

N E W M A U R I T I U S H O T E L S L I M I T E D



# CODE OF ETHICS AND CONDUCT



05 APRIL 2019

# CODE OF ETHICS AND CONDUCT

## *MESSAGE FROM THE CEO*

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Dear Reader,

Whether you are one of Beachcomber's Artisans, a supplier or any other stakeholder, this document is addressed to you.

It is of paramount interest for Beachcomber, given that our organisation is a firm believer of the importance of ethical business practices which, in turn is a safeguard to our reputation and our long-term existence.

Please read it carefully and do contact the persons whose names are listed at the end, in case you would need to have a better understanding or indeed, if you want to mention any omission from our part.

These ethical rules and guidelines are pertinent to all of us.

Kindest regards



**Gilbert Espitalier-Noël**  
Chief Executive Officer  
New Mauritius Hotels Limited

*05 April 2019*

**CODE OF ETHICS AND CONDUCT**

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## **1. INTRODUCTION**

### **1.1 Why this Code**

We believe in an ethical business approach to continually develop trust whilst avoiding any non-ethical conduct which would prejudice our Company's reputation, thus leading to serious consequences with regard to its performance.

No code of ethics and conduct can foresee and define ethical behaviour for every single situation; the basic rule should be to resort to honesty and integrity in any circumstance.

Being ethical in one's action means always making the right choice in all circumstances, even when one is not being watched.

This Code defines the rules of ethics and conduct within a framework of ethical and moral considerations, good practices and the Law, for the benefit of all parties.

### **1.2 WHO IS THIS CODE FOR?**

This code is addressed to all our Artisans (Employees) at all levels of the business, including those entrusted with supervisory and managerial positions.

Various other partners of our business (Customers, Suppliers, Shareholders and Investors, and the Community at large) will have access to this Code.

### **1.3 OBSERVING AND APPLYING THE RULES AND GUIDELINES**

This code does not supersede the laws in force and related rules that the Company and all its Artisans have pledged to observe.

### **1.4 OUR CORE VALUES AND THE BEACHCOMBER WAY**

This Code is consistent with our Mission Statement, *The Art of Beautiful*, and with the eight Beachcomber Values, which it advocates, extends and reinforces. Each Value is linked to a set of behaviours, the Beachcomber Way. This means that each Artisan, at the heart of the Company and its Project, acts upon it. This is what is expected from him/her.

<b>VALUE</b>	<b>BEACHCOMBER WAY</b>
<b>Trust</b>	As an Artisan of Beauty and Kindness, I believe in myself and in other Artisans, I deserve the trust of our Clients by delivering the promise we made to them.
<b>Human</b>	As an Artisan of Beauty and Kindness, I am humble, available to others; I pay attention to Guests, to Artisans, Partners and Suppliers. I am considerate and I give special care to each one of them.

<b>Team Spirit</b>	As an Artisan of Beauty and Kindness, versatile and attentive, I communicate information in my possession, I am committed to my team, and I show appreciation to other Artisans’ work.
<b>Mauritian</b>	As an Artisan of Beauty and Kindness, I am an ambassador of Mauritius. My humble and natural approach directed at welcoming people, represents the rainbow nation with an open heart.
<b>Innovation</b>	As an Artisan of Beauty and Kindness, I have an open mind that helps me adapt to new circumstances, I accept and I look for new work methods.
<b>Service</b>	As an Artisan of Beauty and Kindness, I am pro-active, available for Customers as well as other Artisans and meet their expectations in accordance with the Brand Promise and established standards.
<b>Know-how</b>	As an Artisan of Beauty and Kindness, I am professional, I enhance and share my know-how.
<b>Solidity</b>	As an Artisan of Beauty and Kindness, I contribute to the financial strength of my Company.

## **2. RESPECT AND FAIRNESS**

We value the **Human being**; we build positive and lasting relationships, based on **Trust**; we remain just and fair in all circumstances, within the confines of the authority vested in us and we do not abuse our power. We firmly reject all forms of harassment or abusive treatment.

## **3. ACTING WITH INTEGRITY**

We reject any suspicious or illegal behaviour be it fraud, subjugation or corruption. We maintain a watchful eye for those risks, we avoid them, and we report instances of such behaviour when made aware of them.

### **3.1 Freebies and invitations**

It is forbidden to offer, give, solicit or receive any form of bribe, discount or whatever reward whether be it for the purpose of expecting a favour or as a favour given to a third party.

‘Freebies and invitations’ can mean things given as part of a business relationship where the receiver does not pay full market value. As an example, these would be meals, drinks, travelling and hotel expenses, concessions not available to the public, cash and goods or services. This can be a problem as it could prejudice or seem to prejudice our ability to make fair and objective decisions.

Giving or receiving a gift, a gratuity or being entertained could be construed as an undue influence in a business relationship resulting in a conflict of interests, or even an act of corruption.

This being the case, an Artisan can neither accept a gift nor a perk from present or future suppliers, except possibly low value promotional goods.

Moreover, he/she must disclose to his/her line manager any gift or entertainment that he/she might have received. The latter will decide on how to handle the matter and will make a written record of it.

It is the Artisan's duty to inform Management of any offer or solicitation which could tarnish his/her or the Company's integrity.

Those rules also apply to the relationship of the Company and its Artisans with its suppliers or other service providers, its customers or customers' employees and with government officials.

It follows that any business transaction negotiated or devised with a member of various authorities or public service, must be in a way that will not put at risk the latter's integrity or reputation or that of the Artisan's colleagues or the Company. Any transactions not properly conducted could lead to criminal or civil sanctions.

### **3.2 Conflicts of Interest**

We will avoid instances which could result in conflicts of interests, whether real or construed.

There is a "**conflict of interest**" when one's activities outside the workplace or one's personal interests are not in line or do not seem to be in line, in whatever form, with that of the Company's, or even, if those activities or interests may impair one's judgement or can affect one's decisions when performing one's duties within the Company.

Accepting or undertaking work outside the Company can lead to a conflict of interest. We spend all our professional time working at Beachcomber. In exceptional cases, and given prior permission, an Artisan could have a secondary employment provided that it will not result in a conflict of interest.

A conflict of interest will automatically arise when an Artisan starts a private Company, becomes partner or shareholder of such a Company or undertakes a part-time job in his/her own name or within a Company, such outside undertaking being a competitor or a supplier.

Even if that Company or employment does not compete nor is a supplier, the Artisan involved must nevertheless ensure that his/her side employment or business do not conflict with the interests of the Company and that both activities are completely at arms' length. As an example, he/she should ensure:

- That this employment will neither take place during his/her working hours at Beachcomber, nor that the nature of the work will affect his/her physical or mental ability to perform his/her duties;
- That his/her clients or colleagues at his/her other employment or Company do not communicate with the Artisans involved at Beachcomber;
- Not to use equipment or other supplies belonging to Beachcomber, nor the time of Beachcomber Artisans;

- Not to promote goods or services of the other Company to other Artisans during working hours.

Any Artisan wishing to start a Company, become partner or shareholder in one or take part-time employment in his/her own name or as a Company, must inform Management and obtain prior written permission from the Company. He/she will be asked to sign a disclosure of interest.

### ***3.3 Insider Trading***

“Insider trading” is an offence made by an individual who uses privileged and confidential information gained during the performance of his/her duties, about the Company, its customers or its suppliers, with the aim of getting an unfair edge for the purposes of acquiring or disposing shares or other assets.

The term “privileged information” generally means any information which, if in the public domain, would influence a rational investor’s decision to buy, keep or sell his/her shares in the Company.

It is likewise illegal to give to anyone privileged information not known to the public, except to those who should have the information at hand in order to carry out their work. Insider trading is subject to prosecution.

### ***3.4 Political contributions and activities***

Company’s funds, assets or services used by one of its Artisans as political contribution to political parties, candidates, campaigns or any political activity is strictly forbidden except where permitted by legislation and by the Company’s Board of Directors.

An Artisan may be involved in political activities only in his/her own name and not as a representative of the Company.

## ***4. PROTECTING AND MAKING GOOD USE OF DATA AND I.T. RESOURCES IN OUR CUSTODY***

We recognise the value of data and information held by the Company and we use it responsibly.

We safeguard that information from non-authorized propagation, modification or destruction as well as from theft and loss.

Any Artisan with access to that information is responsible for it. He/she may not divulge it except in the normal course of his/her business and within the established procedures. He/she must take all necessary steps to protect its confidentiality.

Moreover, he/she must, as far as possible, refrain from talking about the Company's affairs in public, or in public places or on the telephone.

Great care is required when sending any confidential document electronically.

Information distribution and communication through social networks, whether written or in graphic form, regarding the Company, its affairs or the Artisan's professional activities or his/her team is strictly forbidden except with prior written permission.

This commitment to protect Company information stays in force even after leaving the Company for whatever reason.

We comply with legal requirements (including those covered by the Data Protection Act) when we input, maintain and keep up to date all data and we observe the required level of confidentiality.

We comply with the strict rules regarding the protection of personal data about Artisans as well as about customers, suppliers and other partners. Those personal data generally include: data about an individual that can be associated to him/her but not otherwise known in the public domain and that is not part of the nature of the work performed by an Artisan.

We use I.T. resources at our disposal in a responsible manner and strive to keep this data authentic and secure.

We understand the importance and the effect of networks and social media within the professional or personal environment of our Artisans and stakeholders. We strive to use those media responsibly and in a positive way. We, therefore, keep careful watch on the effect that our involvement with those media could have on our Company's image and its relationship with its partners, competitors, Artisans, present, potential or past and with the public at large. We understand that our postings on social media are neither private nor invisible, but instead are of a public nature. Given their far-reaching propagation, they can impact on our Company's activities as well as on public perception of us.

We take good care to protect the image of our Company, its reputation and its brand when we publish on social networks and we endeavour to adopt a duty of discretion and restraint. We do not express opinions which could damage our Company, its image, its reputation and its brand.

## ***5. SAFEGUARDING THE ASSETS OF THE COMPANY***

We protect the assets of the Company and ensure that they are used efficiently and responsibly. Such assets include land, buildings, plant, equipment, machines, tools and financial assets as well as intellectual property and confidential information.

Theft, negligence and waste are factors that impact directly on the Company's profitability, its reputation and, ultimately on our jobs.

Materials and supplies belonging to the Company are to be used solely for the purposes of its activities. Any other use must be authorised in writing and by an immediate superior.

This also applies to equipment, computer programs and any other I.T. resources: they are essentially for professional use. Their use for personal purposes is allowed provided that such use does not hinder our professional obligations and the Company's performance. We neither look for nor transmit or keep offensive and illegal data. We make the commitment to respect security measures required in electronic data processing (having taken cognisance and signed the policy in force).

No Artisan may, without authorisation, sell, rent, give away or otherwise dispose of Company's materials. Any infringement will constitute a serious breach that could be followed by dismissal and prosecution.

The reputation of the Company, its Artisans and its products are also assets that the Artisans must protect even outside the workplace.

We make the commitment to protect our assets against all forms of loss, theft, neglectful or malicious deterioration and fraudulent use.

## **6. CARING FOR OUR ARTISANS**

We respect the dignity of each of our Artisans and we have their best interests at heart. We recognise and appreciate their efforts and treat each one of them with respect. In our Company, skill prevails and blossoms and each Artisan feels able to reach full potential. This is vital to maintain our competitive edge.

### **6.1 Safety and Health**

We commit ourselves to a workplace that is safe and secure in conformity with the laws, rules and regulations.

Every Artisan must keep abreast with the requirements concerning that matter and must rigorously observe all the rules and carry out the proper work methods relating to safety. He/she must also flag and report any danger, dangerous practice and defective equipment.

It is strictly forbidden to come to work under the influence of alcohol or any harmful drug or substance.

Our Artisans must not use, own, distribute, buy or sell illegal substances when they are at the workplace.

No Artisan may take part in or carry out acts of violence, threat or abuse in whatever form, whether verbal, physical or visual.

## **6.2 EMPLOYMENT AND REMUNERATION**

Our criteria for employment, remuneration and promotion are driven by competencies, performance and behaviour that are in conformance with our Values.

At all levels we reward personal commitment, respect of our Values and individual contribution. Beachcomber is an 'Equal Opportunity Employer' whereby, it does neither adopt nor tolerate in terms of employment, remuneration or promotion, any form of illegal discrimination with regards to race, religion, skin colour, nationality, gender, age, family status, sexual orientation, handicap or disability.

## **6.3 PROFESSIONAL ENVIRONMENT**

Our working conditions are harmonious, and we respect differences. We do not condone any form of discrimination, of harassment or humiliating behaviour towards an individual or a group. We do not accept such conduct and we find intolerable any form of 'jokes' based on someone's sex, orientation, physical traits or for that matter, cultural differences.

We believe, instead, that difference amongst people is a source of inspiration and enrichment and that it is every Artisan's duty to learn to accept individual differences and understand that therein lies a source of inspiration and growth.

We communicate honestly with our Artisans and share any information that should be. We listen carefully to any suggestions, ideas, requests and grievances and follow them up whenever necessary.

We enter into negotiations in good faith whenever they are necessary and maintain good relations with unions, their members, delegates and negotiators whilst respecting collective agreements.

We take all necessary precautions to protect people against accidents or diseases which could occur in the workplace.

We encourage members of our teams to find a good work-life balance and continuously strive to adapt work schedules and environment to their needs and expectations.

#### **6.4 TRAINING AND DEVELOPMENT**

We believe that it is our duty and to our interest that we continually develop the competencies and the know-how of all our Artisans to keep pace with the development of their trade and that of the local and international hotel industry. We encourage each Artisan to extend and enhance his/her competencies and know-how and offer advice, support and training.

It is expected that every Artisan fully seizes those opportunities and encourages his/her colleagues to do so as well.

It is also a key role of every Leader at Beachcomber, whatever his/her level, to motivate the members of his/her team(s), individually or collectively, to thrive in their job. He/she should also follow up on the progress that is being made, measure it and bear it in mind within the decision-making process (mainly remuneration and career advancement).

#### **7. SERVING OUR CUSTOMERS WITH BEAUTY AND KINDNESS**

We consider service to our customers to be an Art, the Art of Beautiful and the Art of Kindness in all its forms. This is part of our Core Values and is in our best interests.

Our care and service are of the very best quality and in every way efficient, courteous, focused and in line with our standards of Beauty and Kindness.

We constantly innovate to be able to provide service aimed at securing customer loyalty.

We treat our customers dutifully and honestly, providing them with a service commensurate with the promises that we have made, fulfilling their expectations and even surpassing them whenever we can.

We give them accurate, exact and reliable information.

We are sensitive to their needs and listen to their feedback and we remedy their dissatisfactions and grievances with efficiency, transparency and fairness.

We ensure their safety and comfort at all times.

We respect and safeguard confidential information regarding them and ensure that such information is handled with accuracy and responsibility.

We treat all our customers with dignity, fairness and impartiality whilst respecting their integrity and culture.

## **8. BUILDING LASTING SUPPLIER RELATIONSHIPS**

We develop and foster healthy and long-standing relationships with our suppliers, based on trust and respect.

We choose products and services that will contribute to the long-term prosperity of our Company.

We are equitable when choosing our suppliers and are honest in our relations with them, whilst ensuring that decisions made are anchored on objective standards with regards to competitiveness in price, quality, responsiveness, reliability, payment terms, service, business practice, social and environmental, and reputation amongst other things.

We adhere to the agreed terms, including payment terms; we honour our commitments.

We attempt to avoid unwanted constraints or disputes affecting those relationships.

We look for, favour and choose suppliers and sub-contractors whose values and business practice are similar to ours. We expect our suppliers to understand and adopt the latter.

## **9. HONOURING OUR COMMITMENTS TO OUR SHAREHOLDERS AND INVESTORS**

We honour the trust placed in us by shareholders and investors. We are fully committed to safeguard their investment and sustain its growth.

We publish reliable data with regards to the financial achievement of the Company as well as its strategic position and overall prospects, and do not tolerate any communication of a financial nature that could be incorrect, artificial or falsified.

The Company's responsibility is generally defined as follows:

- Be professional and diligent in our management style thus ensuring a fair return on investment commensurate with similar market/sector expectations;
- Never give out information about our investors and shareholders except what is required within the legal and statutory framework;
- Maintain and safeguard investors' and shareholders' assets;
- Carry out shareholders' resolutions;
- Observe prevailing laws and standards;

- Safeguard and keep radiant the image of the Company, its reputation and brands.

## **10. CARING ABOUT THE ENVIRONMENT AND THE COMMUNITY**

We care about the future of the planet and the communities within which we operate. We respect our environment, ecologically and socially, and strive to lead by example towards finding solutions that will promote its preservation and sustainable growth.

We have thus committed to programs which aim at constantly improving the environment and preserving its natural resources.

We are also committed to many social projects and it is our wish to sensitise our Artisans and invite them to measure the effect of their actions and to keep them involved within the Company's social and environmental projects.

In that respect, we have adopted those principles as expressed by *Earthcheck*, an international organisation which acts as auditor and certifies the achievement of progressive and voluntary objectives.

## **11. OBSERVING THE CODE OF CONDUCT**

### **11.1 Duties**

Management will publicise this Code with all possible means and will update it regularly, so that it always fits in with the Company policies and the social and legal framework.

We expect everyone to treat this Code seriously and to commit to observing it and adopting it within their working methods. It is the duty of each Manager and Artisan to understand and apply it. The General Managers and Heads of Department are responsible to ensure that their Artisans read, understand and apply it.

Upon recruitment, each new Artisan must confirm having read and understood the Code and commit to observing same.

Every year, each Artisan (Management included) will have to reiterate having read and understood the Code – whether it has been updated or not – and will commit to observing it.

### **11.2 Non-Compliance with the Code**

Failure to comply with the rules and principles of this Code will result in consequences that could lead to disciplinary action. Serious breaches could lead to dismissal for serious misconduct and/or legal prosecution.

### **11.3 Reporting breaches to the Code of Ethics and Conduct**

It is the duty of each Artisan and Beachcomber partner to report any impression that he/she is being asked or influenced to act against the provisions of this Code, or he/she knows, or has a doubt or suspects a possible breach of the law, of a rule or of any provision of this Code. The procedure to do so is specified under the heading “Good Governance at Beachcomber” under section 11.4, especially in List 1.

There will be no sanction or discrimination against an Artisan or Beachcomber partner who, in good faith and with no intention to cause harm, would report such an impression, or a deed, doubt or suspicion, even if eventually the facts reported prove to be unfounded and with no requirement of a follow-up. The same will apply to an Artisan who would participate in good faith and with no intention to cause harm, in an investigation on facts that could be in breach of the Code.

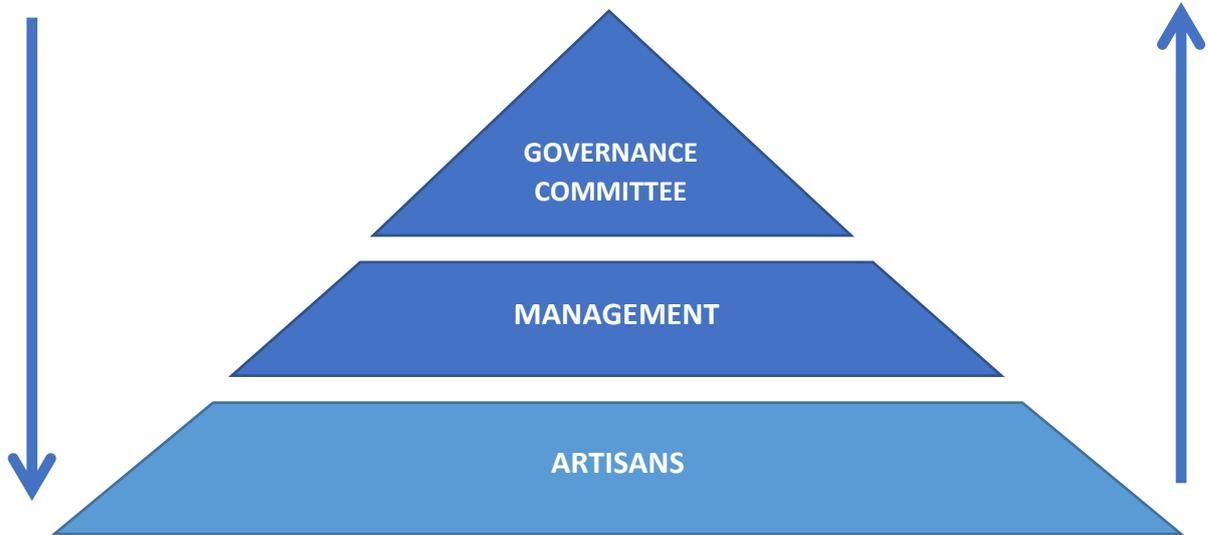
It is not acceptable that an Artisan or Beachcomber partner who would have reported, in good faith, actions or activities contrary to the Code, be sanctioned or discriminated against or be subject to any form of retaliation. Should an Artisan or Beachcomber partner feel victim of such sanction, discrimination or retaliation, he/she is invited to contact the persons whose names are shown on List 2 under section 11.4 below.

Any Artisan or Beachcomber partner who would perpetrate or participate in such acts of retaliation will be under investigation and if warranted, disciplinary measures and even dismissal could follow.

Any person who is subject to a report against him/her, will be advised about it as soon as possible, and will be under notice of a preliminary investigation being eventually carried out. He/she will have the opportunity to respond and to explain and may ask for the removal of all information relating to him/her that would prove inaccurate, incomplete, ambiguous or out-dated.

### 11.4 Good Governance at Beachcomber

#### STRUCTURE



The Governance Committee, delegated by the Board, monitors the application of the Code and ensures that it stays aligned with Beachcomber’s needs and Values within the evolution of legislation and society. It ensures that Board members have approved and signed the Code and that their actions as well as those of Management, are compliant thus leading by example at the highest level of the hierarchy. It receives and follows up breaches that are reported to them.

Members of Management have the duty to promote widespread adherence to the Code. They will ensure, through their supervisory role, the advice they offer and means they provide and most of all, through the example they give, that Artisans of all levels will understand and apply the Code. They receive and deal with grievances or problems that they are brought to them.

Each Artisan safeguards the Code, embraces it in all circumstances – just as he/she embraces the Beachcomber Way – and participates in consolidating the principles of good governance which are part of the Code. It is his/her duty to report any breach or problem that he/she sees or suspects, either in writing (signed and dated letter) to one of those people whose names appear on the following list and who would be able to remedy the problem.

List 1: Persons to be contacted by anyone who wishes to report in good faith actions or activities that seem to breach the Code or the law:

Note: we suggest here a ranked/graduated approach based on hierarchy and insist that this be done unless the reporting person wishes that the matter be dealt with elsewhere / by someone else for very good reasons of his/her own.

1. Human Resources Manager (HR Manager) of the Business Unit.

2. The Business Unit Manager (Hotel Manager or failing which, the General Manager).
3. Members of the Head Office Management team:
  - 3.1 Chief Human Resources Officer, Mr Bertrand E. PIAT, 601 9000 (extensions 9369, 9331 or 9210), New Mauritius Hotels Limited – Beachcomber House – Curepipe.
  - 3.2 Chief Operations Officer, Mr Jean-Louis PISMONT, 601 9000 (extension 9389), New Mauritius Hotels Limited – Beachcomber House – Curepipe.
4. Other Members of the Management team as follows:
  - Chief Officer Operational Excellence, Mrs Geraldine KOENIG, 601 9000 (extension 9285), New Mauritius Hotels Limited – Beachcomber House – Curepipe
  - Chief Financial Officer, Ms Pauline SEEYAVE, 601 9000 (extensions 9217/9269), New Mauritius Hotels Limited – Beachcomber House – Curepipe
  - Chief Sales & Marketing Officer, Mr Francois VENIN, 601 9000 (extensions 9261 or 9220), New Mauritius Hotels Limited – Beachcomber House – Curepipe
5. Internal Audit Department, Mr Jamil TAUJOO, 601 9000 (extension 9298), New Mauritius Hotels Limited – Beachcomber House – Curepipe.
6. Chief Executive Officer, Mr Gilbert ESPITALIER-NOEL, 601 9000 (extension 9213), New Mauritius Hotels Limited – Beachcomber House – Curepipe.
7. Mr. Jean Pierre Montocchio, member of the Corporate Governance Committee

**List 2 : Persons to be contacted by anyone who has reported in good faith actions or activities that seem to breach the Code or the law, and feel victimised by sanctions, discrimination or other form of retaliation.**

1. Chief Human Resources Officer, Mr Bertrand E. PIAT, 601 9000 (extensions 9369,9331 or 9210), New Mauritius Hotels Limited – Beachcomber House – Curepipe
2. Internal Audit Department, Mr Jamil TAUJOO, 601 9000 (extension 9298), New Mauritius Hotels Limited – Beachcomber House – Curepipe
3. Chief Financial Officer, Ms Pauline SEEYAVE, 601 9000 (extensions 9217/9269), New Mauritius Hotels Limited – Beachcomber House – Curepipe
4. Chief Executive Officer, Mr Gilbert ESPITALIER-NOEL, 601 9000 (extension 9213), New Mauritius Hotels Limited – Beachcomber House – Curepipe

5. Mr. Jean Pierre Montocchio, member of the Corporate Governance Committee

### ***11.5 Anonymous Correspondence***

The procedure and the guarantees explained above (11.3 ; 11.4) should suffice so that anyone who has the feeling that he/she is led to act against the provisions of the Code, or who is made aware, or has a doubt or suspicion that there has been a breach of a law, a rule or of the provisions of this Code, should be comfortable to report same without fear.

We cannot, nevertheless, ignore anonymous letters or phone calls which have always existed in any organisation. It is therefore necessary – though they are not to be encouraged – to explain how anonymous letters are dealt with:

Anyone receiving anonymous information must pass it on in confidentiality to one of those persons mentioned on List 1 above. He/she must use a ranked/graduated approach based on hierarchy as stipulated above unless he/she wants the matter to be dealt with elsewhere/by someone else for very good reasons of his/her own.

The details passed on must contain the name of the person who has received the correspondence, the day, date and time of reception.

The Chief Human Resources Officer will be responsible for keeping the information received and taking necessary steps in line with the internal investigation procedures.

Anyone who has submitted false, misleading or malicious information anonymously and who would have been formally identified at a later stage will be subjected to disciplinary measures, as well as legal prosecution as provided by the Disciplinary Rules & Procedures and legal provisions.

**12. APPENDICES**

**APPENDIX I**

**NEW MAURITIUS HOTELS LIMITED**

**ACKNOWLEDGEMENT OF RECEIPT**

I hereby accept having received and read a copy of the Code of Ethics and Conduct of the Company, New Mauritius Hotels Limited.

I have understood its meaning and I commit to act upon it.

As far as I know, I am compliant with the provisions of the Code.

Should I need clarifications regarding the Code or come across a matter which is contrary to the precepts of the Code, I will immediately get in touch with my immediate superior or the Human Resources Manager.

<b>SURNAME</b>	
<b>FIRST NAME(S)</b>	
<b>MY BUSINESS UNIT</b>	
<b>DATE</b>	
<b>SIGNATURE</b>	

## APPENDIX II



### BEACHCOMBER ENVIRONMENTAL AND SOCIAL POLICY STATEMENT

As a Mauritian company and pioneer of the hospitality industry in Mauritius, we are aware of the gift nature has given us to live in one of the most beautiful islands of the Indian Ocean. Our responsibility is to pass it on to future generations whilst taking care of each member of our teams. Each person is, and will remain, a true artisan of Beachcomber's very personal idea of hospitality.

We are conscious that safeguarding the natural beauty and biodiversity in the regions where we operate is critical for the sustainable development of Mauritian tourism. We will strive to reduce the impact of our activity on the natural environment while complying fully with all applicable environmental laws and regulations.

Our commitment is also a social one. Our people are at the heart of Mauritian tourism and we are convinced that they should benefit from its success. We are also committed to offering the underprivileged communities an opportunity for a better and more sustainable future. Through our "*Fondation Espoir Développement Beachcomber*" we want to inspire guests and partners to take action in the communities where we live and work.

Beachcomber Sustainability Commitments stand as follows:

1. Managing land use so as to preserve both the environment and the interests of the community.
2. Pursuing our commitment to solar and other renewable energies, to minimize use of fossil fuels and thus reduce greenhouse gas emissions.
3. Developing our water management policy through measures to minimize usage and encourage recycling.
4. Expanding our waste management system to protect air and fresh water quality.
5. Increasing our use of clean technologies, in particular with respect to pesticides and other chemicals.
6. Contributing to initiatives to preserve ecosystems, and in particular to prevent coastal erosion.
7. Supporting our artisans' initiatives for the social and cultural development of the community.
8. Promoting economic empowerment of local communities by training and employing the youths and by fostering procurement by our hotels from small and medium local enterprises.
9. Making our artisans, our guests and other stakeholders more conscious of sustainability issues.

These commitments build on initiatives already in progress to achieve EarthCheck certification, in line with our continuous improvement policy which will be reviewed periodically.

**Gilbert Espitalier-Noël**  
CEO

**1<sup>st</sup> March 2018**

[www.beachcomber.com](http://www.beachcomber.com)

## APPENDIX III



### BEACHCOMBER EQUAL OPPORTUNITY POLICY

One of the common legal issues, which employers may increasingly be faced with, relates to the necessity of preventing discrimination at work.

The Equal Opportunity Act (The Act) promulgated recently makes it an obligation for organisations of the private and public sectors to publish Equal Opportunity Policy and to ensure compliance therewith.

As it all boils down to a question of avoiding discrimination, let us first understand what is meant by the term. It may be defined as being bias or prejudice resulting in denial of opportunity or unfair treatment in the course of recruitment or employment. It extends to unequal treatment provided to employees or prospective employees on the basis of reprehensible illogical reasons. The **Act** terms those reasons *status*, and lists them as follows: age, caste, colour, creed, ethnic origin, impairment, marital status, place of origin, political opinion, race, sex or sexual orientation. These considerations are irrelevant to a person's merit and only genuine criteria, such as qualifications, Skills, experience, competence, talent, performance, desire and willingness to work should therefore be considered.

Our Company has committed itself to building an organisation where people feel respected, valued and able to achieve their potential. It has always recognized the necessity of adopting fair practices in managing its human resources and in the discharge of its other corporate responsibilities. To that effect, it has introduced, since the early nineties, procedures for Selection and Appointment, Performance Appraisal, Discipline, Grievances and Complaints, as well as a Salary Structure and a Profit Sharing Scheme, all of which was done in consultation with the recognized Trade Union and included in Collective Agreements.

These procedures have generally well served their purpose and are known to employees, management and the Trade Union, they are available for consultation at any of the Human Resources Offices. Their guidelines and prescriptions are meant to avoid discrimination and are an integral part of the present **Equal Opportunity Policy**.

Those responsible to administer them have been duly trained. This Policy confirms levels of responsibility, further clarifies expectations and sets the scene for on-going training.

#### **Principles of Application;**

- a) The **General Manager** and **Hotel Manager** of each Unit are responsible for ensuring the correct application of the Equal Opportunity Policy within the entity
- b) The **Human Resources Manager** of each Unit supports the **General Manager** and **Hotel Manager** in exercising this responsibility and dispenses professional advice accordingly.  
It is the duty of the Human Resource Manager of the Unit to ensure that all Human Resource procedures and practices are in line with this Policy, to report non-conformances to his/her **General Manager** and **Hotel Manager**, as well as to the **Chief Human Resources Officer**, and to recommend corrective action.

- c)** The **Chief Human Resources Officer** has the overall responsibility to monitor the Policy and related Human Resource procedures to advise or report accordingly. He/she may be assisted in this task by the Internal Audit Department, who will do periodical checks and report any anomaly.
- d)** **Department Heads, Managers and Supervisors** are responsible for day-to-day operation of this Policy and need to ensure consistent interpretation and application thereof. They must make sure their Staff know about, and follow, the Policy.
- e)** All **Staff** are responsible for familiarising themselves with this Policy.
- f)** Managers and employees, particularly those in key decision-making positions should understand their responsibilities in the whole process of Human Resource Management and the importance of being able to justify their actions and decisions.
- g)** Discrimination in the course of employment will be regarded with utmost concern and investigated fully. Appropriate measures will be taken wherever applicable. It is to be clearly understood that discrimination is a penal offence that the Company will not condone.
- h)** The effectiveness of the present Policy, as well as all Human Resource Management procedures and practices will be monitored and reviewed, amended or improved upon, as and when necessary.

***Approved by***



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**Gilbert Espitalier-Noël**  
Chief Executive Officer  
New Mauritius Hotels Limited

**05 April 2019**

*For further information, please contact the Human Resources Manager of your Unit.*



NEW MAURITIUS HOTELS LIMITED

# CODE OF ETHICS AND CONDUCT

05 APRIL 2019