



# **SUSTAINABILITY MANAGEMENT PLAN 2024**

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## FOREWORD BY THE RESORT MANAGER

Tropical Greetings From Desroches.

Living sustainably on Desroches Island is not just a trend for us at Four Seasons, it is a way of life! As the resort manager, I am proud to say that we have taken significant steps to reduce our environmental impact and promote sustainability in every aspect of our operations.

One of the most important initiatives we have implemented is the elimination of plastic usage throughout the hotel. From replacing plastic bottles with glass ones to using biodegradable straws, we are committed to reducing our plastic footprint and protecting the pristine environment of the island.

Recycling is another key component of our sustainability efforts. We actively recycle glass, cans, kitchen and engine oil, and even water for irrigation and laundry use. By recycling and reusing as much as possible, we are able to minimize waste and conserve valuable resources.

Our partnership with IDC Island Development Company has allowed us to install solar panels on the island, providing us with 100% renewable energy. This not only reduces our carbon footprint but also sets an example for other luxury resorts to follow suit.

In addition to these initiatives, we also engage our guests in sustainability practices through various activities such as beach clean-ups, tree planting, and farm-to-table dining experiences. By raising awareness and involving our guests in our sustainability efforts, we hope to inspire them to adopt more eco-friendly practices in their own lives.

With the increasing number of resort occupants, in the busy period the resort purchases approximately 500-750kg per month of perishables from the agricultural farm managed by IDC on Desroches Island. Additionally, we procure a minimum of 250 eggs daily from the chicken farm on the island. Aside from enhancing the guest experience, this practice enables us to enjoy the freshest produce, maintain high product quality with no chemical usage, and significantly reduce the need for domestic flights to transport these perishables. Previously, these perishables would have required two to three domestic flights per week, resulting in a 460-kilometer (286-mile) round trip from Mahé and consuming 6,800 liters (1,800 gallons) of fuel.

As we continue to expand our commitment to sustainability, we look forward to further reducing our environmental impact and setting a new standard for luxury travel that is both luxurious and environmentally responsible. Everyone is welcome to Desroches Island to experience the beauty of sustainable living firsthand.

Regards,

**Budi Widodo**  
**Resort Manager**  
**Four Seasons Resort Seychelles at Desroches Island**



## PURPOSE

The Sustainability Management Plan (SMP) is to ensure that decision making within the company contributes to achieve its objectives, in order to improve its sustainability, reduce its long-term environmental impact and increase the welfare of employees, guests and of the environment that surrounds us. The SMP is to guide management, decision making and the daily operations of the business in a sustainable manner, in considering the environmental, socio-cultural, quality and health & safety issues.

1. To demonstrate management commitment to comply with the environmental laws and regulations of the Seychelles.
2. 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.
3. To present mitigation strategies and actions for the control of pollution, waste minimization and resource conservation by effectively practicing Reduce, Reuse and Recycle wherever possible.
4. 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 Four Seasons Seychelles at Desroches Island and its integration with all team members, customers and guests, business partners, owners, other stakeholders and the environment at large.

## REFERENCE

Green Globe Certification Standard and Guide to Certification.

## FOUR SEASONS SEYCHELLES AT DESROCHES ISLAND' VISION:

Since its opening in 2018, Four Seasons Seychelles at Desroches Island has been incorporating sustainable tourism principles and practices into its operation.

Four Seasons Desroches Island Management continuously strive to refine their level of understanding of sustainability and take time to review sustainable practices in order to implement improvements wherever possible.

Our Sustainable Management Plan ensures long term profitability for the resort, which will benefit its team members, customers, business partners, owners, other stakeholders and the environment at large.

Green Globe being the premier global certification for sustainable travel and tourism, has motivated us to take on the challenge and become recognized as a green Resort. We began the process in order to obtain the Green Globe certification by 2023 and it is our aim to continually improve our sustainability efforts, and to achieve in a consistent way improvement in connection with our yearly review.

Our Sustainability Management Plan encompasses four key areas:

- I. **Environmental** – to be actively involved in conserving resources, reducing pollution, conserving biodiversity, ecosystems and landscapes.
- II. **Socio-cultural** – to be involved in corporate social responsibility actions, community development, local employment, fair trade, support local entrepreneurs, respect local communities, implement a policy against commercial exploitation, equitable hiring, team members protection and last but not least, that our business does not jeopardize the provision of basic services, such as water, energy or sanitation to neighboring communities.
- III. **Quality** – any activity that can sustain itself economically through creating competitive advantages within the industry with inspired service that not only meets, but exceeds guest expectations; it continues to contribute to the economic well-being of the surrounding community through local ownership, employment, buying local products, etc. A sustainable business should benefit its team members, customers, business partners, owners, other stakeholders.

- IV. **Health & Safety** – Four Seasons Desroches Island complies with all established health and safety regulations, and ensures that both guest and team members protection instruments are in place.

## **CORPORATE VALUES**

At Four Seasons, Corporate Values are much more than a program or a policy; they define who we are and inform the decisions we make. The company's guiding principle is the Golden Rule, and as such Four Seasons strives to have a long-lasting, positive influence on the communities where we operate and on the people we employ and serve around the world. We believe that this is integral to our success as a company. This commitment is expressed consistently in our actions, through three Corporate Values.

### **Building Communities:**

Four Seasons is committed to being a responsible and caring community partner, by having a positive economic impact and supporting community goals, both within and outside the hotel. We engage in innovative training and mentoring programs for young people; support those in need; and celebrate the diverse cultures where Four Seasons operates.

### **Advancing Cancer Research:**

Four Seasons is committed to supporting both local efforts and broader campaigns whose goal is the eradication of cancer. Through the collective efforts of the company's hotels worldwide, Four Seasons annually raises significant funds and awareness for cancer research.

### **Supporting Sustainability:**

Four Seasons involves employees and guests in the common goal of preserving and protecting the planet. We engage in sustainable practices that conserve natural resources and reduce environmental impact. As importantly, sustainable tourism will enhance and protect the destinations where Four Seasons operates for generations to come.

By acting in a manner consistent with our Corporate Values, Four Seasons will continue to seek opportunities to enrich and contribute positively to the global community.

## **A. SUSTAINABLE MANAGEMENT**

### **A1. Implement a Sustainable Management Plan:**

Four Seasons Desroches Island is committed to achieving sustainable practices to conserve natural resources and safeguard the local environment. Becoming more sustainable means that our resort must continuously try to improve our performance on issues such as:

- Reducing waste and pollution
- Setting up a system for waste sorting and recycling
- Conserving energy and water
- Protecting and enhancing habitats and wildlife on the property
- Engaging with the local community

It also means providing opportunities for our guests and our staff to learn more about the local environment around the resort and encourage them to help us protect it.

We work in partnership with local environmental organisations that can help us along our journey toward sustainability. For example, we work with ICS (Island Conservation Society) whose main objectives are to protect the marine and terrestrial environments, to rehabilitate, monitor and research the environment, to educate staff and guests and to make sure Desroches Island is an environmental rehabilitation success through a partnership of ecotourism and conservation.

### **A2. Legal Compliance:**

The resort is licensed according to the Laws of the Republic of Seychelles and is in compliance with all relevant international and local legislations and regulations, including Health & Safety, labour rights, human rights, environmental laws and insurance policies. To ensure the company's legal framework and being up to date in the way forward, the hotel is a member of Seychelles Hospitality and Tourism Association as well as the Seychelles Tourism Board.

### **A 3. Team Members Training:**

Our entire employee training is monitored and managed by the People & Culture department with a full time Training Manager which implements the general training management system.

Upon employment all Team Members are run through a three-day intensive course called "EMBARK", a comprehensive introduction to Four Seasons Resort Desroches Island. It is comprised of a variety of interactive sessions, either classroom or department based during which new staff are welcomed and introduced to the hotel, the employees and philosophy as well as the company values and mission. They learn about the core operating standards and confirm their commitment in delivering them.

All staff must attend these programs as a requirement for successfully completing the 90-days performance period. This includes:

- General information about the resort
- Grooming standards
- Health & safety including HACCP (through ECOSURE consulting)

- Emergency response and fire safety
- Sustainability Committee policy and processes
- HR policies and procedures
- Four Seasons Resort Desroches core standards
- Introduction of PC members, heads of departments and management team.

In addition, our commitment is to ensure that all personnel receive periodic training regarding their role in the management of environmental, socio-cultural, emergency and quality practices. Each department conducts their internal training, in which each staff is given instructions pertaining to their duties. Moreover, we encourage all our staff including the management and our guests to participate in our environmental awareness campaigns, which are regularly hosted in and around the Resort.

#### A.4 Customer Satisfaction

Because Four Seasons is the sum of the beliefs and actions of its people, it is critical that we clearly understand the company goals and that we share a common philosophy and attitude towards our business.

##### **Who we are**

We have chosen to specialize within the hospitality industry, by offering only experiences of exceptional quality. Our objective is to be recognized as the company, which operates the finest hotels, resorts and residences wherever we are located, and to do so profitably. To achieve this distinction we must excel in all areas of our business. We create properties of enduring value using superior design and finishes, and support them with a deeply instilled ethic of personal service. Doing so allows Four Seasons to satisfy the needs and tastes of our discriminating customers, and to maintain our position as the world's premier luxury hospitality company.

##### **What we believe**

Our greatest asset, and the key to our success, is the people of Four Seasons. We believe that each of us needs a sense of dignity, pride and satisfaction in what we do. Because satisfying our guests depends on the united efforts of many, we are most successful when we work together cooperatively, respecting each other's contribution and the importance of our fellow workers.

##### **How we behave**

We demonstrate our beliefs most meaningfully in the way we treat each other and by the example we set for one another. In all our interactions with our guests, customers, business associates and colleagues, we seek to deal with others, as we would have them deal with us.

##### **How we succeed**

We succeed when every decision is based on a clear understanding of, and belief in, what we do, and when we couple this conviction with sound financial planning. We expect to achieve a fair and reasonable profit to ensure the prosperity of the company and our shareholders, and to offer long-term benefits to our customers, our employees, our owners and our shareholders.



## Our Operating Principles

1. To provide our customers with a product and level of service that is consistently excellent and outstanding value in terms of quality and satisfaction.
2. To understand our customers and to be sensitive to their needs.
3. To train and stimulate our fellow employees and ourselves so that the service we give will be performed with courtesy and an ever-increasing degree of intelligence, care and pride, but without waste or extravagance.
4. To deal with others as we would have them deal with us. In particular, we must:
  - *Recognize the personal contribution of everyone in the company to our business success;*
  - *Provide support and co-operation so that each of us can realize our full potential;*
  - *Encourage each other to contribute ideas which will enable us all to become more effective;*
  - *Be sensitive to each other's needs and create a climate which encourages long-term, satisfying employment*
5. To persistently seek ways to maintain a competitive position in all our actions, but never to compromise our principles or the Company's long-term goal for the sake of short-term profit.
6. To expect a fair and reasonable reward for our efforts in the pursuit of excellence.

### A.5 Accuracy of Promotional Materials

All communication regarding promotional material at Four Seasons Desroches goes through the Sales & Marketing team and is in line with Four Seasons Seychelles principles, local regulations and cultural norms.

We do not overpromise or mislead our guests; our promotional materials are truthful and do not promise more than can be reasonable expected by the customers.

### A.6 Local Zoning, Design and Construction

Coralline island of Amirantes Group, with a land area measuring 394 hectares, Desroches is the largest island in the Amirantes lying 230 kms southwest of Victoria.

In 1835, when the island was first settled, casuarina trees were planted, providing timber for construction and firewood. In the 1880s, copra became the major source of income. By 1983 Desroches was producing 8000 coconuts a day (over 200000 a month).

The island is equipped with an airfield and is also accessible by sea.

The first hotel was built in 1987 by IDC and it has just undergone 2 years of extensive renovation and expansion to bring it to 40-rooms.

Official re-opening was in March 2018. The hotel is being operated by Four Seasons.

IDC also provides staff accommodation within the IDC village, located in the centre of the island where there was a settlement since the old days.

A Land Use Plan for the island earmarking economic developments, has been produced with financing from GOS-UNDP-GEF Programme Coordination Unit.

### A.7 Interpretative Tourism

We inform our guests about the local environment, local culture and cultural heritage through various means; through entertainment, culinary experiences and cultural talks.

Special Culinary Experiences are held every week such as Kreol Night at the rubber tree and Indian Night at the Water's edge in Claudine– serving exotic and local delicacies.

On arrival to the resort, each guest is greeted with a welcome drink at the Welcome Lounge to familiarize with the surroundings

Many island activities are offered to the guests in order for them to discover an enriching sanctuary, where lush forests and pristine beaches are home to indigenous fauna and flora:

- Tortoise feeding and adoption

Cycle over to the Tortoise Sanctuary to learn about our island's oldest residents. After you've gotten to know these gentle giants, you may fall in love with them! You can sponsor the growth of a juvenile tortoise by adopting them for a year, helping the Island Conservation Society to continue the great work they do in conserving them.

- Guided turtle beach walk

Join the FS Island Conservationist to see if you can spot hawksbill turtles coming to the beach to lay their eggs, a special moment that you could witness just once in your lifetime! Two species of turtles can be found nesting on the beaches of Desroches –Hawksbill turtles from September to March and green turtles nest annually often emerging at night.

- Trail running

Veer off the beaten path and immerse yourself in nature on Desroches, every inch of the island is waiting to be explored. Discover your favorite trail on the 14 kilometers of forest paths that traverse the island's terrain.

- The Desroches Challenge

Seasoned walkers will enjoy this 4-6 hour trek across 14 kilometers of uninterrupted beach framing the coast of Desroches Island, you will be provided with a backpack stocked with water and trail snacks. You will be welcomed back with a chilled fruit platter and refreshing drink after conquering the largest of the Outer Amirante Islands. Don't forget your hat and sunscreen, and walking shoes.

- Scuba diving

Home to some of the best diving in the Seychelles, Desroches Island is blessed with flourishing marine life and has a very unique morphology of dive sites due to being an atoll island. Visit the Blue Safari team at the Castaway Centre to book your diving experience and explore over 18 classified dives sites, offering an array of wall dives, tunnels, deep caves, passages and swim throughs.

- Snorkeling trips

Submerge yourself in the underwater beauty surrounding Desroches Island on a guided snorkeling trip with Blue Safari team, available as a group activity or on a private basis. Cruise further afield to discover some of the most remote and untouched snorkeling sites during a full or half day outer island trip to one of our nearby, remote atolls.

The Blue Safari team can also assist you with fittings, then you can head directly into the nearby water to see marine life such as rays and turtles swim right below your vessel.

- **Surfing**

Catch the perfect wave in paradise and learn from the pros at Tropicsurf. Coaching is available for beginners, starting in the calm waters of Sunset Beach and surrounding sand-bottomed waves, through to intermediate and competent riders on the outer coral reef breaks around Desroches Island.

- **Non-motorized water sports**

Stand-up paddleboarding (SUP) is the perfect way to explore the tranquil sea surrounding the island. Pick up a SUP and take to the waters for a gentle workout, testing your core balance as you admire the beautiful views above and below the surface.

## A.8 Communications Strategy

We communicate with our guests and visitors to the resort and the website in a comprehensive manner. Our implementations, plans and strategy for a sustainable operation are clearly defined, as well as our involvement with the local community and other charity work.

Helping to protect the environment is everyone's business, including guests. Here are a few eco-friendly actions we ask our guests to consider taking while on vacation at the resort:

- Be energy wise - Conserve energy by turning off lights and air conditioners when you leave your room. Keep the windows closed when the AC is on.
- Be water wise – Opt into our Green Option by leaving the Tortoise conservation card on your bed so we change your sheets every three days, instead of daily. Take short showers and turn the taps off when not in use. Let our Housekeeping team know if you'd like to use your towels a few times before putting them in the laundry. They will dry in minutes outside on a sunny day.
- Watch your waste - Recycle your plastic bottles from the general waste as segregated bins are placed around the island.
- Eat local – Locally produced foods have a lower carbon footprint, plus they are fresher and more nutritious. Be sure to try out some of the local specialties in our restaurants.
- Support the local economy - Buy locally made crafts and other souvenirs. Avoid buying shells, corals, shark jaws or other souvenirs that degrade natural ecosystems.
- Donate one euro per night to the Green Fund – support ICS in their work of restoration and conservation.

## A.9 Health and Safety

At Four Seasons Resort Desroches Island Safety is important to all of us. Making and keeping a safe working environment is considered everyone's responsibility. Only by working together as a team with consideration for one another can we enjoy a safe, healthful working environment. In order to create and maintain a safe working environment, staff is asked to follow these policies:

- Read, be familiar with and follow all safety measures presented to me in training and orientation;
- Report any unsafe conditions or potential hazards to a supervisor or other management representative immediately;

- Report any behavior that indicates a propensity for violence (such as threats, physical aggression, or the possession of weapons) to a supervisor or other management representative immediately;
- Report any accident or injury which occurs to a staff member, a fellow employee, or a guest of the Hotel to a supervisor or other management representative immediately; and
- Read and follow operating instructions on any equipment or machinery staff may use.
- Report any repairs or maintenance needed on any equipment or machinery staff may use.

**Lead With Care: Four Seasons Enhanced Global Health and Safety Program**

Lead With Care, our enhanced health and safety program, was founded in May 2020 in collaboration with Johns Hopkins Medicine International and provides a comprehensive framework focused on the health, safety and security of our employees, guests, and residents worldwide.

Today Lead With Care continues to evolve and is focused on driving performance and reducing risk. LWC applies to all Four Seasons locations globally and is focused on driving performance and reducing risk in the following areas:

- Property and Life Safety Systems
- Food Safety
- Hygiene
- Medical Services and Response
- Occupational Health and Safety
- Physical Security

**A. 10 Disaster Management**

Four Seasons Desroches Island takes Disaster Management very seriously and takes into account the six C's – Confirm; Clear; Cordon; Control; Check; Communicate.

The disaster management plan is in place for all incidents including:

- Fire
- Hurricanes, Cyclones or major weather events
- Earthquakes & Tsunamis
- Chemical/Fuel spillage

All emergency lighting, generators, fire equipment as well as all safety, personal protective (PPE) and survival equipment are in place and regularly tested and maintained by Engineering and Security teams.

Annual drills are held involving all staff, where a real disaster is simulated and practice responses are undertaken. All drills are observed by independent parties and observations and reports written.



## **B. SOCIAL/ ECONOMIC**

### **B.1 Community Development**

This section is supported by the Four Seasons Golden Rule: Do unto others as you would have them do unto you.

Through our community investment initiative, 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.

- a) Education: Supporting initiatives focused on vocational training and skills development that improve employability in the tourism and hospitality sector. This is done by taking on interns from local educational establishments and supporting their growth and development. Further job opportunities are offered within the company.
- b) Cultural Preservation: Supporting initiatives aimed at enhancing the ability of small businesses that are strategically linked to business needs to perform more effectively in order to create economic growth. We regularly buy from local producers and support local fishermen.
- c) Environmental Protection: Supporting initiatives that help protect the integrity of the environment. In collaboration with ICS, initiated and developed a tortoise adoption program to assist with the breeding and rearing of tortoises before they are released into the wild. We also want to support initiatives that use innovative products and services to help solve environmental problems.

### **B.2 Local Employment**

Four Seasons Desroches Island proactively supports the recruitment and development of Seychellois nationals at various managerial level positions across its operational and support functions, with a view that such Seychellois nationals will be supported, mentored and guided to grow and move into leadership positions across the company.

### **B.3 Fair Trade**

Fair trade within Four Seasons Desroches Island is driven by the "Public Procurement Act" and Public Procurement Regulations in the Seychelles which is governed by the following fundamental principles — transparency; competition; economy; efficiency; fairness; and accountability. Four Seasons Desroches Island ensures the use of right methods to select suppliers and procure goods and services at the right quality, price, time, source and delivery while protecting the company.

### **B.4 Support Local Entrepreneurs**

Four Seasons Desroches Island engage and promote local entrepreneurs dealing with local products such as handcrafts, food/beverage, cultural performances, or other goods and services, to sell directly to guests, where feasible.

### **B.5 Respect Local Population**

Specific measures are adopted to promote an understanding and respect of local cultures and customs such as the training Creole Melting Pot. An appropriate and documented Code of Behavior in relation to respect for local populations is integrated into operations and supported by educational programs and materials.

#### B.6 Exploitation

Four Seasons is committed to creating and maintaining a work environment that is free from any type of harassment, one which is designed to permit and encourage staff to achieve the highest level of personal productivity and quality of life. This environment is one that is fair, humane and responsible—an environment that supports, nurtures, and rewards career goals on the basis of such relevant factors as ability and work performance.

Four Seasons is committed to providing a workplace in which staff is treated in a non-discriminatory manner. This policy strictly prohibits acts of harassment by, or against, staff on the basis of race, colour, sex, gender (including gender identity and gender expression), national origin, ancestry, citizenship, religion, creed, age, medical condition, pregnancy, marital status, disability, sexual orientation, genetic information, military service or veteran status, or other protected status under federal, state or local law.

This policy applies to all people involved in the operations of the Resort, and prohibits such harassment by any employee, including supervisors and co-workers, as well as independent contractors. In addition, all reasonable steps will be taken to protect staff from harassment by non-employees. Violation of this policy against unlawful harassment will result in discipline up to and including immediate termination.

The harassment precluded by this policy includes any harassment against an individual because that individual is perceived to have any of the characteristics mentioned above or is associated with a person who has or is perceived to have any such characteristic.

Prohibited harassment includes, but is not limited to, the following:

- Verbal harassment, such as name-calling, derogatory comments, jokes or slurs, and unwelcome sexual advances, invitations or comments;
- Visual harassment, such as derogatory posters, cartoons, drawings, emails, text messages, electronic images, and gestures, or sending suggestive, obscene or inappropriate letters, emails or notes;
- Physical harassment, such as patting, pinching, touching, blocking normal movements, and other interference with work;
- Threats or demands to submit to sexual requests to keep the job or avoid some other loss, and offers of job benefits in return for sexual favours;
- Continuing to express sexual or inappropriate interest after being informed that the interest is unwelcome.

The Company also strictly prohibits retaliating against any employee who reports or threatens to report unlawful harassment or discrimination or who cooperates with an investigation of a complaint, or supported such a complaint.

Retaliation is absolutely prohibited and can consist of threats, reprimands, negative performance evaluations, hazing, bullying tactics, and any other types of adverse treatment by a manager or co-worker. Any employee who engages in retaliation will be disciplined, up to and including immediate termination.

Conduct of Four Seasons employees while performing their duties outside the workplace shall also be governed by this policy. If staff wishes to report a claim of harassment, they should speak with their immediate supervisor, the Assistant Director of P&C, or any member of the Planning Committee. In the absence of the Assistant Director of P&C, staff may report a complaint to any member of the People & Culture staff. A prompt, thorough and objective investigation of all allegations of unlawful harassment will be conducted.

If we determine that prohibited harassment has occurred, we will take appropriate action and act to deter any future harassment or retaliation. Staff is made to understand that it is their responsibility to promptly report any incidents of harassment so that complaints and problems can be quickly and fairly resolved.

Staff is made to understand that the Company has a legal obligation to investigate claims of unlawful harassment. However, the Company will be as discreet as possible, and in the course of conducting its review will discuss concerns only with those whom the Company determines necessary in order to conduct a proper investigation and achieve an effective resolution. Further, as mentioned above, the Company will not tolerate any retaliation against a reporting staff member or any person who registers a complaint of illegal harassment or supports a co-worker's complaint.

#### B.7 Equitable Hiring

Our guests and employees come from every part of the world. Our languages, religious beliefs, cultures and traditions are varied and may not be familiar to each of us. Our goal is that each person will feel respected and welcomed, will sense our wish to understand and value each other's differences.

It is our policy to respect the customs and traditions of our guests and employees in all circumstances, except where doing so will either be breach of law or would create tensions or difficulties between or among people based on conflicts between their beliefs or traditions. If I feel, at any time, that the comments or actions of management, guests or employees are offensive, I will immediately talk to the Assistant Director of P&C or the Resort Manager.

We strive to treat every employee with dignity and respect. We strive to be fair and just. We always endeavor to select and retain the best-qualified individuals based upon job-related qualifications and regardless of any protected group status under the law. This policy includes recruitment, selection, development, transfers, promotions, scheduling, learning assignments, discipline, compensation, benefits, separation, or any other term of employment.

We do not permit intimidation, coercion or harassment of any kind. If staff feels that they are the subject of such behavior, they are requested to bring the situation to the attention of the Assistant Director of P&C immediately and may pursue the appropriate steps of C.A.R.E. In the absence of the Assistant Director of P&C, staff may report any complaint to any member of the Planning Committee, including the Resort Manager, or the People & Culture staff.

#### B.8 Team Members Protection

Salaries and benefits exceed national regulations, and all payments required by law into insurance and pension funds are made on behalf of all team members. Overtime is paid for hours worked beyond the established work in accordance with Seychelles labour law.

Week hours and working hours do not exceed the legal maximum established by the labour law, but being a hospitality industry at times a need might arise to work additional hours, team members are accordingly remunerated as per the policies outlined.

#### B.9 Basic Services

The activities of the business have not impacted or jeopardized resources or services in the local area or neighboring communities in any negative manner. The activities of the business generate a number of secure jobs and reflect a positive influence in the community.

#### B.10 Local Livelihood

Since the resort is located on a remote island and is the only establishment on Desroches Island, its activities do not affect any of the other islands around. Access to land, water, housing, right-of-way and transport for any neighbouring communities has not been impacted at all. On the contrary, the activities of the business contribute to the economy of neighbouring islands by creating jobs and buying from them.

#### B.11 Bribery and Corruption

Four Seasons Desroches Island prohibits all forms of bribery, directly or through third parties, including employees from soliciting, arranging or accepting bribes.

No direct or indirect contributions to political parties, etc, is made, as a way of obtaining advantage in business transactions.

Four Seasons Desroches Island will not deal with contractors and suppliers known or reasonably suspected to be paying bribes. Due diligence is undertaken in evaluating prospective contractors and suppliers to ensure that they have effective anti-bribery Program.

The element of avoidance of bribery and corruption is supported by:

- Code of Business Conduct and Ethics
- Bribery Act
- Anti-bribery/Corruption clause

## **C. CULTURAL HERITAGE**

### **C.1 Code of Behavior**

Staff should use the following procedure to address any concerns about dishonest or fraudulent behavior in the course of employment. At a staff member's request, the Assistant Director of P&C may assist at any point in this complaint process.

It is the staff's obligation to immediately report any hotel activity or employee conduct that they believe is dishonest or fraudulent to a supervisor. If for any reason it is not appropriate to report a concern to the supervisor, they may directly contact a "two-up" supervisor. If it is not appropriate to report a concern to a "two-up" supervisor, staff may contact the Resort Manager or Regional/Senior Vice-President. Staff is asked to be cautious not to make baseless allegations, which are made with intentional disregard to the truth. Staff is made to understand that they are subject to discipline up to and including immediate termination if they do so.

The Company has also engaged a third party called Ethics Point, which provides staff with the option to submit, on a confidential and anonymous basis (to the fullest extent possible consistent with applicable law), good faith reports relating to violations of the Code of Business Conduct and Ethics. If they have a good faith concern about illegal or unethical behavior they can report the concern either online at <http://ethics.fourseasons.com> which is available in 55 languages, or over the phone.

### **C. 2 Historical Artifacts**

Historical and archeological artifacts are not sold, traded, or displayed. Business complies with laws, standards and regulations concerning the protection of historical sites and cultural heritage.

### **C. 3 Protection of Sites**

The Seychelles possess an extraordinary, natural beauty that transcends their reputation for picture-perfect beaches. Both marine and land-based conservation projects are rife, with the communities working hard to preserve their natural riches, including over 1,000 species of fish, the largest population of Aldabra giant tortoises and one of the largest seabird colonies in the world.

As the only resort on Desroches Island, Seychelles, the intention was to create an escape into the rustic, laidback nature of a secluded island with this intimate 40-key Four Seasons Resort. Its design had to fit the tropical climate upon materials selection. It drew inspiration from African aesthetics such as tribal crafts, black & white patterns and bold use of colours. Every home is different because it exudes the characteristics of the host. It also worked with experts from the Island Conservation Society to preserve the principles of ecotourism. With machine precision techniques absent, hand built aesthetics became a necessity. Hand rendered plastering, solid wood construction in lieu of veneer carpentry, beauty of manual concrete casting and the imperfections left behind by hand built formwork are celebrated as the design intent.

### **C.4 Incorporation of Culture**



Four Seasons Desroches Island places great emphasis on being a part of the local environment in regards to cultural and social activities, as well as incorporating the use of local food, and competencies from the local businesses. We take great pride in our vast network, and spend a lot of time and energy explaining our collaboration with local suppliers and businesses to interested parties.

#### **D. ENVIRONMENTAL**

##### **D.1 Conserving Resources**

Four Seasons Resort Seychelles at Desroches Island is also increasing its commitment to sourcing fruit, vegetables and a variety of fresh produce from the island's agricultural farm, which is operated by IDC. Currently occupying 2,500 square metres (27,000 square feet) of the island's fertile land, the agricultural farm will soon be expanded to 10,000 square metres (108,000 square feet) to allow the Resort to eventually source a minimum of 70 percent of all fruit and vegetables from the Desroches Island directly, with an order for 35 tons of farm produce already placed for 2022. In addition, the majority of eggs are already sourced from the IDC agricultural farm.

##### **D.2 Reducing Pollution**

Four Seasons Resort Seychelles at Desroches Island has recently celebrated the launch of the second largest solar plant in Seychelles, with more than 7,200 solar panels now in operation on Desroches Island thanks to the plant's implementation by the island owner Islands Development Company (IDC), which is responsible for the sustainable development of the outer islands in the Seychelles.

The new solar plant, which is capable of producing a minimum of 2,500 KW, will allow Four Seasons Resort Seychelles at Desroches Island – the only resort on the 6.5 kilometre (4 mile) long coral island in the Outer Amirantes – to reduce its dependency on Caterpillar diesel generators by 85 percent. The reduction in generator demand will lower diesel consumption by 1.3 million litres (292,000 gallons) annually, to deliver a saving of 3,200 tons in CO2 production per year, which is equivalent to 385 homes' energy use for one year.

The launch of the solar plant in Desroches is the fourth solar farm in the Outer Islands after Alphonse, Astove and Farquhar, which all now receive 95 percent of their energy from this renewable source. The net effect of these solar plants is that our carbon footprint on the Outer Islands will significantly improve, which will bring Seychelles closer to achieving its target of producing 15 percent of all energy sustainably by 2030.

The resort is self-sufficient in terms of water, which is produced by a EcoPure Water system. This water is safe to drink. The water purification system is produced in our in-house bottling plant and serve pure, filtered water to minimize the use of chlorine and we are using point of use filters combined with regular water tests conducted on a monthly basis by the Seychelles Bureau of Standards to ensure water purity.

To use water wisely we provide water saving tips for our guests and encourage them the re-use their towel and we are in the process to include also the bed sheets to avoid unnecessary washings.

Black and grey water is treated in our sewerage treatment plant, in which we use an aerobic / anaerobic plant to digest organic matter and to avoid strong odor. The effluents are tested regularly by the Seychelles Bureau of Standards for us to ensure that no bodies of water are polluted or affecting public health. All our treated wastewater is recycled be using it for irrigation

and firefighting purposes.

We sensitize our employees not to waste paper by printing double-sided and only if really needed. In addition, we set our printers on eco-mode and refilling our cartridges and toners as far as possible.

Retired towels, bed sheets, table cloth or uniforms are given to our staff to re-use it, depending on condition, cleaning cloths, waiter cloth, or housekeeping dusters. Retired TV's, computers or mobile phone are sold to our employees to re-use it in their home.

In Seychelles the facilities for recycling are very limited, nevertheless we are taking all options into consideration and exploring further potential to recycle as much as possible. We identified specified waste segregation actions by introducing a labeling system for our bins in the entire hotel and employee housing.

### D.3 Conserving Biodiversity, Ecosystems and Landscapes Wildlife Species

In 2007, Desroches Foundation was formed as a new NGO, bringing together Island Conservation Society, Islands Development Company, Ministry of Environment and hotel investors. An agreement was signed establishing a long-term basis for conservation and restoration of the ecosystems of Desroches. Each party remains independent, but recognises the need to cooperate for the successful delivery of conservation. Under the agreement all conservation and science related projects on Desroches are carried out by ICS unless an agreed alternative is authorised by a meeting of the foundation.

The ICS Conservation Centre was established in 2009. The main objectives are to protect the marine and terrestrial environments, to rehabilitate, monitor and research the environment, to educate staff and guests and to make sure Desroches Island is an environmental rehabilitation success through a partnership of ecotourism and conservation. The eastern end (around the old lighthouse) is home to nesting seabirds, called the Wedge-tailed Shearwater. This protected shearwater colony, was being restored to its former natural state by removing alien species. The area was replanted with native broadleaf trees. The rehabilitation of this vegetation will help restore the biodiversity of the island and create habitat for species we aim to introduce to the island. Since the establishment of a Conservation Centre in 2009 the sea turtle populations have stabilized and show signs of increase. The Tortoise Sanctuary hosts some of the oldest inhabitants of the island and also the new generation of Giant Aldabra Tortoise. The sanctuary also features a Native Tree Trail with information about the flora of Desroches.

Going forward, the beach crest around the island will be restored, starting at Bombay Beach. All alien species will be removed and replaced with indigenous salt tolerant shrubs, trees and creepers. This restoration will help to protect the beach crest, reduce erosion, act as a wind break and improve the nesting areas for the turtles. Guests of the island's only resort are encouraged to be conservation conscious. Guests can engage in educational tours at local, natural, cultural, historical or heritage sites to learn more about the local community, including joining the FS Island Conservationist on a walk or cycle around our lush island and exploring the indigenous plants and animals that call Desroches their home.

Our concrete aim is to ban single use plastics and reduce our use of water, electricity and waste in the course of the next year.

We are very aware that sustainability is an ongoing journey; therefore the Sustainability Management Plan will be reviewed annually.

The resort will continuously measure and monitor the following at planned intervals to verify that we are achieving continuous improvement in the field of sustainability:

- Electricity consumption

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- Water consumption
- GHG emissions
- Amount of waste generated by the resort

Our Sustainability Management Plan is supported by the following Policies and procedure along with other supporting documents:

1. FS Environmental Policy
2. FS supplier code of conduct Policy
3. FS Human Rights Policy
4. Preventive Maintenance Policy
5. GHG Reduction Policy
6. Pollution Policy
7. Health and Safety Policy
8. Business Ethics and Conduct Policy
9. Waste Management Plan
10. Environmental Impact Assessment Report
11. Landscaping Policy
12. Disaster Management Plan

## APPENDIX 1 – OUR ACTION PLAN 2024-2026

The following table provides a summary of some of the resort's plans to continually improve sustainability management.

THEME	ACTIONS PLANNED	2024	2025	2026
1.General management and operations of the resort	Integrate sustainability into Embark program	x		
	Address sustainability in town house meetings for staff	x	x	x
	Regular meetings of sustainability committee	x	x	x
	Notices about sustainability plan in staff areas	x	x	
	Notice about sustainability policy on website		x	
	Regular press releases about environmental initiatives at the resort	x	x	x
2.Sustainable waste management	Undertake regular waste audits		x	
	Set up recycling bins in guest/public areas		x	
	Staff training in recycling		x	x
	Investigate other ways to reduce and recycle waste as opportunities arise		x	x
	Participate in national training and other programs on sustainable waste management, as opportunities arise		x	x
3.Sustainable water management	Monitor water use records daily and map results to ensure no wastage of water	x	x	x
	Expand water re-use program for towels to include also bed sheets.	x		
	Install water savers into all faucets	x		
	Install automatic basins in the Heart of House bathrooms	x		
	Install automatic urinals in all areas	x		
	Explore rainwater harvesting potential for back of house			x
4.Energy conservation and efficiency	In the rooms we plan to installing motion sensors and window, door switches that appear to guests as an advanced digital thermostat that is easy to use.			x
	Install energy efficient LED lights to minimize our consumption of energy (indoors and outdoors)	x	x	
	Monitor power and gas records daily and map results to ensure no wastage of electricity or water	x	x	x
	Continue to implement preventive maintenance program records and reminds to conduct regular check-ups on all equipment to maximize efficiency	x	x	x
	Maintain the replacement of refrigerant gas to the most efficient and environmentally compliant	x		
	Conduct regular monitoring of all cooling equipment to ensure efficient performance	x	x	x
5.Staff welfare and training	Maintain and enforcement of current staff policies	x	x	x
	Special training sessions on sustainability issues for staff from different departments e.g., local procurement, energy efficiency, waste sorting etc.	x	x	x

6.Conservation of local biodiversity and ecosystems	Collaborate accordingly with ICS in rehabilitation and conservation activities	x	x	x
	Introduce coral reef rehabilitation program		x	
	Sustainable mosquito management to stop fogging and mist blowing by implementing mosquito traps from Biogents		x	
	Launch eco-guide book for visitors	x	x	
7.Local and organic Foods	Continue to source products from local farmers	x	x	x
	Continue to source from local fishermen	x	x	x
	Highlight use of local and/or organic ingredients in menu		x	x
	Host visits for local school children for island education in partnership with ICS	x	x	x
	Provide support to the community (books, equipment and support for outreach programs for kids)	x	x	x
	Continue to promote and host local musicians and artists within the resort	x	x	x
	Further develop partnerships with other Mahe based community groups (sports, arts & culture)	x	x	x
	Reef restoration demonstrations	x	x	x
	Spa to promote organic/ Eco-friendly products as part of treatments provided	x	x	x
	Sustainable resort boutique which would sell only brands that follow an environmentally or socially conscious ethos, for wear and accessories for women, men, and children (sustainable swimwear brands, hand- crocheted covetable cover ups, plant-based sunglasses)	x	x	x





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	Launch a Green Book for the guests		x	
	Creole culture & farm to table cooking classes for guests	x	x	x
	Guest awareness and sensibilization about eco-system (corals/local species/marine life talks) with the FS island conservationist	x	x	x