

SUSTAINABILITY MANAGEMENT PLAN



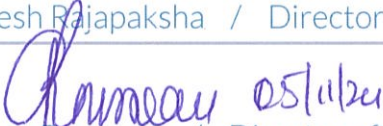



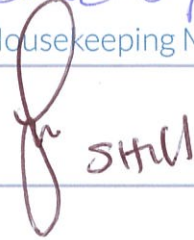

2024 – 2026

RAFFLES SEYCHELLES



RAFFLES

SUSTAINABILITY MANAGEMENT PLAN

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A SUSTAINABILITY MESSAGE FROM OUR GENERAL MANAGER

Raffles Seychelles remains committed to its sustainability strategy and has been actively helping local communities through its social and environmental initiatives. The resort actively engages guests in its sustainability efforts, raising awareness and encouraging eco-friendly behavior. The hotel is dedicated to the conservation of biodiversity for future generations and supports Nature Seychelles to ensure that marine life is protected in the country.

Our commitment to sustainability and the implementation of the many measures are a key part of Raffles Brand identity, but for us, it goes beyond that. The work we do every day is a testament to the high standards we uphold, and this achievement fills us with immense pride. Our team, that participated in the planting of over 175 coral frames in the bay of the resort, beam with pride as they lead guest out on snorkel tours to expose them to this incredible achievement.

Local products and suppliers are preferred to support regional development. Within its grounds, the hotel also maintains beehives and tree planting initiatives that promote biodiversity.

Energy conservation remains a priority; the hotel operates completely on LED lighting and boasts solar panels on the roofs of each of our 87 villas to generate hot water for our valued guests.

Social initiatives carried out by staff members include championing integration through the growth of the hotel's multicultural team comprised of members of 26 different nationalities. These dedicated team members support initiatives such World Food Day by creating hampers that were personally delivered to those in need in the community.

However, to me, the greater value lies in how these certifications serve as both an internal and external statement of our commitment, spurring further sustainable initiatives within our team. We may not shift monumental landscapes, but our actions play a crucial role in fostering environmental consciousness in our immediate surroundings.

In essence, while the certification is invaluable, it merely marks the starting point from which we continually strive to elevate our sustainable practices.

Thank you.

STEVEN STEFANUIK

General Manager

EXECUTIVE SUMMARY

The Raffles Seychelles Sustainable Management Plan (SMP) outlines our commitment to environmental stewardship, guest satisfaction, waste and resource management, water and energy conservation, staff welfare, and community engagement. This comprehensive plan ensures we meet the highest standards of sustainability and regulatory compliance through clear objectives, targeted actions, and robust monitoring mechanisms. Our SMP is not just a document; it's our promise to the Anse Takamaka and Praslin, to our guests, and to future generations. It encapsulates this ethos, weaving together environmental stewardship, guest delight, and community empowerment into a tapestry of sustainable practices. Sustainability is not just a buzzword for us; it's our guiding principle. We're committed to six key pillars that define our approach to environmental responsibility, guest satisfaction, and community engagement.

Achieving the Sustainable Development Goals (SDGs)

The Sustainable Development Goals (SDGs), established by the United Nations in 2015, serve as a universal framework for addressing the world's most pressing challenges. Comprising 17 interconnected goals, the SDGs guide governments, businesses, and civil society in their collective efforts towards a sustainable future by 2030. These goals encompass critical areas such as poverty alleviation, environmental sustainability, gender

equality, and economic growth.

At Raffles Seychelles, we embrace the SDGs as integral to our sustainability strategy and plan. Our commitment to these goals reflects our values of environmental stewardship, social responsibility, and economic viability. By embedding the SDGs, its targets and indicators into our Sustainable Management Plan (SMP), we aim to create meaningful impacts within our local community and environment, ensuring our operations contribute to a sustainable legacy for future generations. Through targeted initiatives aligned with the SDGs, we enhance guest experiences, promote resource conservation, and engage meaningfully with our staff and local communities.

GOALS

Environmental Preservation

Our dedication to environmental preservation extends far beyond mere compliance. We're actively involved in nurturing and protecting the rich biodiversity of Praslin. Through partnerships, conservation efforts, and responsible practices, we're committed to safeguarding our natural heritage for generations to come. Aligned with SDGs 6, 13, 14, and 15 we drive initiatives such as water conservation programs, biodiversity conservation activities, and procurement of certified sustainable materials.

“Embedding sustainability in everything we do.”

Sustainable Development Goals (SDGs)

SDG 1: No Poverty	End poverty in all its forms everywhere.
SDG 2: Zero Hunger	End hunger, achieve food security and improved nutrition, and promote sustainable agriculture.
SDG 3: Good Health and Well-being	Ensure healthy lives and promote well-being for all at all ages.
SDG 4: Quality Education	Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.
SDG 5: Gender Equality	Achieve gender equality and empower all women and girls.
SDG 6: Clean Water and Sanitation	Ensure availability and sustainable management of water and sanitation for all.
SDG 7: Affordable and Clean Energy	Ensure access to affordable, reliable, sustainable, and modern energy for all.
SDG 8: Decent Work and Economic Growth	Promote sustained, inclusive, and sustainable economic growth, full and productive employment, and decent work for all.
SDG 9: Industry, Innovation, and Infrastructure	Build resilient infrastructure, promote inclusive and sustainable industrialization, and foster innovation.
SDG 10: Reduced Inequality	Reduce inequality within and among countries.
SDG 11: Sustainable Cities and Communities	Make cities and human settlements inclusive, safe, resilient, and sustainable.
SDG 12: Responsible Consumption and Production	Ensure sustainable consumption and production patterns.
SDG 13: Climate Action	Take urgent action to combat climate change and its impacts.
SDG 14: Life Below Water	Conserve and sustainably use the oceans, seas, and marine resources for sustainable development.
SDG 15: Life on Land	Protect, restore, and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and biodiversity loss.
SDG 16: Peace, Justice, and Strong Institutions	Promote peaceful and inclusive societies for sustainable development, provide access to justice for all, and build effective, accountable institutions at all levels.
SDG 17: Partnerships for the Goals	Strengthen the means of implementation and revitalize the global partnership for sustainable development.

Guest engagement

We believe in offering our guests more than just a luxurious stay; we offer them an experience that resonates with their values. From eco-friendly activities to initiatives aimed at eliminating single-use plastics, we're dedicated to providing our guests with opportunities to connect with the environment and local culture in meaningful ways. By offering eco-friendly activities and eliminating single-use plastics in guest amenities we are aligning with SDG 12 ensuring that consumption is sustainable.

Waste and resource management

Reducing waste and optimizing resource utilization are at the core of our sustainability efforts. Through innovative waste reduction strategies, efficient resource management, and investment in cutting-edge technologies, we're minimizing our environmental footprint while maximizing efficiency and effectiveness. This commitment is focused on SDG 12 with strategies like food waste reduction and composting.

Water and energy conservation

We recognize the importance of conserving water and energy resources in a fragile island ecosystem. By setting ambitious targets for water and energy reduction, investing in renewable energy solutions, and implementing water-saving technologies, we're working towards a more sustainable future. We support sdgs 6, 7, and 13 through investments in energy-efficient appliances and water-saving technologies.

Staff welfare and community engagement

Our commitment to sustainability extends beyond our resort walls. We prioritize the well-being of our staff, offering fair wages,

opportunities for growth, and a supportive work environment. Additionally, we actively engage with the local community, supporting initiatives that promote economic development, cultural preservation, and environmental protection. Promoting sdgs 4, 8, and 10 by ensuring fair wages, providing regular training, and fostering diversity.

CONCLUSION

Our sustainable management plan serves as a blueprint for ensuring that our operations not only meet the expectations of luxury and guest satisfaction but also align with global sustainability goals. We are committed to making a lasting positive impact on our environment, guests, staff, and the community of Praslin. By embedding sustainability into every aspect of our operations, from environmental preservation to waste management and community engagement, we are taking actionable steps toward a more responsible and sustainable future. Our journey is ongoing, and through continuous innovation, partnerships, and dedication, we remain steadfast in our mission to contribute to a better, more sustainable world for generations to come. This SMP is not just a strategic document—it is a living testament to our values and a promise to keep striving for excellence in sustainability.

INTRODUCTION

Nestled on the enchanting shores of Praslin, Raffles Seychelles stands as a beacon of luxury and tranquillity amidst the breath-taking beauty of the Seychelles archipelago. With a legacy of hospitality excellence, we take immense pride in curating unforgettable moments for our guests while embracing our responsibility to preserve the natural splendour that surrounds us.

The Seychelles, with its pristine beaches, lush forests, and vibrant marine life, is a sanctuary of biodiversity and a treasure trove of ecological wonders. As custodians of this precious environment, we recognize the urgent need for sustainable practices to ensure its preservation for future generations.

Through our Sustainable Management Plan, we embark on a journey to not only provide unparalleled hospitality experiences but also to champion sustainable growth that harmonizes with the delicate ecosystems of the Seychelles. Our commitment extends beyond mere compliance with regulations; it is a steadfast dedication to nurturing the unique biodiversity of the islands and fostering the well-being of our guests and the local community.

At Raffles Seychelles, sustainability is not just a goal; it is an ethos that permeates every aspect of our operations. From reducing waste and conserving resources to supporting local initiatives and engaging our associates and guests, we strive to exemplify environmental stewardship and social responsibility.

PURPOSE

The primary purpose of the Sustainability Management Plan is to guide decision making, management, and the daily operations of the business in a sustainable manner;

- To develop the business in a sustainable manner considering the environmental, socio-cultural, quality, and health &

- safety issues;
- To demonstrate management commitment to comply with the environmental laws and regulations of Seychelles;
- To develop a monitoring and audit program to ensure compliance to the Sustainability Management Plan and relevant environmental legislation and the early detection of any significant environmental impacts from the activities of the business;
- To outline mitigation measures in order to minimize the impact of the business activities on the surrounding environment;
- To present mitigation strategies and actions for the control of pollution, waste minimization and resource conservation by effectively practising Reduce, Reuse and Recycle wherever possible;
- To establish a framework for environmental management to ensure the implementation of the identified mitigation measures;

SCOPE

The scope of the Sustainability Management Plan covers all activities at Raffles Seychelles, and its integration with all colleagues, guests, business partners, owners, other stakeholders, and the environment at large.

VISION STATEMENT

To drive the change towards sustainable hospitality in Seychelles, preserving the natural beauty while enhancing the well-being of our guests and community.

MISSION

To steward the natural beauty of Anse Takamaka, Praslin through conscientious resource management, striving to minimize our ecological footprint through innovative practices and collaboration.

OBJECTIVES

- To comply with national environmental legislations and policies and Accor's sustainability programme.
- To reduce the impact of our activities on the environment.
- To minimise waste by reviewing our purchasing practices to reduce, reuse and recycle the resources consumed wherever possible.
- To implement energy, water and resource conservation and implement programmes through innovation and best practices.
- To create value by sharing our vision with our associates and offer sustainable products and services to our guests.
- To establish targets to measure the continuous improvement in our environmental performance.
- To review our environmental performance on a regular basis for achieving our objectives and targets.

COMMITMENTS

In order to accomplish our mission, we will implement initiatives and programs that will help us achieve our sustainable vision.

- Environment protection through initiatives and projects
- Memorable experiences for our guest
- Waste management
- Water and Energy management
- Promote local products and local suppliers
- Welfare and training for associates
- Partnerships with local communities on programs for sustainable devolvement.
- To reduce the use of single-use plastics in all operations, aiming for a transition to sustainable and reusable alternatives;

Our Sustainability Management Plan encompasses six pillars of commitments,

that will drive policy and actions towards sustainable management.

Environmental

Preserve the environment in which we live

- Implement initiatives for water conservation, waste management, and biodiversity preservation to minimize our impact on the pristine environment of Seychelles.
- Adopt water usage minimisation to preserve biodiversity, and enhance the natural beauty of the surrounding environment.

Guest

Engage our guests in memorable and sustainable experiences

- Offer memorable and eco-friendly experiences to our guests, engaging them in sustainable practices and raising awareness about the importance of environmental conservation.
- Encourage guests to use eco-friendly transportation, such as bicycles or walking to minimize environmental impact.

Waste

Strive for zero food waste and sourcing of sustainable produce

- Strive for zero food waste by implementing sustainable waste management practices.
- Redesign processes to minimize waste generation, maximize resource efficiency, and promote the reuse and repurposing of materials throughout the hotel's operations.

Water & Energy

Move towards renewable

- Adopt energy efficiency approaches to reduce our carbon footprint and promote sustainable energy practices.
- Invest in renewable energy infrastructure, such as solar panels to generate clean and renewable energy onsite.

Staff

Act as an inclusive company for our people

- Ensure fair wages, benefits, and working conditions for all employees, promoting economic stability and well-being within the community.
- Foster diversity and inclusion within our workforce and promote equitable opportunities for all employees, regardless of background or identity.

Community

Work with our local community

- Forge partnerships with local communities to promote sustainable development initiatives and contribute positively to the socio-cultural fabric of Seychelles.
- Prioritize sourcing from local suppliers for fresh produce, seafood, and other goods, supporting the local economy and reducing our carbon footprint.

POLICY STATEMENTS

These policies are intended to guide our property towards our sustainable objectives.

Environmental Policy

At Raffles Seychelles, our environmental policy underscores our unwavering commitment to preserving the natural ecosystems of Anse Takamaka and Praslin. We adhere to all national environmental regulations and Accor's sustainability program, ensuring our operations surpass regulatory standards. Our objectives prioritize minimizing our environmental footprint through energy and water conservation, waste reduction, and biodiversity conservation.

We judiciously manage hazardous materials and chemicals, prioritize sustainable procurement practices, and promote the use of seasonal, locally sourced goods to reduce transportation energy costs. Embracing a culture of innovation, we continuously refine our conservation efforts, fostering associate

engagement and guest awareness. Our commitment extends beyond our premises; we actively engage in local and national environmental protection initiatives, including beach clean-ups, sustainable snorkelling, and tree planting to mitigate erosion and enhance biodiversity. Advocating for the elimination of single-use plastics and prioritizing suppliers offering eco-friendly packaging solutions, amplifies our environmental impact through sustainable product offerings to guests.

Guest Policy

At Raffles Seychelles, sustainability is integrated into every aspect of the guest experience, ensuring memorable stays while minimizing environmental impact. Our commitment extends to protecting the natural and cultural heritage of the area, offering eco-conscious recreational facilities and activities. Guests enjoy memorable experiences infused with sustainability, from dining to transportation options.

We actively engage guests in environmental conservation efforts, raising awareness and providing opportunities for sustainable practices during their stay. Our culinary offerings feature locally sourced products, showcasing the rich cuisine, traditions, and culture of Seychelles. In line with our commitment to eliminate single-use plastics, guests receive reusable water bottles and sustainable alternatives to traditional amenities.

Waste Policy

Waste management is pivotal to our sustainability mission at Raffles Seychelles. We aim for zero food waste through careful planning and Donation programs, while redesigning processes to maximize resource efficiency and promote recycling. Eco-friendly procurement practices prioritize minimal packaging and compostable alternatives, and we compost garden waste for natural fertilizer.

Segregation and proper disposal ensure

compliance, while recycling initiatives cover a range of materials. Collaborations with third-party organizations bolster recycling efforts, alongside community engagement projects. Associates receive environmental education, and single-use plastics are being phased out in favour of sustainable alternatives, with technology aiding in waste tracking and reduction strategies.

Water and Energy Policy

Water and energy conservation are integral components of our sustainability strategy at Raffles Seychelles. We recognize the importance of reducing our carbon footprint and promoting sustainable energy practices to mitigate the environmental impact of our operations. To achieve these goals, we have implemented various initiatives, including setting achievable targets to increase water and energy efficiency while minimizing consumption.

Additionally, we prioritize the research, purchase, and use of energy-efficient products, equipment, and technology alternatives. Daily monitoring and documentation of water and energy consumption allow us to analyse usage trends regularly, identifying areas for improvement and reduction.

Single-Use Plastics Reduction Policy

We at Raffles Seychelles are dedicated to reducing the environmental impact of single-use plastics by implementing sustainable alternatives and encouraging eco-friendly practices. We are committed to eliminating single-use plastic straws, bottles, cups, and utensils from our operations, opting for reusable or biodegradable alternatives. This extends to provision of refillable water stations and reusable bottles for both guests and staff.

Through education and awareness efforts, we aim to highlight the importance of reducing single-use plastics and promote sustainable alternatives among our stakeholders. Collaborating with suppliers, we seek to minimize plastic packaging and

prioritize products with sustainable packaging options. Additionally, we actively engage in community initiatives to reduce plastic pollution and support local recycling efforts, ensuring a cleaner and more sustainable environment for generations to come.

Staff Wellbeing Policy

At Raffles Seychelles, our people are our most valuable asset, and we are committed to creating an inclusive and supportive work environment where all employees feel valued, respected, and empowered.

Ethics and Corporate Social Responsibility (CSR) Policy

At Raffles Seychelles, we are dedicated to conducting business with integrity, transparency, and respect for ethical principles. Our commitment to ethical conduct and corporate social responsibility (CSR) is fundamental to our identity and guides our interactions with employees, stakeholders, and the community.

Community Engagement Policy

Community engagement is a cornerstone of our sustainability efforts at Raffles Seychelles. We believe in building strong partnerships with local communities to promote sustainable development initiatives and contribute positively to the socio-cultural fabric of the Seychelles.

IMPLEMENTATION PLAN

We aim to provide and write procedures that:

- are aligned with the six key SMP commitments i.e. Environmental, Guests, Waste, Water & Energy, Staff and Community;
- are committed to continual improvement of the SMP;
- include a commitment to comply as a minimum with the current applicable legislations, regulations and other requirements to which the organization subscribes;
- provide a framework for setting and reviewing SMP objectives and targets;
- are documented, implemented, maintained and communicated to all colleagues;
- are available to all interested and affected parties;
- are reviewed periodically to remain relevant and appropriate to the organization's vision and mission.
- Identify key areas where single-use

plastics are currently used and develop a phased plan to replace them with sustainable alternatives;

- set specific targets for the reduction of single-use plastics, monitoring progress regularly;
- train staff on best practices for reducing single-use plastics and engage them in implementation efforts.

ACTION PLAN

Objective - Preserve and protect the natural environment.



To preserve and protect the natural environment, we will develop and implement water conservation plan, including the installation of water-saving devices and review these annually. Waste management strategies will be implemented continuously, focusing on reducing, reusing materials, including composting organic waste and collaborating with local recycling companies. Additionally, we will promote biodiversity conservation through activities like annual tree planting and ensuring responsible snorkelling and diving practices to protect marine life. We will also procure certified paper and wood (FSC, PEFC) to support sustainable forestry and maintain healthy forests around the world. These initiatives will be overseen by the Sustainability Manager, Sustainability Committee, and local community partners.

Objective - Guest Engagement and Sustainable Experiences



To enhance guest experiences while promoting sustainability, we will develop eco-friendly guest activities and encourage the use of sustainable transportation options like bicycles within the premises. Reusable water bottles will be provided, and single-use plastics in guest amenities will be eliminated by the end of 2024. Educational programs on local culture and environmental conservation will be launched from second quarter. The Sales and Marketing Team, and the Sustainability Manager will be responsible for these actions.

Objective - Waste Management and Reduction



To minimize waste generation and promote sustainable waste management practices, we will implement a food waste reduction program using portion control and donation initiatives within. Technology will be utilized to track and reduce waste metrics on a daily basis. Bulk purchasing with packaging minimization will be introduced immediately to minimize waste production, and compostable materials will be used where possible, with quarterly reviews. Community recycling and reuse projects will be initiated. These efforts will be managed by the Sustainability Manager and coordinated by the Sustainability Committee.

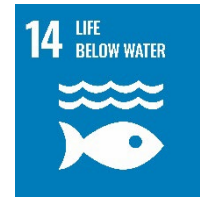
Objective - Water and Energy Conservation



To reduce water and energy consumption and transition to renewable energy sources, we will set specific targets for reducing water and energy usage, and monitor consumption regularly with quarterly reviews. Investments will be made in energy-efficient appliances and lighting, and solar panels will be installed on all villas. A water bottling facility will be established on-premises within to reduce reliance on bottled water and reduce our plastic footprint. We will implement the following actions for minimizing energy

use, install LED lights and highly efficient heating and cooling systems, as well water flow reducers for minimizing water consumption. The Sustainability Manager, and Maintenance Team will oversee these initiatives.

Objective - Single-Use Plastics Reduction



To eliminate single-use plastics and transition to sustainable alternatives, we will identify key areas of single-use plastic usage and develop a phased reduction plan by the end of 2024. Specific reduction targets will be set, with progress monitored quarterly. Staff and guests will be educated on the importance of reducing single-use plastics and provided with sustainable alternatives. By December 2024, plastic straws will be removed and replaced with paper or reusable alternatives, refillable water stations will be installed throughout the property, and a guest education program on plastic reduction will be introduced. The Sustainability Manager, Operations Team, and Guest Services Team will be responsible for these actions.

Objective - Staff Welfare and Training



To foster an inclusive and supportive work environment, we will ensure fair wages and benefits, and promote diversity and inclusion in hiring practices, with annual reviews. Regular training on sustainability practices and the importance of environmental stewardship will be provided through quarterly sessions. Work-life balance programs will be developed to support employees' well-being. These actions will be the

responsibility of the Talent and Culture Manager, Training and Development Team, and Sustainability Manager.

Objective - Community Engagement



To build strong partnerships with local communities and promote sustainable development, we will forge partnerships with local suppliers for fresh produce and other goods, reducing our carbon footprint, with ongoing quarterly reviews. Staff and the local community will be trained on best sustainability practices in bi-annual sessions. Support for local socio-cultural and environmental initiatives will be ongoing, with annual review. These efforts will be led by the Sustainability Manager, Procurement Manager, and Sustainability Committee.

MONITORING AND REVIEW

Continuous improvement is at the heart of our sustainability efforts. Through regular monitoring, transparent reporting, and a commitment to accountability, we ensure that our initiatives remain effective and aligned with our sustainability goals. By staying vigilant and responsive, we strive to make a meaningful impact on both our immediate surroundings and the broader global community.

This SMP is more than just a document; it's a testament to our unwavering commitment to sustainability and responsible stewardship of the environment. Through a comprehensive framework, we strive to not only meet regulatory standards but also exceed them, setting new benchmarks for excellence in environmental conservation, guest satisfaction, and community engagement.

To ensure continuous improvement and adherence to the Sustainability Management Plan, we will develop a

monitoring and audit program.

Sustainability objectives, targets and indicators will be reviewed quarterly, with strategies adjusted as needed. Annual Sustainability Reports will be published every 12 months to communicate progress and achievements. In adherence to our commitment to continuous improvement and accountability, the annual review of all sustainability, environmental, and purchasing policies will be conducted within the first quarter of each calendar year.

This timeframe ensures consistency and allows sufficient time for thorough evaluation and analysis of policy implementation and effectiveness. These tasks will be managed by the Sustainability Manager, with the support of the Sustainability Committee. The annual review process will be initiated promptly at the beginning of the year to facilitate timely identification of areas for improvement and the development of targeted action plans.

Frequency and Process for Management-Level Discussions

The Sustainability Committee will review the progress of sustainability initiatives outlined in the SMP quarterly as follows.

- Review of Key Performance Indicators (KPIs) related to sustainability objectives
- Discussion of achievements, challenges, and opportunities for improvement
- Analysis of evaluation findings and recommendations for adjustments
- Decision-making on resource allocation, strategic direction, and policy updates
- Alignment of sustainability efforts with broader organizational goals and objectives
- Action items and responsibilities assigned for implementation between meetings

Additionally, ad-hoc meetings may be

scheduled as needed to address urgent issues or capitalize on emerging opportunities. Minutes from all meetings will be documented and circulated to ensure transparency and accountability across the organization.

Systematic Approach for Monitoring and Evaluating Sustainability Initiatives

Key Performance Indicators (KPIs)

Specific Key Performance Indicators are developed for each sustainability objective to measure progress and performance.

- **Water Consumption** - Achieve a water consumption baseline with a minimum of 75% reporting in GAIA 2.0 by the end of 2024.
- **Carbon Emission Measurement** - Report energy consumption for a minimum of 75% of the calendar year in GAIA 2.0.
- **Energy Efficiency** - Complete an energy audit and establish a multi-year investment plan for energy savings.
- **Third-Party Certification** - Obtain an approved third-party (preferably Green Globe) sustainability certification by the end of 2024.
- **Food Waste Reduction** - Establish a food waste baseline measurement and achieve 151 g/cover monthly target.
- **Single-Use Plastic Elimination** - Remove all guest-facing single-use plastic items in the hotel.
- **Sustainable Food Sourcing** - Achieve at least 50% of food sourcing from local, organic, or seasonal sources by the end of 2024.
- **Waste Reduction** - Implement a comprehensive program to minimize waste production and amount sent to landfills.
- **Hybrid Breakfast Transition** - Transition to a hybrid breakfast model to minimize food waste, with full operation by end of Q2 2024.
- **Plant-Based Meal Options** – Introduce at least one signature plant-based meal per outlet and meal period.
- **Employee ESG Training** – Develop and implement an ESG training program for all employees.
- **Guest Awareness Initiatives** - Host at least three sustainability-related events for guests, such as eco cooking classes and coral rehabilitation activities.
- **Local Community Engagement** - Establish partnerships with at least three new NGOs or community organizations.
- **Positive Impact Initiatives** - Engage guests in at least two local projects or charitable activities by the end of 2024.
- **Culture, Arts and Heritage** - Promote and preserve local culture, arts, and heritage through hotel initiatives.
- **Responsible Procurement** - Implement a responsible procurement policy focused on sustainable and ethical sourcing.

Water Consumption

KPI & Target	<p>KPI: Achieve a water consumption baseline with a minimum of 75% reporting in GAIA 2.0 by the end of 2024.</p> <p>Target: Establish a 5% reduction in water consumption compared to the 2023 baseline.</p>
Measurement	<ul style="list-style-type: none"> • Install water meters in key consumption areas. • Use data from GAIA 2.0 to track on a monthly basis
Actions	Conduct monthly reporting and identify high-consumption areas for targeted reductions.
Reporting	Compare water consumption year-over-year. Show reduction percentages and strategies implemented.

Carbon Emission Measurement

KPI & Target	<p>KPI: Report energy consumption for a minimum of 75% of the calendar year in GAIA 2.0.</p> <p>Target: Achieve a 5% reduction in energy consumption compared to 2023 levels.</p>
Measurement	Calculate energy consumption and CO2 emissions using GAIA 2.0 data for 75% of the year.
Actions	Conduct energy audits, set up energy monitoring systems, and develop a carbon emission baseline.
Reporting	Present emissions data compared to previous years and the energy-saving measures applied.

Energy Efficiency

KPI & Target	<p>KPI: Complete an energy audit and establish a multi-year investment plan for energy savings.</p> <p>Target: Conduct an audit by Q3 2024 and establish a clear investment roadmap to achieve a 10% reduction in energy usage by the end of 2026. This includes the installation of energy-saving technologies by Q2 2025.</p>
Measurement	<p>Track energy consumption through daily and monthly readings and record savings from new installations.</p> <p>Use data from GAIA 2.0 to track on a monthly basis.</p>
Actions	Perform the energy audit by end of Q3 2024, and roll out energy-saving technologies by Q2 2025.
Reporting	Show the progress toward a 10% reduction, describing the technologies deployed and their savings.

Third Party Certification

KPI & Target	<p>KPI: Obtain an approved third-party (preferably Green Globe) sustainability certification by the end of 2024.</p> <p>Target: Complete required audits by September 2024 to ensure certification by the year-end deadline.</p>
Measurement	Track progress towards Green Globe Certification monthly. Record all new plans and documentation produced.
Actions	Track progress with checklists. Establish a Sustainability Committee and have regularly meetings for the certification criteria.
Reporting	Show the timeline of actions taken for certification and the results of the audit process.

Food Waste Reduction

KPI & Target	<p>KPI: Establish a food waste baseline measurement and achieve 151 g/cover monthly target.</p> <p>Target: Achieve a minimum of 5% reduction in food waste from the established baseline.</p>
Measurement	<ul style="list-style-type: none"> • Use food waste tracking software to weigh food waste per cover on a daily basis. • Use data from GAIA 2.0 to track on a monthly basis.
Actions	<ul style="list-style-type: none"> • Introduce a food waste tracking tool (Orbisk/Winnow) across all F&B outlets. • Implement staff training on portion control.
Reporting	Provide data on food waste reduction per month/quarter, share baseline measurements, and highlight the strategies (such as portion sizing) that led to improvements.

Single-Use Plastic Elimination

KPI & Target	<p>KPI: Remove all guest-facing single-use plastic items in the hotel.</p> <p>Target: Achieve 100% removal of all guest-facing single-use plastic items by the end of Q3 2024, replacing them with sustainable alternatives.</p>
Measurement	Conduct an inventory audit of all SUP items. Report the percentage of plastic items replaced.
Actions	Transition to alternatives, train staff, and educate guests and other stakeholders.
Reporting	Showcase before and after figures and pictures, highlighting products removed and replaced.

Sustainable Food Sourcing

KPI & Target	<p>KPI: Achieve at least 50% of food sourcing from local, organic, or seasonal sources by the end of 2024.</p> <p>Target: Develop and formalise partnerships with local fishermen and farmers by Q3 2024.</p>
Measurement	Track all procurement sources, calculating the percentage of local, organic, or seasonal sources.
Actions	Set up formal partnerships with local suppliers, fishermen and farmers and track weekly food sourcing.
Reporting	Provide data logs on local, organic, and seasonal sourcing levels and documentation of partnerships.

Waste Reduction

KPI & Target	<p>KPI: Implement a comprehensive program to minimize waste production and amount sent to landfills.</p> <p>Target: Achieve a 30% reduction in landfill waste by the end of 2024 compared to the previous year. If no baseline is available then make the 2024 data the baseline for 2025.</p>
Measurement	<p>Measure landfill waste by weight on a monthly basis.</p> <p>Have data log of all the different types of waste i.e. organic, cardboard, paper, e-waste, hazardous, glass, and consumer waste.</p>
Actions	Implement waste segregation practices, promote reusing and repurposing and educate staff.
Reporting	Share landfill diversion rates and illustrate how these practices reduced waste sent to landfills. Showcase reusing and repurposing.

Hybrid Breakfast Transition

KPI & Target	<p>KPI: Transition to a hybrid breakfast model to minimize food waste, with full operation by end of Q2 2024.</p> <p>Target: Reduce overall food waste during breakfast services by 15% compared to previous year.</p>
Measurement	Track food waste at breakfast services and measure reductions.
Actions	Implement smaller portion sizes and offer à la carte options.
Reporting	Provide metrics comparing pre- and post-transition waste.

Plant-Based Meal Options

KPI & Target	<p>KPI: Introduce at least one signature plant-based meal per outlet and meal period.</p> <p>Target: Host at least one plant-based event annually to promote sustainable eating practices.</p>
Measurement	Monitor the number of plant-based meals served in each outlet.
Actions	Develop plant-based menus, train kitchen staff, and promote these offerings to guests.
Reporting	Include details on guest participation in plant-based events and consumption statistics.

Employee ESG Training

KPI & Target	<p>KPI: Develop and implement an ESG training program for all employees.</p> <p>Target: Organize workshops to engage staff in sustainability practices in 2024. Roll out the training program by Q2 2025, with all staff trained by the end of 2025.</p>
Measurement	Track participation in training programs.
Actions	Roll out sustainability awareness workshops, develop an ESG curriculum by Q2 2025, and monitor completion rates.
Reporting	Highlight the number of employees trained, training content, and completion statistics.

Guest Awareness Initiatives

KPI & Target	<p>KPI: Host at least three sustainability-related events for guests, such as eco cooking classes and coral rehabilitation activities.</p> <p>Target: Increase guest participation in sustainability events by 20%.</p>
Measurement	Track guest's participation in sustainability-related events and activities.
Actions	Schedule guest events and measure guest participation and feedback.
Reporting	Provide data on the number of events held and participation trends compared to previous years.

Community Engagement

KPI & Target	<p>KPI: Establish partnerships with at least three new NGOs or community organizations.</p> <p>Target: Co-develop projects with community members to ensure alignment with local needs and sustainability goals.</p>
Measurement	Track guest engagement and participation in initiatives and projects.
Actions	<ul style="list-style-type: none"> • Organize guest-facing local projects or activities. • Create pre and post events surveys to capture feedback and suggestions for improvement.
Reporting	Provide details on community projects and initiatives, including participation and impact assessments.

Culture, Arts and Heritage

KPI & Target	<p>KPI: Promote and preserve local culture, arts, and heritage through hotel initiatives.</p> <p>Target: Host at least two cultural events or partnerships with local artists and cultural groups by the end of 2024, and feature local art in 50% of guest-facing areas of the hotel.</p>
Measurement	<ul style="list-style-type: none"> • Track the number of cultural events and partnerships conducted. • Monitor the percentage of guest-facing areas that display local art.
Actions	<ul style="list-style-type: none"> • Partner with local artists, artisans, and cultural groups to curate art and cultural events. • Collaborate with local heritage organizations for ongoing event planning and execution. • Organize at least two events (e.g., art exhibitions, live performances) featuring local culture by Q3 2024.
Reporting	<ul style="list-style-type: none"> • Include photos and guest feedback from the events. • Show a visual breakdown of guest-facing areas where local art is displayed, with before-and-after comparisons. • Evaluate guest participation and feedback on the cultural initiatives, including engagement with local art.

Positive Impact Initiatives

KPI & Target	<p>KPI: Engage guests in at least two local projects or charitable activities by the end of 2024.</p> <p>Target: Co-develop projects with community members to ensure alignment with local needs and sustainability goals.</p>
Measurement	Track engagement and participation in initiatives and projects.
Actions	<ul style="list-style-type: none"> • Organize guest-facing local projects or activities. • Create pre and post events surveys to capture feedback and suggestions for improvement.
Reporting	<ul style="list-style-type: none"> • Present case studies of initiatives and projects. • Include the engagement rates and feedback from participants.

Responsible Procurement

KPI & Target	<p>KPI: Implement a responsible procurement policy focused on sustainable and ethical sourcing.</p> <p>Target: Ensure 75% of suppliers are aligned with sustainable practices, achieving at least one key certification (Fair Trade, Organic, or equivalent) by the end of 2024.</p>
Measurement	<ul style="list-style-type: none"> • Track the percentage of suppliers that meet sustainability certifications (Fair Trade, Organic, etc.). • Measure progress against procurement targets quarterly.
Actions	<ul style="list-style-type: none"> • Prioritize vendors that meet key certifications during supplier selection. • Ensure quarterly updates to assess progress toward achieving the 75% target by year-end.
Reporting	<p>Detail the certification types achieved (Fair Trade, Organic, etc.) and progress toward the 75% goal.</p> <p>Outline procurement policy adjustments or improvements made throughout the year, including any challenges faced in transitioning to sustainable sourcing.</p>

Data Collection Methods

GAIA is the main tool used for collecting sustainability data.

- Food waste – automatic updates from Winnow
- Electricity usage – Monthly kerosene consumption for the onsite generators
- Water consumption – Monthly water consumption and distribution
- Waste – monthly waste production (other than food)

In establishing benchmarks and targets for each key performance indicator (KPI) to track progress and set goals for improvement, our approach encompasses benchmarking against multiple criteria. Firstly, previous performance data is considered to gauge our trajectory and identify areas for enhancement based on past trends. Furthermore, we adhere to regulatory requirements, integrating legal mandates into our sustainability objectives. Our targets are meticulously crafted to be both realistic and achievable, reflecting our organizational objectives and meeting the expectations of our stakeholders.

Through this comprehensive benchmarking process, we aim to drive continuous improvement and measurable progress toward our sustainability goals.

Evaluation Findings to Drive Decision-Making

Within our commitment to continuous improvement and sustainability, we recognize the importance of systematically analysing evaluation findings to inform decision-making processes. Through the regular Committee meetings evaluation findings are thoroughly discussed, analysed, and translated into actionable strategies for improvements. By leveraging evaluation findings to drive decision-making, we continuously adapt and refine our sustainability initiatives to maximize impact and effectiveness. Transparency is integral to our sustainability ethos, especially in the implementation of

adjustments based on evaluation findings.

Clear communication protocols will be established to ensure that all stakeholders are kept informed of the proposed adjustments and their rationale. We will introduce and put in place mechanisms for monitoring the progress of adjustment initiatives, allowing for real-time tracking of implementation and outcomes. By fostering transparency in the adjustment phase, we aim to build trust and confidence among stakeholders and demonstrate our unwavering commitment to continuous improvement in sustainability practices.

The annual review of all sustainability, environmental, and purchasing policies will be the responsibility of the Sustainability Manager in collaboration with a cross-functional team. This team will comprise representatives from relevant departments, including Sustainability, Operations and Procurement.

RESOURCE ALLOCATION

Effective implementation of the Sustainability Management Plan (SMP) at Raffles Seychelles requires a strategic allocation of resources. This section outlines the necessary financial, human, and technological resources required to achieve our sustainability objectives.

Financial Resources

Allocating sufficient budget to sustainability initiatives is crucial for their successful implementation. For water and energy conservation, funds will be allocated to the installation of water-saving devices, investment in energy-efficient appliances and lighting, and the establishment of an on-site water bottling facility. Waste management must receive significant financial support, covering the implementation of food waste reduction programs, composting systems, collaboration with local waste collection companies, and the purchase of composting equipment. Technology for waste tracking and reduction is a key focus area.

In the effort to reduce single-use plastics, finances is directed towards replacing plastic straws, bottles, cups, and utensils with sustainable alternatives, installing refillable water stations, and developing educational programs for guests and staff on single use plastic reduction. Guest engagement and sustainable experiences is enhanced by investing in eco-friendly guest activities, sustainable transportation options, and educational programs on local culture and environmental conservation. Reusable water bottles is provided to both staff and guests.

Staff welfare and training is supported financially through the development and delivery of training programs on sustainability practices and environmental stewardship, as well as work-life balance programs. Finally, community engagement initiatives is encouraged with funds to forge partnerships with local suppliers and community groups, and to support local socio-cultural and environmental initiatives.

Human Resources

The successful execution of the SMP relies on a dedicated team of professionals across various departments with key roles and responsibilities. The Sustainability Manager is responsible for the overall coordination and management of the SMP, including monitoring and reporting on sustainability objectives and targets. The Sustainability Committee will support the Sustainability Manager in implementing and overseeing sustainability initiatives and coordinating with local community partners. The Sales and Marketing Team will play a key role in promoting eco-friendly guest activities and educational programs, ensuring guest engagement in sustainability practices.

The Operations Team is tasked with implementing waste reduction and single-use plastic elimination initiatives, as well as collaborating on the installation of refillable water stations and solar panels. The Guest Services Team will focus on educating guests on sustainability

practices and plastic reduction, providing reusable water bottles and sustainable amenities. The Maintenance Team is responsible for installing and maintaining water-saving devices, energy-efficient appliances, and solar panels, and ensuring the proper functioning of the on-site water bottling facility. The Director of Talent and Culture will ensure fair wages, benefits, and working conditions, promoting diversity and inclusion within the workforce. The Training and Development Team will conduct regular training sessions on sustainability practices and develop programs to support employees' well-being. Lastly, the Procurement Manager will source from local suppliers to reduce the carbon footprint and ensure sustainable purchasing practices.

Technological Resources

Leveraging technology is essential in achieving our sustainability goals. GAIA is used for monitoring and energy and water consumption. Waste tracking technology such as Winnow is utilized to measure and manage food waste, tracking waste reduction progress. Communication and education tools and collaterals will be developed to educate guests and staff on sustainability practices and to promote local culture and environmental conservation.

To ensure the effective allocation of resources and the achievement of sustainability objectives, we will conduct quarterly reviews to regularly assess the progress of initiatives and adjust resource allocation as needed to address any challenges or opportunities.

Annual sustainability reports will be published to communicate progress and achievements to stakeholders, providing transparency and accountability in our sustainability efforts.

TRAINING & CAPACITY BUILDING

To ensure the successful implementation of the Sustainability Management Plan

(SMP) it is essential to provide comprehensive training and capacity-building programs. These programs will equip all staff with the knowledge, skills, and motivation needed to support and contribute to our sustainability initiatives.

Training Programs

We will develop and deliver a range of training programs tailored to different aspects of sustainability. These programs will cover key areas such as environmental conservation, waste management, water and energy conservation, and single-use plastics reduction. Each program will be designed to provide practical knowledge and actionable strategies that staff can implement in their daily activities. Regular training sessions will be conducted to ensure continuous learning and development. These sessions will include workshops, seminars, and hands-on training activities. They will also receive training on how to engage guests in sustainable practices and promote eco-friendly experiences.

Capacity Building

Capacity-building efforts will focus on enhancing the overall sustainability competence of our staff. This includes n fostering a culture of environmental stewardship and social responsibility. We will create opportunities for staff to participate in sustainability initiatives and projects, allowing them to apply their knowledge and gain practical experience. Additionally, we will encourage staff to participate in external sustainability certifications and training programs to further enhance their skills and understanding.

Specific Training Initiatives

To address the specific objectives of the SMP, we will implement targeted training initiatives. For instance, to reduce single-use plastics, staff will be trained on identifying areas where plastics are used and finding sustainable alternatives. They will also learn how to educate guests on

the importance of plastic reduction and provide them with reusable options. For waste management, staff will receive

training on implementing food waste reduction strategies, such as portion control and techniques to minimise food waste in the preparation stage. They will also learn how to use technology for waste tracking and reporting. Water and energy conservation training will focus on the use of water-saving technologies, energy-efficient practices, and the benefits of renewable energy sources.

The effectiveness of training and capacity-building programs will be monitored and evaluated regularly. We will track participation rates, assess knowledge retention, and measure the impact of training on sustainability performance. Feedback from staff will be collected to continuously improve the programs and ensure they meet the evolving needs of our workforce.

By investing in a comprehensive training and capacity-building programs, Raffles Seychelles aims to empower its staff to become active contributors to our sustainability goals. This commitment to education and engagement will foster a culture of sustainability, driving continuous improvement and ensuring the successful implementation of our Sustainability Management Plan.

COMMUNITY DEVELOPMENT

Community development is supported by the Raffles Seychelles CSR policy, which states that the resort recognizes its role and responsibilities in contributing to the sustainable development of the communities in which it operates. This policy aims at maximizing the return on community investments and their impact on the local community. We have identified unique areas of involvement where we can actively support our local communities and engage in a mutually rewarding way with our stakeholders.

Education: Supporting initiatives focused on vocational training and skills development that improve employability in the tourism and hospitality sector through the Lospitalite Tourism Club and other programs.

This is done by taking on interns from educational establishments and supporting their growth and development.

Healthcare: Supporting initiatives aimed at enhancing the health and well-being of local communities. We look into schemes of donating to the island health facilities.

Cultural Preservation: Supporting initiatives aimed at enhancing the ability of small businesses that are strategically linked to business needs to perform more effectively to create economic growth. We strive to buy from local producers and support local fishermen.

Environmental Protection: Supporting initiatives that help protect the integrity of the environment. We are committed to protecting and maintaining our marine environment, chiefly our house reef, which is adjacent to the Curieuse Marine Park. We have an in-house project in partnership with Nature Seychelles, a renowned NGO focussing on coral activities who conducts regular checks of the health of the reef, and are proud to say that until now, we have consistently maintained the biodiversity of the reef. We also want to support initiatives that use innovative products and services to help solve environmental problems. We also support local initiatives focused on reducing marine plastic pollution, engaging in beach clean-ups, and educating the community about the impacts of plastic waste.

COMMUNICATION AND ENGAGEMENT

Effective communication is crucial for building a shared understanding of our sustainability goals and initiatives. We will establish clear communication channels to keep staff informed about sustainability

policies, targets, and progress. Regular meetings and digital platforms will be used to share updates, success stories, and best practices. Engaging staff in the development and implementation of sustainability initiatives is key.

We will encourage staff to contribute ideas, provide feedback, and actively participate in sustainability projects. Recognition and reward programs will be implemented to acknowledge and celebrate the contributions of staff members who demonstrate exceptional commitment to sustainability. To ensure that stakeholders have a meaningful voice in the management and operation of our business, we have also developed various programs aimed at soliciting input and feedback from both staff and customers. These programs are designed to promote transparency, inclusivity, and collaboration, allowing us to make more informed decisions and drive continuous improvement.

For Staff Engagement

- We will implement direct feedback to department heads or managers, and have regular feedback sessions during Departmental meetings and training sessions.

We will establish the Sustainability Committee to provide input on sustainability initiatives, environmental policies, and operational decisions. This committee will meet monthly to discuss ideas, review progress, and make recommendations for improvement.
- We will convene regular forums to create opportunities for staff to voice their opinions, share ideas, and provide feedback on organizational policies and practices, and also discuss ideas and suggestions related to sustainability initiatives. These forums will provide a platform for open dialogue and collaborative problem-solving.
- We will include sustainability feature in the annual staff engagement surveys.

- We will place physical and digital suggestion boxes in common areas to encourage staff to submit suggestions, ideas, and feedback anonymously.
- We will implement recognition and reward programs to acknowledge and celebrate the contributions of staff members who demonstrate exceptional commitment to sustainability.

For Customer Engagement

- We will implement automatic email surveys, satisfaction surveys, and feedback channels on different platforms to gather input from customers on their experiences and suggestions for improvement.
- We will develop and put in place interactive platforms on our website and social media channels to allow customers to engage directly with the business, ask questions, and provide feedback in real-time.
- We will conduct periodic focus groups with a diverse sample of customers to gather in-depth insights into their preferences, expectations, and satisfaction levels.
- We will review and consider customer feedback in our management and operational decisions to ensure their insights and suggestions are integrated into our sustainability efforts.
- We will include representatives from all departments to ensure a diverse range of perspectives on the sustainable management. This team will be responsible for informing and teaching colleagues about implementing sustainability measures on a day-to-day basis, collecting new ideas, and discussing their feasibility with the management team.

COMMUNICATION OF THE SMP

Internal

To ensure all staff members are aware of and understand the Sustainability Management Plan, we will implement the

following internal communication strategies:

- The SMP will be a key agenda item in monthly Management Meetings and quarterly briefings, ensuring continuous engagement and understanding among all employees.
- Quarterly training sessions will be conducted to educate staff on sustainability practices, updates to the SMP, and their role in achieving sustainability objectives.
- Monthly internal newsletters will feature updates on sustainability initiatives, progress towards goals, and success stories to keep all staff informed and motivated.

External

To effectively communicate the Sustainability Management Plan to external stakeholders, we will utilize the following strategies:

- Quarterly newsletters and targeted mailings will be sent to suppliers, clients, owners, and other stakeholders, providing updates on our sustainability initiatives and achievements.
- The concepts and policies of the SMP will be included in the company brochure and purchasing policy documents, highlighting our commitment to sustainability and engaging our suppliers and clients in our efforts.
- Press releases and media briefings will be organized to promote major sustainability milestones and initiatives, enhancing our visibility and reputation as a sustainable business.
- Annual Sustainability Reports will be published and distributed to all external stakeholders, detailing our progress, challenges, and future plans. This report should cover areas such as new criteria complied with, new initiatives undertaken, and improvements in energy, water, and waste consumption.

CONCLUSION

This Sustainable Management Plan (SMP) is a comprehensive framework designed to ensure Raffles Seychelles adheres to the highest standards of environmental stewardship, guest satisfaction, waste management, water and energy conservation, staff welfare, and community engagement. By setting clear objectives, implementing targeted actions,

and establishing robust monitoring and evaluation mechanisms, we are committed to continuous improvement and regulatory compliance.

The SMP focuses on several key areas, environmental preservation, where we are implementing waste management strategies while promoting biodiversity through responsible practices and partnerships. For guest engagement, we are developing eco-friendly activities and eliminating single-use plastics in guest amenities. We will also launch educational programs to raise awareness about local culture and environmental conservation. In terms of waste and resource management, we are committed to reducing food waste, minimizing packaging, and promoting composting, with progress monitored through advanced tracking technologies and regular reviews.

Water and energy conservation efforts include setting reduction targets, investing in energy-efficient and water-saving technologies, and implementing solar energy solutions and water bottling facilities on-site.

Staff welfare and community engagement are prioritized by ensuring fair wages, promoting diversity, offering training on sustainability practices, and supporting local suppliers and socio-cultural initiatives, fostering a strong community connection. To ensure the effectiveness of the SMP, we will regularly review and adjust our strategies based on key performance indicators and evaluation findings. We are committed to maintaining

transparency and accountability by communicating progress and updates internally and externally.

Additionally, we will allocate necessary financial, human, and technological resources to support the implementation and continuous improvement of the SMP. Our commitment to sustainability is unwavering. By integrating sustainable practices into every aspect of our operations, we aim to create a positive impact on the environment, our guests, our staff, and the broader community. This SMP is not just a plan but a dynamic roadmap guiding us towards a sustainable and prosperous future.

“Let’s make sustainability a driving force for more, embedding it into everything that we do.”

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SUSTAINABILITY MANAGEMENT PLAN (002)

Final Audit Report

2024-11-06

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