



# **SUSTAINABILITY MANAGEMENT PLAN 2024**

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## **FOREWORD BY THE RESORT MANAGER**

In our Resort there is an attitude of friendliness and it is of great importance that we convey this to our guests. Satisfied guests will tell their friends and associates about their favorable experiences at the Four Seasons Resort Seychelles.

Often, on that recommendation those friends and associates will come here to stay, helping all of us to become even more successful.

Our task as members of the Four Seasons Resort Seychelles is to constantly anticipate our guests' needs and to sense what would make them feel more at home and comfortable. It is also the little things that matter most to our clients - the way a napkin is placed, how clean the silver is, how a towel is folded, how smooth the sheets are on the bed.

But most of all it's the personal recognition of each guest that creates the atmosphere for which the Four Seasons Resort Seychelles is famous.

We will all do our utmost to take care of our guests and treat them as we would want to be treated.

To that end we will ensure that we take care of our environment and resources to ensure the continued success of the resort and the staff. With this in mind we have created this plan to ensure the sustainability of the resort's future. The sustainability plan addresses the following issues, which are consistent with the local and international principles of sustainable and responsible tourism:

- General management and operations of the resort– integrating sustainable practices across all departments and operations and ensuring that staff, guests and community partners all have opportunities to participate
- Sustainable waste management, to minimize waste going to landfill
- Sustainable water management
- Energy conservation and efficiency
- Staff welfare and training
- Conservation of local biodiversity and ecosystems
- Use of local and organic foods
- Partnerships with the local community to promote sustainable development
- Maximizing guest experience in a pristine environment with eco-friendly services

We count on the continued support of our sustainability partners, our staff and our guests to help us achieve the goals of our sustainability management plan and do our part to ensure a sustainable future for our resort and Seychelles.

Regards,

**Mary Bowens**  
**Resort Manager**  
**Four Seasons Resort Seychelles**

## 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 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' VISION:

Since its opening in 2009, Four Seasons Seychelles has been incorporating sustainable tourism principles and practices into its operation.

Four Seasons Seychelles 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 Seychelles 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 Resort Seychelles 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 organizations that can help us along our journey toward sustainability. For example, we work with Wise Oceans who train our staff and guests in marine education and conservation, and provide snorkeling and other marine discovery experiences such as reef restoration for our guests. Sustainability for Seychelles (S4S) provides guidance on reducing energy, water and waste at the resort and helps us to connect with other environmental groups in the local community of Baie Lazare. We also work closely with our local school and library in Baie Lazare, to provide opportunities to students and young people to learn more about their local environment, and access to information and resources to ensure the future protection of our incredible natural resources.

### **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 Learning 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 Seychelles. 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/ HACCP (through ECOSURE consulting)
- Emergency response and fire safety
- Four Seasons Environmental Policy
- HR policies and procedures
- Four Seasons Resort Seychelles 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 Seychelles 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 reasonably expected by the customers.

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

Four Seasons Resort Seychelles is located on the southwest coast of Mahé island at Petite Anse (little cove), approximately 18 km from the Seychelles International Airport. Coral reefs act like a barrier around Mahé and this island has been described as a living botanical garden. The island measures 27 km long by 6 to 11 km wide and is 142 km<sup>2</sup> in area. With a backdrop of towering 1000m granite peaks, Mahé is an extraordinary treasure trove of flora, an ideal base for discovery and exploration of the unspoiled Seychelles archipelago.

The Four Seasons Resort Seychelles is set within a dramatic terrain with granite boulders, jungle hills and a shoreline indented with private coves. It is a low-rise development of individual tree house villas, each with their own private plunge pool, comprising a hotel component of 67 villas and suites, and 27 private residences. The villas stand in an amphitheater-like topography that gazes west and slope steeply down the hill, with breathtaking views of the turquoise-colored Indian Ocean and the powder-fine white beach.



The resort is cognizant of the special beauty of the Petite Anse site and strives to take every effort to ensure that the hotel and its operations do not have a negative impact on the immediate environment or the local community.

#### 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 shows.

Special Culinary Experiences are held every week such as Griyaz Kreol – a BBQ experience on the sands of Petite Anse – and Romantic Beach Dinner.

Once a week, we have our Sware Kreol Night at Kannel Restaurant – Creole Night with live entertainment where our local band is wearing traditional clothing, showcasing singing, drumming and dancing and our chefs are preparing traditional food.

Four Seasons Resort Seychelles is nestled in the perfect environment for discovering the fauna and flora of the Seychelles islands. Whether guests are up for a vigorous hike or dive, or prefer a leisurely stroll around the grounds, they are sure to be treated to a close encounter with nature. Here are some of the top eco-friendly activities we suggest that guests try out:

- Hiking and jogging along the roads and paths

The steep terrain and great views provide a good workout and amazing photo opportunities! If you'd like a guide then please contact Concierge, who can arrange a running buddy for you!

- Scuba diving and snorkeling

Explore the sparkling blue ocean and all of its natural treasures with our friendly and knowledgeable WiseOceans team. Depending on the time of year, you might find yourself swimming with sea turtles only a few meters from the shore!

- Non-motorized water sports

A variety of eco-friendly water sports are available on site to help you discover the marine environment while keeping fit – try your hand at surfing, sailing, kayaking or paddle boarding. While out there, keep a look out for interesting wildlife like seabirds, turtles, rays and dolphins!

- Bird watching

Although you can do this from anywhere in the resort the freshwater wetland behind the beach is a particularly beautiful spot with large numbers of shorebirds, seabirds and songbirds.

- Nature safari

Explore the beach, wetland, forests, roads and paths around the resort to observe a wide variety of plants and animals in their natural habitat.

#### 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 Coco De Mer 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 and drink cans (just place them next to a bin and someone will collect them). Take your batteries home with you.
- 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 or during your outings beyond the resort.
- Discover Seychelles - Seychelles has a wide range of nature experiences on offer: marine parks, nature reserves, gardens, mountain trails, beaches, etc. We have great local guides who will ensure you get the most out of Remember to take home only photographs.
- Support the local economy - Buy locally made crafts and other souvenirs. Avoid buying shells, corals, shark jaws or other souvenirs that degrade natural ecosystems.
- Effective from 1<sup>st</sup> August 2023, the government of Seychelles introduced an environmental sustainability levy in effort to preserve the natural beauty of the islands.

#### A.9 Health and Safety

At Four Seasons Resort Seychelles 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 Seychelles takes Disaster Management very seriously and takes into consideration 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.

The resort uses the services of a third-party Fire company (SFRSA) to inspect, analyze, advice, train and certify all team members.

Emergency drills are organised involving all staff, where a real disaster is simulated and practice responses are undertaken.

### **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 activately 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 WiseOceans, initiated and developed a coral re-planting program to assist the rejuvenation of the coral reefs around the island, which are vital to sustaining the bio-diversity. We also want to support initiatives that use innovative products and services to help solve environmental problems.

## B.2 Local Employment

Four Seasons Seychelles 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 Seychelles 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 Seychelles 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 Seychelles 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 Director of P&C, or any member of the Planning Committee. In the absence of the 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 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 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 stretching from a coral beach to tropical hillsides and rock outcrops, and the business is operating only in this section, its activities do not affect any of the other individual or community 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 neighboring communities by creating jobs and buying from them.

## B.11 Bribery and Corruption

Four Seasons Seychelles 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 Seychelles 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 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.

The resort villas are built in traditional Creole style, or cool off in an infinity-edge plunge pool surrounded by a natural hardwood deck. The scenic beauty of the Seychelles is enhanced through our thoughtful architecture and design of structures as the resort is located on the southwest coast of Mahé, the granite-filled main island of the Seychelles, known for its white powder beaches and dramatic rock formations.

#### C.4 Incorporation of Culture

Four Seasons Seychelles 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 is highly committed to contribute in protecting and improving the environment.

Guests may notice that the Resort is barely visible from the sea, hidden by the lush natural vegetation that remained undisturbed even during the construction phase. Additionally, we have a state-of-the-art water treatment facility, and re-use grey water for all of our gardening needs. We compost garden waste and use native and low-impact plants for landscaping.

We are committed to purchase as much fresh and high-quality fish, meat and products from local fishermen and farmers as they are able to provide, thus supporting the local economy and reducing our carbon footprint. In addition, we are growing and harvesting our own fruits such as papaya, lime, mango and coconut.

We maintain the natural beauty of the wetlands and have employed specialists to advise on how we can maintain this area in its natural state and showcase this for our guests to experience. We



also maintain the Foumba ruins on the property ensuring that this historical feature is managed correctly and enjoyed by all of our guests.

We provide water saving tips for our guests and encourage them to re-use their towel and bed sheets to avoid unnecessary washings. Each guest accommodation is equipped with a sustainability card giving them the option to place this on the bed and notify us that they do not require their sheets or towels to be changed.

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. Our back-of-house toilets have paper-free hand dryers and amenities are provided in dispensers.

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.

We recognize that climate change poses a critical threat to our planet and its people. Our primary source of emissions is the energy used to operate our hotels, resorts, and residences.

Our property is taking steps to reduce our energy consumption through energy efficiency programs that focus on low- and no-cost upgrades and behavioural changes, as well as larger-scale investments in capital improvement projects such as energy efficient building systems.

We also recognize the critical nexus between climate change and water and that water availability and quality depend heavily on the location and context of water consumption. We are focused on reducing water consumption in our hotels, resorts, and residences around the world, with particular attention to regions where water is scarce.

#### Energy, carbon, and water

Every year, reduction goals are determined based on efforts to reduce or increase consumption based on previous years performance and targets achievement.

This merit-based system serves to incentivize properties that successfully meet or exceed their targets while also holding properties accountable for their consumption.

#### Waste

In 2024, properties will be tracked against their waste goals for the first time. To streamline this process, most properties will be expected to achieve a 5% improvement in waste diversion rate. For properties with a 3rd party validated diversion rate of 75% or above, the improvement target is 2%. Third party validation will/can be obtained through an audit report or detailed hauler report with monthly progress.

#### D.2 Reducing Pollution

The architecture of the villas & suites reduces the heating effect with a focus on natural building materials. Our generators are run at the highest efficiency levels possible. Liquid petroleum gas is used for the dryer in the laundry and all kitchens.



In the rooms we plan to install motion sensors and window, door switches that appear to guests as an advanced digital thermostat that is easy to use. Not apparent to guests are features that allow the hot water in the guest room being generated by the AC heat recovery. By using AC split units, we collect the AC condensate water and store on the balancing pool tank. This water is added to offset the water loss by evaporation or backwash. The water is being treated with the same procedures for pool water.

In addition we installed energy efficient LED lights to minimize our consumption of energy. We are in the process of switching out all of the outdoor lights to LED lights. As a HACCP requirement we check regularly the cold room and fridge temperatures as well the condition of the freezer doors and curtains.

The energy consumption of the resort is recorded on a daily basis. Water, power and gas records are taken each day and mapped to ensure no wastage of electricity or water. In addition, to maintain a high efficiency regular servicing on all technical appliances is required. Our preventive maintenance program records and reminds to conduct regular check-ups on all equipment. We follow the guidelines for servicing provided by the supplier and for some equipment external companies come to conduct the servicing.

Within the hotel we use only electric buggies and keep on increasing electric vehicles in our fleet, which are supplied with efficient energy from our generators and renewable energy. For our employees we provide transport 24hrs a day all around the island, resulting in a minority that comes to work in their own cars.

The Resort produces its own water by a Reverse Osmosis plant with UV-treatment to minimize the use of chlorine. This water is then bottled up into glass bottles and packaged with appropriate labelling ensuring the teams are aware of the production date. After every 10 days, the label on the bottle is switched to a different colour so as to keep track of the shelf life. The glass bottles are distributed to all guest rooms and lobby. Other areas in the Resort such as restaurants and the spa are providing water in glass bottles produced by our supplier in the case that guests would like to take these bottles home with them. Regular water tests are conducted on a monthly basis by the Seychelles Bureau of Standards to ensure purity and safety of drinking the water.

Black and grey water is treated in our sewerage treatment plant, in which we use an aerobic plant to digest organic matter and to avoid strong odour. 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 waste water is recycled and used for irrigation around the hotel premises.

To reduce our incoming waste in form of packaging our priority is on local supplier for fish, eggs, vegetables, fruits and other goods. According to our receiving of goods policy local products are delivered in containers (cases/crates), while we are taking only the goods and the packaging is given back to the supplier to reuse it.

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 colour code for our bins. We started in some areas in the employee canteen as well as the restaurant outlets and we are planning to expand the colour code system for the entire Resort.

We are in contact with a company to recycle our batteries, scrap metal, copper and aluminum. Another waste contractor is collecting the used generator oil as well as used cooking oil to recycle it overseas. The beer glass bottles are segregated to be refunded and re-used.

In regards to food waste, we have implemented a food waste reduction program since end of 2022. Artificial Intelligence (AI) scale technologies Winnow is used to understand food waste, inform procurement practices, and assist with menu planning. This program is being developed in collaboration with food waste experts at World Wildlife Fund. The benefits of this food waste reduction program is to reduce food costs and waste hauling expenses, to decrease the environmental impact of food waste - a significant contributor to greenhouse gas emissions - and to increase employee awareness and engagement.

Non-recyclable material will be disposed in the compactor and is collected by a local waste management company. The amount of waste and the number of trips is recorded and its final disposal is verified.

All chemicals used on the site are purchased through an accredited vendor, these chemicals are bio-degradable and only used in the kitchens and laundries.

Any hazardous waste such as oils and chemicals are deposited at the new compactor site and will be disposed of in the correct manner with the local contractor.

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

Four Seasons Resort Seychelles is nestled in the picturesque Petite Anse bay on the island of Mahé. Petite Anse is a perfect place to begin your discovery of the stunning natural environment of Seychelles. The resort is built in and around a slope of granite boulders and forest, fringing the beach and the coral reefs beyond. As is common in most coastal areas of Mahé, a small freshwater wetland can be found between the beach and the forest, collecting water running off from the mountain during rain showers. The forest, wetland, beach and reef together comprise a fascinating environment for our guests to explore and experience the plants and wildlife of Seychelles.

We regularly remove invasive water lettuce and cut back the Typha which has invasive tendencies. We have plans to implement recommendations from the wetland management plan regarding the border vegetation, which presently consists mainly of horticultural plants and invasive, and will gradually replace these with native species.

### [Eco Guide to Four Seasons Resort Seychelles](#)

In partnership with WiseOceans, an NGO working with various Four Seasons properties and luxury resorts, we are able to regularly monitor the marine environment in and around Petite Anse. WiseOceans focuses on the conservation, rehabilitation and education of the marine life. Together,



we have also introduced a coral reef restoration project where damaged yet saved fragments of corals are restored in the coral nursery situated not far from the shore of Petite Anse beach. This is an activity we offer our guests to participate in as well so they can assist us in contributing to a better environment.

We maintain updated with the local jurisdiction plans and follow guidance on reducing energy, water and waste at the resort. We collaborate with hospitality clubs which helps us to connect with other environmental groups in the local community of Baie Lazare. We also work closely with our local school and library in Baie Lazare, to provide opportunities to students and young people to learn more about their local environment and access important information and resources to ensure the future protection of our incredible nature.

Our concrete aim is to reduce our use of water, electricity and to constantly seek more ways of recycling 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
- 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	Regular meetings of sustainability committee (Four Seasons for Good)	x	x	x
	Notices about sustainability plan in staff areas	x	x	
	Annual review of all sustainability, environmental and purchasing policies	x	x	x
	Annual Continuous Improvement report that details new initiatives and activities that have been undertaken during the preceding year	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	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	Waterless urinals in public restrooms			x
	Install water savers into all faucets			x
	Install automatic basins in the Heart of House bathrooms			x
	Install automatic urinals in all areas (audit to see how many need replacement)		x	
	Explore rainwater harvesting potential for back of house			x
4.Energy conservation and efficiency	Consider a Property wide computer shut down policy - all back of house offices	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
	Guest room EMS (Energy Management System) for the electronic/digital control of lighting, HVAC and other energy systems in place (			x
	Conduct Engineering audit or Technical Analysis of buildings' energy efficiency on an annual basis and identifies a set of actions for reduction	x	x	x
	Pursue the switch to recommended refrigerant from R410 to R32			
	Pursue the switch to 100% LED lights	x	x	x
	Explore the potential use of PV solar energy			x
	In the rooms we are proposing to installing motion sensors and window, door switches that appear to guests as an advanced digital thermostat that is easy to use.		x	x



5. Staff welfare and training	Tree-planting activities for staff and guests	x	x	x
	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	Continue program to remove water lettuce and other invasive from the wetland	x	x	x
	Implement wetland management plan – replacing invasive border vegetation with native plants	x	x	x
	Sustainable mosquito management to stop fogging and mist blowing by implementing mosquito traps from Biogents <a href="https://eu.biogents.com/about-biogents/">https://eu.biogents.com/about-biogents/</a> or with the help of the Mosquito Lady <a href="https://www.mosquitolady.com">https://www.mosquitolady.com</a>		x	x
7. Local and organic Foods	Create and use our own nursery for herbs		x	x
	Highlight use of local and/or organic ingredients in menu	x	x	x
	Continue to source products from local farmers	x	x	x
	Continue to source from local fishermen	x	x	x
8. Partnerships with the local community	Continue to partner with WiseOceans for marine education and restoration	x	x	x
	Continue to promote and host local musicians and artists within the resort	x	x	x
	Utilise the sustainable list of suppliers and partner with local supplier for organic product from the Seychelles for products in use at the spa	x	x	x
	Host local school visits inside the resort	x	x	x
	Host visits for local school children for marine education in partnership with WiseOceans	x	x	x
	Provide support to the community library in Baie Lazare (books, equipment and support for outreach programs for kids)	x	x	x
9. Maximizing guest experience	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
	Guest awareness and sensibilization about eco-system (corals/local species/marine life talks), guests are involved in sustainability projects	x	x	x