for our garden, and by doing so, it also helps to reduce greenhouse gas emissions produced by landfills. Instead of discarding food scraps in the general waste bin, we re-use food waste. To be noted that waste food are donated for pork feeding.

## 2. Socio - cultural

At Sands, we view socio-cultural sustainability as the revitalization of present-day social and economic life while considering the fundamental needs of individuals, promoting work-life balance, upholding human rights, and creating a social and cultural environment that will benefit future generations. Our core values are:

- Respect for people
- Trustworthiness
- Commitment
- Teamwork

## Our aims are to:

- Embrace corporate socio – cultural responsibilities and support community advancement by doing lot of social work such as sponsoring handicapped people, liaising with the village's president for cleaning activities and painting of playground
- Implement a code of behavior and good work ethics, and ensure that our staff abide to same; this is implemented in the employee's contract so that we maximize the ethical conduct in the hotel.
- Ensure economic fairness toward employees with internal promotion and contribute to the economic welfare of the local people by being present in job fairs so as to be able to offer job opportunities to local people
- Promote our heritage sites, events and festivals by celebrating each and every festival of the country.
- Propagate local arts and crafts among our staff and guests in our hotel boutique.



### 3 .Quality

We understand that green practices cannot be isolated from marketing strategies. Our focus is to provide to our guests an outstanding service quality while being green.

We have been focusing on the goals below:

- Review our guest comment mechanisms to handle promptly any guest comments; we have in place an INSTAY guests SURVEY and we received also a monthly report (Review Pro) where guests leave feedback on social Medias such as Trip Advisor.
- Use biodegradable but quality products in suites and Restaurants, for example toilet paper in guestrooms are biodegradable and in restaurants we use biodegradable straw for drinks.
- Provide our guest with locally sourced fresh foods and vegetables. For example we include the catch of the day in our menu in the restaurant.
- Be techno savvy by conducting paperless check-in and check-out; both check in and check out are conducted paperless, unless guests request for their billing manually then we provide in-house billing.
- Minimize printing without compromising on the guest’s experience. For instance, the use of QR code to showcase our menus; unless requested by the guests, all hotel information and menus can be downloaded via the QR code.
- Encourage our guests upon departure to write reviews on their experience. We encourage our guests to write reviews on us to ensure service satisfaction and this helps us continuously improve our service. As at date we are ranked 06th out of 190 on the Mauritius trip advisor as at 15th May 2025.

### 4. Health & Safety

We continuously emphasize on health and safety training within our resort, and want our employees to be conscious of the need for a safe and healthy work environment. We comply with the Occupational Safety and Health Act and ensure all requirements are in place in practicality. The health and safety components are:

- Health & Safety training is embedded in our Staff Orientation program. Also we conduct monthly refresher training with our staff.
- Through an effective risk assessment and training, we have been able to control the number of incidents happening in the hotel. It is worth to be noted that for the past 05 years no incident has happened in the hotel. The use of protective personal equipment’s (PPEs) are mandatory as per the task requirement. In case of non-compliance, HR action is taken. Our Health & Safety Officer conducts regular check of the PPEs to ensure availability of PPEs at all times

### A.2 LEGAL COMPLIANCE

In compliance with local laws and legislations, Sands Suites Resort & Spa works in close collaboration with the Mauritius Standards on Sustainable Tourism to ensure a green environment for our guests and staffs.

### A.3 EMPLOYEE TRAINING

We believe our success as a sustainable hotel will depend on our commitment and contribution. Our staffs are thus trained on the green policies of the hotel and their support solicited in all sustainable projects within the hotel premises and the local community. Incorporation of sustainability training in our induction is systematically held and regular training also takes place.

### A.4 CUSTOMER SATISFACTION

To gather feedback on guests’ experiences at our resort, we have implemented the Instay survey. Guests receive this survey during their stay and upon departure, and they can provide us with feedback. If we identify areas for improvement based on this feedback, we establish a mechanism for each department to address the concerns and ensure that each guest’s experience is exceptional and unforgettable. Guests appreciate seeing that we take action based on their feedback.

### A.5 ACCURACY OF PROMOTIONAL MATERIALS

Advertising and promotion are key components of our marketing strategy and we ensure that our promotional materials are truthful so as not to deceive or misguide our guests.

### A.6 LOCAL ZONING, DESIGN AND CONSTRUCTION

Sands Suites Resort & Spa abides by local zoning rules and regulations in order not to be detrimental to the community. With the aim of preserving our nature, green areas are maintained across guests’ pathways.

### A.7 EXPERIENTIAL OR INTERPRETATIVE TOURISM

We value our local environment and our natural surroundings, and have put in place an experiential tourism program (Concierge Book) to encourage our guests to experience our local culture and heritage sites. To promote our cultural festivities and inculcate our guests on our traditions, tent cards are placed in suites and guest areas during each cultural event. Along the same line, our buffet is adapted to match the dishes from this specific ethnic group.

### A.8 COMMUNICATION STRATEGY

Maintaining an integrated marketing communications strategy is a critical element in any sustainability plan. With the aim of having our guests’ support in our conservation program, guests’ initiatives are sought for the benefit of the environment. Such messages are placed in suites and on the hotel website.

### A.9 HEALTH & SAFETY

Sands Suites Resort & Spa complies with the local Occupational Safety & Health Act and regulations, and has a preventive maintenance action plan to ensure the safety of our staffs. Regular health & safety meetings are conducted to address any staff or guest issue. In the same line, Health & Safety best practices are communicated to our staff and guests.

## A.10 DISASTER MANAGEMENT & EMERGENCY RESPONSE

We have established a disaster management plan that is regularly reviewed and updated to ensure its effectiveness. Our staff is informed of this plan during our training sessions. Additionally, we conduct a monthly test to confirm that our emergency equipment is in good condition and working properly.

## B. SOCIAL AND ECONOMIC

Our belief is to induce social and economic opportunities for all. Several aspects are considered as listed hereunder.

### B.2 LOCAL EMPLOYMENT

We encourage internal promotions and have in place a continuous learning and development milestone during their journey with us.

### B.3 FAIR TRADE

Our supplier's code of conduct governs our principles of purchasing. We constantly measure our supplier's code of ethics while doing business in terms of their social, economic, environment and legal compliance. We have put in place a supplier evaluation questionnaire whereby we ensure our suppliers are legally and sustainably fair.

### B.4 SUPPORT LOCAL ENTREPRENEURS

We promote local businesses to support our local economy while nonetheless ensuring that our suppliers are eco-friendly. Also our aim is to now give priority to local entrepreneurs wherever possible. This initiative helps the local community in terms of employment and boosts our local economy. We are currently in process of converting our Pink Pepper Corn restaurant into a fully locally sourced restaurant; that is; we will use only local items.

### B.5 RESPECT LOCAL POPULATION & B.6 EXPLOITATION

Our hotel has put in place a wide range of business practices and behavior in view of respecting and protecting our internal people. These policies are shared with the staff and the hotel ensures compliance with the same. Also as part of the Staff Induction, these policies are explained and shared to our staff.

### B.7 EQUITABLE HIRING & B.8 EMPLOYEE PROTECTION

We participate in regular job fairs in different catchment areas. The aim is to be closer to the people market and give a fair chance for those who are interested; to be able the hotel sector. We work in alignment with the consolidated workers' rights act.

### B.9 ACCESS TO BASIC SERVICES & B.10 LOCAL LIVELIHOODS

We are in compliance with the EIA (Environmental Impact Assessment).

### B.11 BRIBERY & CORRUPTION

We have established key principles and regulations against bribery and corruption. Mandatory training program is held to ensure that employees understand and abide by the anti-bribery and anti-corruption procedures (Workshop: Crime & Theft Prevention, Harassment, Violence at Work and Sexual Harassment have been organized by the Crime Prevention Team in our Resort) We also ensure that we work with companies and suppliers which respect and align with our principles.

## C. CULTURAL HERITAGE

To protect our local cultural heritage and mitigate any impact, action plans are in place to encourage responsible behaviors among our clients.

### C.1 CODE OF BEHAVIOR

Sands Suites Resort & Spa has established policies and guidelines regarding the protection of local cultures and historical sites. A Tourism Experiential Program is available at the Concierge desk and is proposed to our guests. The guests can also access the guide via their QR code.

### C.2 HISTORICAL ARTIFACTS

We discourage any selling, trading or displaying of archaeological pieces and objects. As per the local Regulations, our guests can view the list of illegal products and artifacts at our Concierge desk.

### C.3 PROTECTION OF SITES

Though there are not many protected sites within our region, informations are provided by our Concierge team to our guests on the protected sites in Mauritius in terms of the site's history, culture and natural environment.

### C.4 INCORPORATION OF CULTURE

We do not exploit the cultural intellectual property of the local communities.

## D. ENVIRONMENTAL

We responsibly interact with the environment to avoid any depletion or degradation of natural resources and contribute towards a long-term environment quality.

### D.1 CONSERVING RESOURCES

We rationally use and conserve our environmental resources for the benefit of our future generation.

#### D.1.1 PURCHASING POLICY

Our resort adopts a sustainable purchasing policy to demonstrate our commitment in reducing the environmental, social and economic impacts of our purchases. We favor eco-friendly and local suppliers as much as possible.

#### D.1.3 & D.1.4 ENERGY & WATER CONSUMPTION

One of our main sustainability objectives is the monitoring and reducing the energy and water consumption. Monthly records are monitored and audited to avoid any waste of energy and water. Normal bulbs have been replaced by Led lights. The hotel is planning to implement in the long term its own solar panel to produce its own electricity, while our STP (Sewage Treatment Plant) recycles used water for irrigation purposes.

#### D.1.5 FOOD & BEVERAGE

Being HACCP certified, regular training is provided to our Food & Beverage staff about the basic food hygiene and food allergens as well as ongoing monitoring of HACCP concepts. Our staff share the knowledge of the nutritive values of menus during service order.



## D.2 REDUCING POLLUTION

### D.2.1 GREEN GAS EMISSIONS

Behind the struggle to address global warming and climate change lies the increase in greenhouse gasses in our atmosphere. One of the key ways to reduce our property’s carbon emissions include using a green energy supplier and focusing on local food and drink. Our suites are equipped with an automatic electrical power system. Once the room card is removed from the key port, lights, air condition and TV are automatically switched off. Also all suites terrace consist of an automatic AC controller, which switches off the AC when the terrace door is open.

### D.2.2 WASTE MANAGEMENT PLAN

Cleanliness and Health & Safety are of paramount importance. Ongoing audits of our waste and recycling operation are conducted to identify areas for improvement, to assess space available for the introduction of waste and recycling equipment and to make cost-saving, environmentally sound recommendations.

#### D.2.2.1 PLAN & REDUCE

The hotel is working on an innovative, environmentally friendly and cost-efficient solution that would maximize recycling opportunities whilst minimizing waste to landfill. Our Purchasing team is looking for suppliers to assist us in better planning of our used resources. The initiatives are included in our departmental goals.

#### D.2.2.2 REUSE

Once a product exists, the sum of all the energy consumed to produce that item can be considered as “embodied energy.” By choosing to reuse or recycle these items at the resort or as a donation, we opt for a zero- waste policy.

#### D.2.2.3 RECYCLE

Recycling programs have become a new phase in the hotel industry as an effort to curb waste. We are currently implementing a recycle strategy that will allow us to segregate items and materials that can be recycled. Our Purchasing team’s mission is to look for the best recycle options in order to minimize and eliminate waste.

### D.2.3 & D.2.5 REDUCING HARMFUL SUBSTANCES & OTHER POLLUTANTS

To reduce the amount of chemicals being used, a chemical dilution system has been put in place. Our personnel are also recommended to use non-toxic alternatives which are safer and as effective. Materials Safety Data Sheet (MSDS) of all products used are checked and monitored prior to the use. We purchase only eco label chemicals. Grass and plants are sown across the pathways and throughout the resort without the use of any chemical.

## D.3 CONSERVING BIODIVERSITY, ECOSYSTEMS, AND LANDSCAPES

### D.3.1 & D.3.2 WILDLIFE SPECIES & WILDLIFE IN CAPTIVITY

The hotel is against wildlife species held in captivity and ensures that no trade of wildlife is entertained as per the government regulations.

### D.3.3 – LANDSCAPING

Sands Suites Resort & Spa works with a local pest control company to prevent the introduction and spread of any pest or exotic species. Our landscape project is outsourced and properly maintained by our gardeners while invasive alien species are instantly removed. Sands Resort maintains a coastal rehabilitation program with regular beach cleaning and a rock barrier to prevent sand erosion and protect the shoreline.

### D.3.4 BIODIVERSITY CONSERVATION

Our site does not host rehabilitation of any wildlife or protected areas. However, our guests and visitors are provided with information about the locally protected areas and are encouraged to visit them.

### D.3.5 INTERACTIONS WITH WILDLIFE

Our business activities do not impact on any local or wildlife and we discourage the practice of artificial feeding.



### Our Commitment to Sustainable Hospitality

Traditionally, the hospitality industry has contributed to environmental degradation through high energy and water consumption, excessive use of materials, and waste generation. At Sands Resort, we are committed to changing this narrative by integrating sustainability into our operations and development.

We strictly adhere to environmental regulations and believe that incorporating natural elements into our services enhances the guest experience. Our sustainability approach focuses on restoring natural resources, reducing waste, and engaging our entire team in eco-friendly practices. Through continuous education and collective action, we aim to make a meaningful, lasting impact on the environment.

Goals Implemented / Attained / Forecast – 2023 / 2024 / 2025 & 2026				
Goals	Objectives	Year	Status	Remarks / Outcome
Guest Awareness on Green Practices	Raise awareness of sustainability practices among guests	2023	Achieved	Information provided in rooms and through digital communication
Re-use Food Waste	Donate food waste for pig feeding	2023	Ongoing	Regular donations to local farms for sustainable use
Eco-friendly Printing	Set photocopiers and printers to double-sided, black ink, economy mode	2023	Achieved	Settings implemented across all office equipment
Energy Conservation	Turn off electronics, lighting, and A.C when not in use	2023	Ongoing	Regular staff reminders and signage to encourage energy savings
Zoned Areas During Low Occupancy	Optimize resource usage by zoning areas in low occupancy periods	2023	Ongoing	Areas reduced and energy usage optimized
Monthly Staff Welfare Calendar	Promote employee well-being through a structured calendar	2023	Ongoing	Calendar in place, ensuring staff welfare initiatives are regular
Digital Transformation	Implement paperless check-in and check-out on iPads	2023	Achieved	Paperless check-in/ check-out system successfully deployed
Corporate Social Responsibility(CSR)	Partner with local village council	2023	Ongoing	Ongoing partnerships with local communities
HMS Guest Ecosystem	Digitalize all guest communications (emails, receipts, bills)	2023	Achieved	Full digital integration of guest profile system
Eco-Friendly Takeaway Packaging	Use eco-friendly takeaway packaging in restaurants	2023	Achieved	Sustainable packaging used across all F&B outlets
Showerhead Installation	Install water-saving showerheads in guestrooms and staff areas	2023	Achieved	Water-efficient showerheads installed in all guest and staff areas
Bulk Organic Soap and Amenities	Purchase bulk organic soaps to reduce individual packaging	2023	Achieved	Bulk organic soap procured; reduced waste from packaging
Homemade Jam Usage	Use homemade jam in our kitchen	2023	Achieved	Local homemade jam used in F&B operations
Beach Cleaning Activities	Regular beach cleaning efforts	2023	Ongoing	Ongoing beach cleanup initiatives
Plastic Amenities Replacement	Replace plastic amenities as per local regulations	2023	Ongoing	All amenities replaced as required by local laws
Composting	Compost organic waste for use in our garden	2023	Achieved	Fertilizer used in on-site gardens
Vivreau Bottle Usage	Replace Crystal 0.5L bottles with Vivreau bottles	2023	Ongoing	Vivreau water bottles now in use throughout the resort
Recycling Stained Tablecloths	Recycle stained tablecloths into napkins, aprons, neckties	2023	Ongoing	Upcycling process in place for fabric waste
Departmental Training	Provide 2 hours of sustainability training per staff per month	2023	Ongoing	Regular training sessions held for all staff members



Goals	Objectives	Year	Status	Remarks / Outcome
Post-consumer Recycled Paper Usage	Use paper with post-consumer recycled content	2023	Ongoing	All paper-based materials now made from recycled content are sent to Wecycle Ltd for reuse in the making of Eggs Boxes
Bio-Based Cleaning Products	Switch to bio-based cleaning products	2023	Ongoing	Eco-friendly products now in use throughout the property
Upcycling Slippers	Distribute used slippers to Caritas Foundation	2023	Ongoing	Slippers upcycled and donated to local charity
Old Uniforms / Bedsheets	Distribute used slippers to Caritas Foundation	2023	Ongoing	Slippers upcycled and donated to local charity
Organic Cotton Bedding	Supply 100% organic cotton sheets, towels, and mattresses	2023	Achieved	Full replacement with organic cotton linens
Clutter-Free Meetings	Promote clutter-free meetings to reduce paper and stationeries	2023	Achieved	All meetings now held with minimal paper use
Sustainable Fair Products	Offer locally made artisanal products in the gift shop	2023	Achieved	Sustainable, locally made products now featured in the shop
Eco-Friendly Beach Bags	Use sustainable beach bags for retail and guest use	2023	Ongoing	Eco-friendly beach bags now in circulation
Soap Petal Use	Use soap petals for single-use in guest rooms	2023	Achieved	Soap petals introduced in all rooms
Regular Hygiene & Food Allergens Training	Regular hygiene and food allergen training for staff	2023	Ongoing	Ongoing training on food safety and allergens as we are HACCP Certified
Staff Hotel Induction	Include sustainability in new staff inductions	2023	Ongoing	All new staff receive sustainability induction
Organic Toiletries and Biodegradable Packaging	Use organic toiletries with biodegradable packaging	2023	Achieved	Organic and biodegradable toiletries now in use
Varta Batteries Recycling Program	Recycle used of Varta batteries via Scott Ltd	2024	Ongoing	Used batteries regularly collected and recycled by Scott Ltd
Carton Boxes Recycling	Recycle empty carton boxes via We Cycle Ltd	2024	Ongoing	Partnership with WeCycle Ltd established for box recycling
Waste Segregation and Recycling	Segregate and recycle plastic, cans, paper, and food waste	2024	Ongoing	Segregation in place; local suppliers pick up sorted waste
100% LED Lighting	Transition to full LED lighting across the property	2024	Achieved	99% completion; full transition expected soon
Pure Heart Organic Drinks	Implement Pure Heart 100% organic energy water and drinks	2024	Achieved	Organic beverages available in F&B outlets and use by Entertainment Team for guests
Wooden Employee Name Tags	Use eco-friendly wooden name tags for employees	2024	Achieved	All staff issued sustainable wooden name tags
Instant Online Guest Survey	Send digital surveys to in-house guests to boost feedback and internal sales	2024	Achieved	Survey system integrated with guest stay experience
Digital Payslips for Employees	Working on payslips electronically to reduce paper use	2024	In Progress	All employees will receive digital payslips so as to reduce paper

Goals	Objectives	Year	Status	Remarks / Outcome
Desalination System Implementation	Reduce reliance on freshwater sources by producing water through desalination	2024	Ongoing	Desalination plant fully operational; contributes to water conservation efforts
Hybrid Car Taxis	Introduce hybrid vehicles for guest transportation to reduce carbon emissions	2024	Ongoing	Initial fleet transition underway; part of broader low-emission transport plan
Reduce Carbon Based Products	Shift to solar energy to reduce reliance on fossil fuels	2024	Not Started	Initial implementation underway; reductions in carbon-based energy use being tracked
Bees Skeps for Honey and Beeswax	Harvest honey and beeswax for culinary and signature F&B offerings	2024	Not Started	Skeps in progress; harvest to be used in unique food & beverage items
Guest Integration in Sustainability	Allow guests to contribute to sustainability projects (e.g., UNICEF donation)	2024	Not Started	Guests invited to support through optional contributions
Bulb /Glass Bottle Recycling	Recycle used bulbs and glass bottles via B.E.M Recycle Ltd	2024	Not Started	Ongoing collection and recycling via external partner
New Green Space Garden	Plant endemic species at Albion Wing garden	2024	Not Started	Endemic garden established, enhancing biodiversity
Coffee Capsule Recycling	Recycle used coffee capsules	2024	Not Started	Capsules collected and sent for proper recycling
Earth Day Celebration	Organize Earth Day events with staff and guests	2024	Not Started	Celebrations held with participation from team and guests
World Environment Day Celebration	Organize World environment Day, Celebration with Boat House Team and Hotel Staff	2025	Ongoing	Celebrations held with participation from Boat House team and Hotel Staffs
Partnership with Vati Foundation	Support and collaborate on environmental and social sustainability initiatives	2025	Not Started	Partnership formalized; collaborative projects initiated
Solar Panel Installation	Install solar panels to generate clean, renewable energy	2025	Not Started	Installation process started; phased implementation planned
Coral Restoration in Sands Lagoon	Restore and protect coral ecosystems within the lagoon	2025	Not Started	Coral restoration activities conducted with measurable ecological improvements
Achieve Energy Star Standards	Introduce solar panels and photovoltaic cells to enhance energy efficiency	2025	Not Started	Photovoltaic planning approved; Energy Star targets set for upcoming certification

Status Key at Sands Suites Resort & Spa:

■	Achieved	Goal fully completed
■	In Progress	Work ongoing; partially completed
■	Ongoing	Long-term initiative; continuous action
■	Not Started	Goal identified but implementation has not yet begun



*This is to certify that*

## **Sands Suites Resort & Spa**

**Mauritius**

*has met the requirements  
of the Green Globe Standard 1.7.*

Category - Hotel & Resort



*Expiration Date:* 02 November 2022

*B. Pelayo*  
Birte Pelayo, CEO

AS01223H-2021  
Certificate Number

Parveen Dulloo  
Auditor

greenglobe.com

*This is to certify that*

## **Sands Suites Resort & Spa**

**Mauritius**

*has met the requirements  
of the Green Globe Standard 1.7.*

Category - Hotel & Resort



*Expiration Date:* 31 July 2024

*B. Pelayo*  
Birte Pelayo, CEO

AS01223H-2023  
Certificate Number

Nathaly Stanley  
Auditor

greenglobe.com



*This is to certify that*

**Sands Suites Resort & Spa**  
Mauritius

*has met the requirements  
of the Green Globe Standard 1.7.*

Category - Hotel & Resort



*Expiration Date: 31 July 2025*

*B. Pelayo*  
Birte Pelayo, CEO

AS01223H-2024  
Certificate Number

Parveen Dulloo  
Auditor

greenglobe.com

