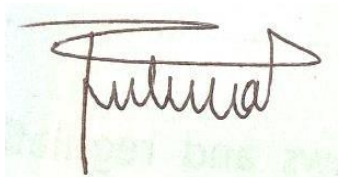


ATTITUDE HOSPITALITY MANAGEMENT LTD  
OVERVIEW OF OUR MAIN POLICIES

## Version history

Version number	Description	Authors	Date
V1	Creation of document	Energy management engineer	2020
V2	Updating of current policies & adding of more specific targets	Sustainability coordinator Sustainability manager	2024
V3	Review of commitments & targets with inclusion of Zanzibar property	Sustainability executive Head of Sustainability Human Resources manager	2025



.....

30/06/2025

Ravin Unthiah  
Chief Hotel operations and Openings Officer

## Table of content

### Contents

Version history .....	2
Table of content.....	3
Introduction .....	5
Human Resource (HR) policies .....	6
FMs Career Development Policy .....	6
Employment of disabled Person Policy .....	6
Mari TOP Recognition Program Policy .....	7
Long Service Award Policy.....	7
Profit Sharing Scheme Policy.....	8
Zenfan Lakaz Policy.....	8
Disciplinary Policy .....	9
Violence, Discrimination & Harassment at Workplace Policy .....	9
Wellness month.....	9
Trade union .....	10
Environmental policy .....	11
Energy and Water .....	11
Ecosystem protection & restoration.....	12
Hazardous substances .....	13
Sustainable purchasing & supplier engagement .....	13
Transportation & staff awareness.....	13
Child's right and protection policy .....	14
Local community policy .....	16
Local purchases .....	16
Charitable engagement .....	16
Promote responsible tourism .....	16
Quality assurance policy .....	18
Responsible Procurement policy & Guideline.....	20
Food and beverage .....	21
Hazardous substances .....	21
Energy efficiency.....	21
Promote small craftsmen and entrepreneur's products .....	21
Avoid disposable products.....	21
Purchasing procedures .....	21

Training.....	21
Communicate .....	21
Health & Safety procedures.....	22
Fire and Emergency Plan.....	22
Crisis Management .....	22

## Introduction

Attitude Hospitality Management Ltd (AHML), the management company of Attitude Hotels, has established policies and procedures that describe the good practice and welfare of our employees, called Family Members (FMs).

Some of our main policies in place are:

- Family Member's Career Development Policy
- Employment of Disabled Person Policy
- Grievance policy
- Induction Policy
- Employment of
- Mari Top Recognition Program Policy
- Long Service Award Policy
- Profit Sharing Scheme Policy
- Zenfan Lakaz Policy
- Disciplinary Policy
- Violence, Discrimination & Harassment at Workplace Policy
- Wellness month program
- Trade union
- Environmental Policy
- Children's Right and Protection Policy
- Local Community Policy
- Quality Assurance Policy
- Responsible Procurement policy & Guideline
- Health & Safety procedures

To note that these policies are full-fledged documents clearly written with and applied within our hotels. This document is a summary of the policies in place at Attitude.

The abbreviations used in the document are as follows:

- AHML = Attitude Hospitality Management Ltd
- FM = Family Member, a person employed by Attitude
- CEO = Chief Executive Officer

## Human Resource (HR) policies

At Attitude, we believe that every individual deserves to be treated with dignity, respect, and fairness. Our commitment to upholding human rights is unwavering, and we stand firm against any form of exploitation, harassment, abuse, or discrimination based on nationality, gender, ethnicity, or beliefs.

We recognize that the welfare of our staff is paramount, and as such, Attitude is dedicated to ensuring that all employees are treated fairly and in compliance with labour and human rights laws.

All our practices align with local laws, codes and regulations and we strive to exceed them wherever possible.

The following policies provide a glimpse into our commitment to creating a respectful, inclusive, and supportive work environment for all our Family Members.

### FM's Career Development Policy

It is our policy to provide our FMs with the opportunity to grow within the Group and upgrade themselves in capacity, skills, status, and salary through Promotions & Transfer.

All vacant positions are first advertised internally to create and give opportunity to existing talents.

In selecting a FM for a job promotion or transfer we need to carefully consider the following criteria:

- Skill, ability, and talent to the job.
- Length of service.
- Training and efficiency.
- Attendance, Attitude at work, adherence to the disciplinary and safety rules.

Opportunities such as Promotions, Transfers within the departments, inter-departments and inter-hotels are available to FMs. However, to be eligible to request for these transfers we have conditions applicable.

The above is followed by through a well-defined procedure (procedures are well established in the policy) that enable the company to keep track of all information and for audit purposes.

### Employment of disabled Person Policy

AHML recognizes that persons with substantially limiting mental or physical disabilities may require reasonable adjustment to perform the essential functions of their job or the job for which they are being considered.

Therefore, we attempt to reasonably accommodate a qualified individual with a disability in accordance with applicable national and local laws.

Our local laws protect individuals with disabilities from discrimination in employment. Where such a disability is known to AHML, we will consider reasonable adjustment of a qualified individual to allow such individual to perform the essential functions of the job. We will

attempt to offer accommodation through dialogue with the individual on the personal limitations and need for adjustment.

These adjustments are carried out accordingly with consultation with the Head of Department, the need of the position and the FM or applicant to enable them to perform those functions.

### **Mari TOP Recognition Program Policy**

The AHML MARI TOP Recognition Program aims to help our FMs to reach their potential through our Personal Progress Team Success (PPTS) Model. Also, to achieve greater participation and involvement of all FMs with regards to the actions that we want them to repeat for improving our guest experience and work environment.

Recognition is another way to create a culture driven by performance and which reflects our core values: Respect and Humility.

Our MARI TOP concept is to recognize the actions of our FMs who show consistent and exceptional behaviour towards the PPTS Competencies in a timely and reasonable manner:

T: Transparent

O: On Brand and On the spot

P: Personal Progress Team Success

The Recognition program is based in 2 levels, Recognition by Head of Department and Recognition by All FMs (Quarterly). Upon receipt of a MARI TOP Cards, the FM can exchange their form to Human Resources for a Surprise gift or accumulate 4 cards to an on-brand gift.

A compilation of good actions per FM are tracked by Human Resources (compilation of Head of Department and FMs cards together) to allow all FMs to rate for the best quarter FM and best FM for the year and awards are given to the winners.

### **Long Service Award Policy**

AHML recognizes and values the contribution of all its FMs and acknowledges that many of our FMs have worked in the Attitude hotels (owned or managed) for many years and the loyalty, commitments and high level of skill brought by individuals are key factors in our success. In recognition of these attributes AHML is committed to celebrate with those FMs who have reached certain service 'milestones' by providing a system of awards for long service achieved whilst still in service with AHML.

The Long Service Award applies to all full-time and part-time FMs who have been in continuous service for a minimum of 5 years.

FMs are recognized and rewarded by AHML for their contributions upon reaching the qualifying period by being presented with a certificate of acknowledgment and/or with a gift. The certificate and/or gift will be presented by the CEO or recognized senior management from AHML to personally congratulate the FMs for their contribution.

Rewards are awarded in 5-year increments. The longer the FM has worked, the higher the value of the award.

The recognition model is called the Long Service Award Night. All FMs who will be recognized, and their respective GMs and HRs are received by the CEO and Stratco Members. The Long Service Award night will be conducted once a year, in May/June.

### Profit Sharing Scheme Policy

The PSS (Profit Sharing Scheme) is a scheme in which a portion of the gross operating profit of a business is distributed to its employees.

Attitude recognizes that to offer its guests an outstanding experience requires hard work and as such we believe in rewarding our FMs for their dedication, good performance, and right attitude both on a collective basis and on an individual basis.

The Attitude PSS policy is a discretionary scheme and designed:

- To standardize the incentive process within AHML.
- To develop as part of the Attitude Culture the sharing of profit partly with the FMs who are at the centre of it.
- To create attractiveness and embark on the journey to become an Employer of Choice  
In Principle the PSS is based:
- Regarding the Hotel Performance and its gross operating profit as per its audited financial statements.
- On each hotel's performance individually.

Each FM may help influence their reward by raising their performance, being proactive, responsive and constantly challenging themselves to deliver the very best of them as it is based on individual performance of the FMs with evaluation grid (guideline).

### Zenfan Lakaz Policy

The policy of Zenfan Lakaz is to provide discount on room-nights and food & beverage consumption as a benefit to all Attitude FMs and their immediate relatives.

AHML provides discounted rooms, discounted Food & Beverage and complimentary rooms at hotels which are under its management. There are some conditions and restrictions applicable to the benefits. This program is for leisure only. In case of business travel, direct superior approval is required.

This benefit is offered to all regular full and part time FMs, who must be actively employed to participate in this benefit.

Restrictions may apply, for example concerning the duration of stay, in case of high occupation rate forecasted, or during special events.

Any FM who misrepresents the eligibility of an individual to obtain a discount, to which that individual is not otherwise entitled, is subject to disciplinary action, up to and including termination of employment.

A well-established reservation procedure is in place for booking and tracking of these benefits.

Kindly note that FMs or their relatives should not review any of our own properties on TripAdvisor as per TripAdvisor web-site's guidelines.

FMs of AHML and their immediate relatives are always expected to maintain our standards of conduct while participating in this program at any of our hotels.

This policy is for the moment only applicable to Mauritian FMs for Mauritian hotels (excl, Zilwa Attitude and Paradise Cove).

### **Disciplinary Policy**

AHML do have a policy for Disciplinary actions to discipline any FM who falls short of achieving our standards of performance or conduct or violates any of the company rules and regulations and thereby subject to progressive disciplinary action.

The aims of the disciplinary policy are:

- To ensure we adopt a corrective approach and not only punitive towards the FMs.
- To ensure that the FMs work in a proper and well-disciplined atmosphere so that their actions do not cause any prejudice to their work colleagues.

The procedures are well defined in the policy as it is a lengthy process and involves many parties. However, in any decision the Management takes into account several factors, such as the nature or circumstances of the offence and give opportunity to the FM to defend herself/himself for the charges brought against then and to have a proper hearing in front of the Disciplinary Committee. All the above are done based on the guidelines specified in our current legislations.

It is only after careful discussions and consideration to the facts and figures that the Management concludes the offence and decide on the disciplinary action to be taken against the FM.

### **Violence, Discrimination & Harassment at Workplace Policy**

The Violence, Discrimination & Harassment at Workplace is thus taken into due consideration with a well-defined policy.

In this policy, AHML is committed to eliminating all forms of workplace violence, discrimination, and harassment. Accordingly, AHML will use its best endeavors to promote and maintain a workplace free from all sorts of violence, discrimination, harassment and insist that all FMs be treated equally and with dignity, respect, and courtesy.

With this policy, AHML prohibits not only actions which are severe enough to be unlawful; it also prohibits conduct and comments which are not severe enough to violate national or local laws, but which are deemed inappropriate in a workplace.

Hence, AHML is of the opinion to maintain a “zero tolerance” policy regarding violence, discrimination, and harassment with- in its workplace.

### **Wellness month**

The welfare of our staff is important to us, so Attitude is committed to treating our staff fairly and respecting all labour and human rights laws.

A month is dedicated to spotlight the employer vision to create a healthier workplace and Family Members. The month will highlight how a healthy organization lead to more productive,

engaged workforce and create magnetic company cultures that drive recruitment and retention.

Each hotel selects a week to plan all the activities, to promote the benefits of a healthy lifestyle to Family Members (FMs) and their families and to raise awareness of the benefits of regular exercise.

The following activities are offered by the hotels:

- Blood Donation Campaigns;
- Family assistance Program;
- Health Screening for both FMs and their Families (some tests for free, and others at a discounted price);
- Eye Screening for both FMs and their Families (some tests for free, and others at a discounted price, negotiated discounted rates for glasses);
- Discussions and counselling activities with FMs (about topics such as: parenting, health diets / nutrition, occupational stress, common social problems / drugs...).

## Trade union

At Attitude, we prioritize the well-being and rights of our employees, including their freedom to associate and engage in collective bargaining. As part of Mauritius' legal framework, which explicitly safeguards the right of workers to join trade unions, we fully support the principle of employee choice. In alignment with the Employment Relations (Amendment) Act 2019, we affirm that every employee, holds the fundamental right to decide whether to join a trade union or not. We recognize that the decision to join a trade union is deeply personal and should be respected without any form of coercion or discrimination.

There shall be no retaliation or discrimination against any employee based on their decision to join or not join a trade union. We are committed to upholding the rights and dignity of our employees, and any form of reprisal goes against our values and principles.

For the Context of Zanzibar, Matemwe Attitude does not affiliate with any trade union but fully respects employees' legal right under the Zanzibar Employment Act of 2011 to join unions of their choice, provided they formally notify management. We guarantee no discrimination based on union participation and uphold all statutory protections. This policy reflects our commitment to fair labor practices while maintaining operational neutrality.

## Environmental policy

At Attitude Hotels, we acknowledge the responsibility we hold as a coastal hospitality group operating in fragile island ecosystems. Our presence in **Mauritius and Zanzibar** places us at the heart of unique natural environments, and we are committed to safeguarding these destinations for the well-being of our guests, our communities, and future generations.

We are dedicated to **minimizing our environmental footprint** and promoting **sustainable practices** across all areas of our operations. This commitment spans the entire group and informs our decisions — from design and construction to daily hotel activities, supply chain engagement, and guest experiences.

Recognizing the urgency of climate, biodiversity, and resource challenges, we strive for **continuous improvement** in our environmental performance. Our efforts are guided by a clear objective: to **protect, preserve, and enhance** the natural environments in which we operate, while contributing positively to the resilience of our host communities.

### Goals

We shall operate in full compliance with all relevant local environmental laws in Mauritius and Zanzibar, and follow international best practices. We track our environmental performance against clear objectives, with regular reviews and improvements.

We strive to reduce our carbon footprint by improving energy efficiency and adopting low-emission practices. We are committed to protecting biodiversity, especially in our coastal and marine ecosystems. We aim to manage waste responsibly, reduce consumption, and avoid pollution wherever possible. We install energy- and water-saving devices across our operations when feasible. We actively involve guests in our sustainability efforts to reduce environmental impact. We train and empower our Family Members to support and uphold our commitments. We engage suppliers to align with our environmental standards.

We raise awareness among local communities to support shared environmental goals.

We believe that through education, collaboration, and action, sustainable tourism is achievable.

## Energy and Water

At Attitude, we are committed to reducing our energy and water consumption as part of our environmental stewardship. We strive to improve efficiency across all operations by:

Monitoring and analyzing monthly energy and water usage data;

- Identifying and implementing opportunities for process improvements;
- Using energy- and water-efficient technologies and equipment;
- Engaging and informing guests and team members on conservation practices.

Each year, following our monthly analysis, we define clear reduction targets for both energy and water consumption. These targets guide our operational actions and support our broader sustainability objectives.

- **Waste Management**

Attitude is committed to reducing the amount of waste produced by our hotels' operations that is sent to landfill. We shall maintain our efforts to minimize waste production, ensuring proper disposal practices. This includes wastewater, plastic, and glass bottles, used cooking oil, paper & cardboard, wet waste from kitchen, most of which are being reused or recycled. Moreover, since October 2020, all our hotels have eliminated single-use plastics from the guest experience, furthering our sustainability efforts.

## Ecosystem protection & restoration

At Attitude, we are committed to protecting biodiversity and reducing our impact on fragile ecosystems, particularly coral reefs and coastal habitats. Our approach focuses on raising awareness, reducing harmful substances, supporting ecological research, and adopting responsible sourcing practices.

### Marine Ecosystems – Conservation & Awareness

We take active steps to reduce our impact on marine biodiversity and coral reefs:

In partnership with a local supplier, we have developed a natural, mineral-based sunscreen, free from harmful ingredients. It is currently available across all our hotels in Mauritius and will be developed locally in Zanzibar. (Mineral sunscreen will be available for sale at the opening of the Matemwe hotel).

Most conventional sunscreens contain chemicals that contribute to coral bleaching and marine pollution. An estimated 14,000 tons of sunscreen residue enters the oceans each year, harming reef ecosystems.

Ingredients we actively seek to avoid include:

- Benzophenone-1 (BP-1)
- Benzophenone-2 (BP-2)
- Dioxybenzone (benzophenone-8)
- Octyl-dimethyl-para-aminobenzoic (OD-PABA)
- Enzacamene (4-Methylbenzylidene camphor, 4-MBC)
- 3-Benzylidene camphor (3-Benzylidenebornan-2-one)
- Nano-Titanium dioxide (TiO<sub>2</sub>)
- Nano-Zinc oxide (ZnO)
- Octinoxate (Octyl methoxycinnamate, ethylhexyl methoxycinnamate, Eusolex 2292, Uvinul MC80)
- Octocrylene
- Oxybenzone (Benzophenone-3, BP-3)

Through the Marine Discovery Centre, we also contribute to:

- Research on the marine species;
- Co-management of a Voluntary Marine Conservation Area;
- Public education via workshops and awareness sessions.

In Matemwe Attitude in Zanzibar, we also engage in the preservation of the Marine ecosystems through partnership with local NGOs and creation of a centre in the hotel.

### Terrestrial & Coastal Restoration

We aim to promote biodiversity and climate resilience by restoring degraded areas and reintroducing native plant life:

- We are piloting the implementation of a **tiny forest**, covering a minimum area of 50m<sup>2</sup>, within one of our hotel grounds. This initiative supports micro-biodiversity and ecosystem regeneration.
- Our restoration efforts are designed to create green spaces that attract local fauna, sequester carbon, and improve guest and community well-being.
- Where possible, we collaborate with local environmental partners to ensure ecological relevance and long-term impact.

### Hazardous substances

We commit to:

- Reducing the use of hazardous substances in our operations;
- Choosing safer, environmentally responsible alternatives;
- Disposing of harmful materials in compliance with local legislation to protect health and ecosystems.

### Sustainable purchasing & supplier engagement

- To reduce upstream impacts:
- We purchase in bulk and minimize packaging where possible;
- We prioritize goods and services with lower environmental impact and more local sourcing;
- We communicate our sustainability expectations to suppliers and involve them in delivering our commitments.

### Transportation & staff awareness

Nearly 95% of our Mauritian Family Members use shared hotel transport to commute, reducing carbon emissions from individual travel.

Sustainability training is provided to all team members to ensure understanding of our environmental commitments and their role in delivering them.

We monitor our environmental performance regularly and are committed to continuous improvement.

## Child's right and protection policy

The hotels of Attitude Group are committed to respecting and promoting the rights of the child, including protection from sexual exploitation of children and adolescents in tourism, protection from child labor and trafficking. According to the Child Protection Act 30 of Mauritius, a child means any unmarried person under the age of 18.

Additionally, Matemwe Attitude strictly adheres to The Zanzibar's Children Act of 2011 and the Zanzibar's Employment Act No. 11 of 2005 (Part II), which prohibits child labor under age 18. Our hiring policies, training programs, and supplier contracts actively enforce this standard, ensuring all workers meet legal age requirements.

The Management of our hotels educates Family Members in child protection, providing training on how to spot children at risk and protect them from Family Members, Guests, contractors, visitors, and suppliers against the following types of abuses:

- Ill-treatment, physical abuse, verbal abuse and emotional abuse,
  - Sexual Offences, indecent photographs of children,
  - Abandonment of child,
  - Abducting child,
  - Child trafficking,
  - Selling or serving any liquor, rum, any compounded spirits, or tobacco to a child.
- Emphasis is put on reporting process which is as follows:
- FMs report immediately any suspected case of child abuse to their supervisor, to trigger the transmission of information to the responsible persons (General Manager, Chief Security Officer, Risk Compliance Manager, Head of Departments). This allows the management team to be on alert and intervenes if needed to protect the child.
  - Upon confirmation of the case, the Chief Security Officer reports to the Local Authorities (Police, Child Protection Unit and other concerned bodies depending on the case). He also is assigned the responsibility to keep the child under protection until the arrival of the Local Authorities.
  - The Chief Security Officer and Management assist the Local Authorities during their enquiry. After enquiry, the Local Authorities are responsible to take appropriate actions.

The Management reserves the right to terminate a contract of any person who is unsuitable to work with children or for any reason that may put children at risk.

We focus on bringing the local community to collaborate in building a long-term protective environment for children in the communities where we work. We ensure that every member of our staff knows the Child's Right and Protection Policy and knows how to react in a case of child abuse.

The Child's Rights and Protection Policy is communicated during Induction and refresher courses for all Family Members. The Human Resources Manager of all our hotels ensure that all Family Members acknowledge the policy.

Mauritian law requires certain professionals and individuals to report suspected instances of exploitation or abuse involving children. The reporting of such cases is crucial for ensuring the safety and well-being of children and for taking appropriate actions to address the situation.

The Child Development Unit (CDU) is responsible for coordinating efforts to protect children from abuse, neglect, and exploitation in Mauritius. We encourage our guests, employees and visitors to report their own concerns about child exploitation and abuse to the Child Development Unit by calling on the 113.

We are committed to train our Family Members to become aware of children abuse and to understand actions to be taken if they suspect a child at risk.

## Local community policy

### Vision

At Attitude Hotels, we believe that sustainable tourism must directly benefit the communities in which we live and work. Our commitment is to:

- Continuously improve our services to meet the expectations of our guests;
- Add meaningful value to our brand;
- Actively contribute to local economic and social development.

We strive to foster strong, positive relationships with our neighboring communities, and ensure our presence generates long-term value for people, culture, and place

### Goals

#### Local purchases

- We prioritize sourcing products from local suppliers to reduce carbon emissions from transportation and to stimulate the Mauritian economy.
- Our goal is to maintain food quality and freshness while supporting local agriculture, artisans, and small businesses.

#### Charitable engagement

- Each year, we organize a festive gift drive around a Christmas tree, where guests are invited to donate presents for children from vulnerable groups in our neighboring areas.
- These moments of sharing foster empathy and meaningful guest engagement with our social context.

#### Promote responsible tourism

Our Local Experiences, launched in 2012, aim to encourage our guests to meet the locals, discover our island's cultural facets and feel the authenticity of Mauritius through various experiences, such as our culinary traditions, local dance and music, Mauritian craftsmanship, Mauritian convivial culture, and an app to discover the real Mauritius.

The local experiences show how we engage with local people and businesses to support the economy, community and to protect the Mauritian way of life. They create shared value by preserving cultural heritage, supporting livelihoods, and offering authentic encounters.

Guests also contribute to environmental protection efforts through beach clean-ups, and responsible activities (workshops, non-motorized activities...).

All those principles created in Mauritius will also apply to Zanzibar with tailor made experiences linked to the cultural heritage of the island.

### Looking Ahead

As responsible tourism practitioners, we continue to explore new ways of engaging local communities and empowering them to benefit from – and shape – the tourism industry. Our

goal is not just to minimize harm, but to amplify the positive ripple effects of travel in Mauritius.

## Quality assurance policy

To sustainably create value for our guests through our high standards of quality, Attitude Hotels commits to establishing a culture where everyone takes responsibility for quality and continual improvement across the business.

Our quality policy is guided by the following principles:

### 1. Guests' orientation

- Assess and take steps to improve guests' satisfaction with the quality of products and services.

### 2. Leadership of managers

- Establish objectives for constant improvement and create conditions for achievement of same.

### 3. Family Members Engagement

- Engage our Family Members in process improvement and build a quality culture in the group.

### 4. Continuous improvement

- Strive for excellence in everything we do.

### 5. Well-founded decision

- Inform in due time who it may concern about the discrepancies noted in products or services. DO NOT DELAY ACTIONS.
- Make decisions and act based on data analysis of product, services, processes and Quality Culture.

### 6. Mutually beneficial relationships

- Enhance responsibility and control measures for the sake of customer satisfaction and constant process improvement.

### 7. Quick response to identified shortcomings

- Ensure that our FMs have a positive attitude and a quick response towards identified shortcomings by the guests.
- Focus on the needs of guests to ensure their constant satisfaction and exceed their expectations.
- Ensure to constantly monitor guests' complaints and to act promptly and efficiently at the earliest.

### 8. Suppliers' commitment to quality

- Engage every supplier across our supply chain to maintain our standards of quality.

### 9. Robust policies and standard operating procedures

- Maintain and sustain a robust, agile, and effective quality management system consisting of policies and standard operating procedures.

#### 10. Best Practice

- Share all best practices and efficiency improvements between hotels and departments thus driving a culture of quality.

## Responsible Procurement policy & Guideline

The hotels of Attitude Group seek to purchase goods and services that minimize negative impact on the environment and enhance positive impacts on the local economy whilst meeting their business requirements.

By incorporating environmental, local, and social considerations into purchasing decisions, we endeavour to make a positive contribution. We send a 'collaboration charter' to all our suppliers to engage them in sustainable practices.

As such, our hotels will look for products and services as much as possible, which are one of the following:

- Sustainably produced and sourced
- Delivered in less packaging
- Help small business to integrate the economic mainstream
- From locally owned businesses
- Can be recycled locally
- Made from recycled material
- Energy and/or water efficient
- Low pollutant
- Reduce the need for printing
- Require less shipping/transport
- Use cleaner, more resource efficient and low-emission transport options
- Reflect the area's nature, history and culture
- From fair trade suppliers.
- Minimises food waste.
- Minimises the use of single-use or disposable items, e.g. single-use plastics.

Our hotels will start by working with a few products and services from sustainable sources where the environmental impacts are well-known and sustainable alternatives are readily available.

We shall have to establish the availability of sustainable products or services on the market, if they will meet our sustainability requirements and the cost of sustainable alternatives.

In addition, we are committed to procuring species harvested from the wild only from suppliers who adhere to sustainable, humane practices, and comply with all applicable local, national, and international laws and regulations. Furthermore, we ensure that neither the species nor any items derived from them are currently listed on the IUCN (International Union for Conservation of Nature) Red List of Threatened Species.

## **Objectives**

### **Food and beverage**

To keep at least 50% of the group purchases from suppliers certified Made in Moris for food and beverages in Mauritius. We plan to implement similar targets in Zanzibar.

### **Hazardous substances**

We shall focus on an area that has an impact on the environment, chemicals used in our properties.

We shall reduce as much as possible, hazardous substances with ecological ones, prior to availability locally made.

### **Energy efficiency**

We shall strive to choose devices, equipment or appliances which are low energy efficient, which may cost more initially but will generate savings in the long term caused by lower operating costs.

### **Promote small craftsmen and entrepreneur's products**

We shall promote sustainable development by ensuring that more small craftsmen and entrepreneurs, receive a fair price for their products, enabling them to trade their way out of low socio-economic conditions.

### **Avoid disposable products**

Our hotels are committed to avoiding disposable products. Unless they are biodegradable products or can be recycled, they add to the accumulation of landfill; we strive to choose an alternative with a useful lifespan.

### **Purchasing procedures**

Our hotels will seek to integrate our sustainability criteria, wherever possible, into our purchasing and contracting procedures.

Contract clauses can be used to include environmental considerations; for example, suppliers take back packaging that comes with the product. Our suppliers can make suggestions that will help our hotels to reduce our packaging waste or offer alternative, more environmentally friendly products.

### **Training**

Our Family Members with purchasing responsibility such as the bar manager, head chef, head of housekeeping as well as the senior management must know what they should be considering when buying items.

### **Communicate**

Our hotels are committed to communicate to our Family Members, Guests and suppliers to help raise awareness of our objectives and report on the undertaken actions.

## Health & Safety procedures

At Attitude, we hold the Health and Safety of our employees, clients, contractors, and the public as our utmost priority. We are committed to creating and maintaining a safe and healthy work environment for everyone associated with our operations. This commitment extends across all levels of our organization, from top management to frontline workers. We believe that a proactive approach to Health and Safety not only ensures the well-being of individuals but also contributes to the overall success and sustainability of our business.

Below is a glimpse of some of our standard operating procedure (SOP) related to Health & Safety that demonstrate our commitment to creating a respectful, inclusive, and supportive work environment for all our FMs.

### Fire and Emergency Plan

This Fire and Emergency plan is a documented collection of actions intended to reduce the impact of fire and other emergencies on the building, our business and especially our Family Members, guests, guests with disabilities, casual workers, contractors and visitors.

This plan addresses the following:

- Prevention: includes fire prevention measures and maintenance of equipment.
- Fire Risk Assessment.
- Detection: automatic systems used to identify when an emergency either exists or is pending
- Reporting: methods used to inform both building occupants and emergency responders of the emergency
- Evacuation measures: procedures to remove occupants from exposure to the emergency.

### Crisis Management

Every hotel must have a Crisis Management Team (CMT). The primary role of the CMT is to manage the orderly evacuation of guests and FMS in the event of an emergency. Its secondary role is to implement pre-set procedures to control and minimise damage to individuals, the hotel, and the brand.

The key aims of the team are:

1. To protect life and property.
2. To control the situation.
3. To restore the hotel back to normal operational status as quickly as possible, including:
  - Business restoration
  - Property repairs
4. To provide damage limitation in terms of reputation and morale.

5. To liaise with local authorities and other agencies.
6. To investigate and report the circumstances to avoid recurrence or improve performance.
7. To control litigation through minimisation of claims.

