



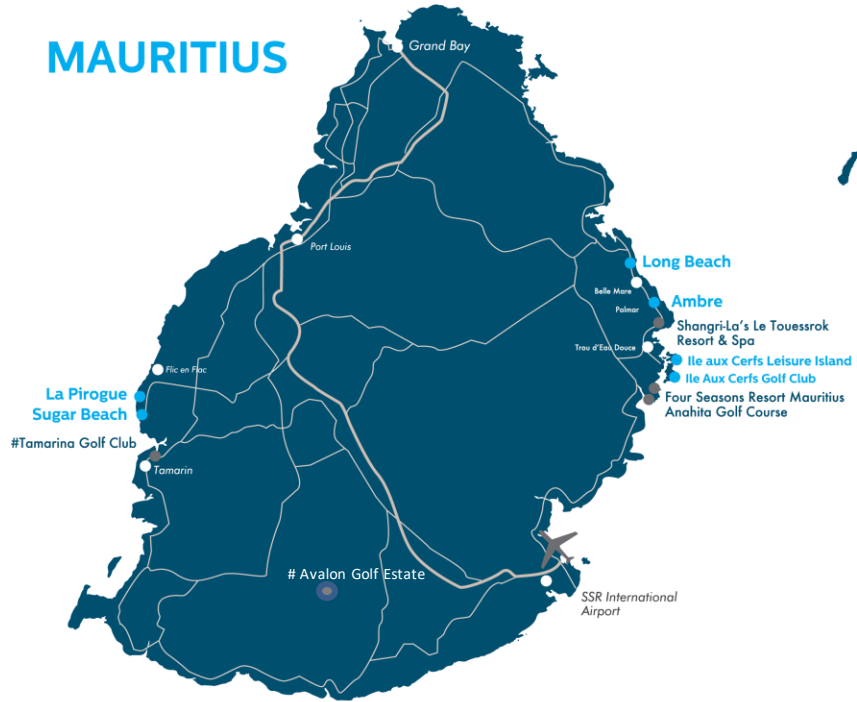
SWITCH Africa Green
Regional Meeting on Sustainable
Tourism
Kigali, Rwanda
29-30 October 2019

Sustainable business model in the hospitality
industry

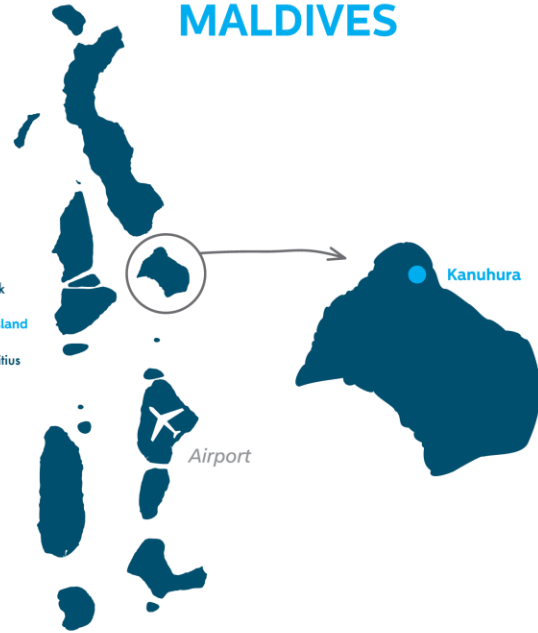
Agenda

- Introduction to Sun Resorts
- Best Practices in Place
- Framework implemented
- Industrial Symbiosis – A Case Study

MAURITIUS



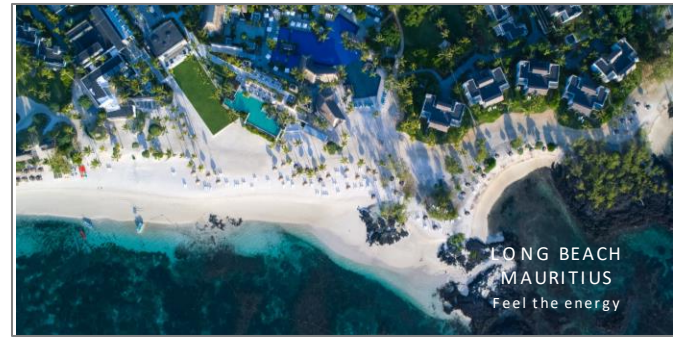
MALDIVES



SUN RESORTS

Own & Manage 8
Resorts in the Indian
Ocean

3700 employees
1050 room
Around 120,000 guest
per year

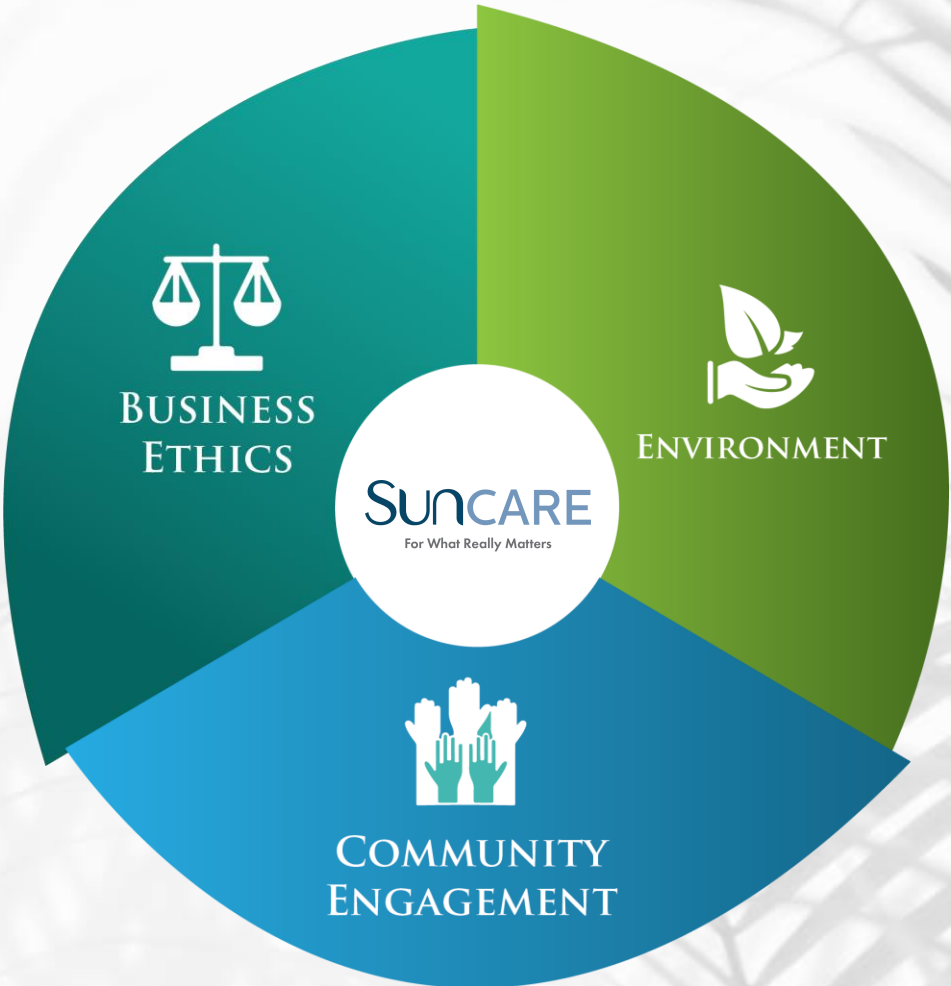


The different sustainable practices implemented by Sun Resorts and their impacts on efficiency in the hotel industry

FRAMEWORK

SUNCARE

addresses sustainability initiatives as per the triple-bottom line approach of environmental, social and financial responsibilities by finding innovative ways to do more with less.



SUNCARE



ULTRAGREEN

- 60 HECTARES OF LAND
- 21,000 M² GRASS
- OVER 510,000 PLANTS
- 26 ENDEMIC SPECIES



NURSERY

Grown approximately 3,400 plants



MANAGING ENERGY

- 6,000 ENERGY-EFFICIENT LIGHT SOURCES
- 700M² SITE OF THERMAL SENSOR PANELS



ADOPT A TREE



NATURE WALK

NATURE TRAIL

LONG BEACH
A SUN RESORT - MAURITIUS



IRRIGATION FROM RECYCLE WATER.



La Pirogue International Marine Research Center

SUNCARE



COMMUNITY
ENGAGEMENT



SUN
Children
CANCER FUND



SUNCARE



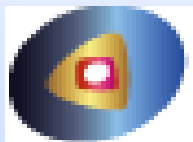
We protect children from sex tourism.



Transparency Mauritius
Affiliated to Transparency International



MoU with University of Mauritius



fashion & design institute



Business Unit Dashboard



Energy efficiency



26.27 kwh / GN

Decrease deviation of 3.34 kwh/GN compare to 2016-2017



Water Management



0.50 M3 / GN

Decrease deviation of 0.04 M3 /GN compare to 2016-2017



Waste Management



49%

Of waste generate is recycling
Target to reach 50%



Diesel Management



0.03 L / GN

Maintain same 0.03 L/GN as 2016-2017



LPG Management



0.33 Kg / GN

Increase deviation of 0.03 kg /GN compare to 2016-2017



Led Lights



90%

Target to 100% by 2020



Sustainability initiatives



7 Events

2017 target was 5 events
2018 target is 10 events



Certification



EarthCheck silver certified
ISO 22000
ISO 9001



No. of Training hours



28850 hours

We exceed our target 70h per employee



Social and Cultural Management



7 Events

2017 target was 5 events
2018 target is 10 events



Customer Satisfaction



90.4%

We maintain our target above 90% on customer satisfaction



No of Innovation



4

We exceed our target



Employee Satisfaction



80%

We maintain our target above 80% on employee satisfaction

The background of the slide features a light gray, semi-transparent pattern of palm leaf shadows, creating a natural and serene atmosphere. The shadows are cast from the right side, overlapping and creating a sense of depth and texture.

Sustainable business model in the hotel industry that incorporates sustainable consumption and production practices.



THE BOARD



GROUP LEVEL

SUNCARE Sustainability Committee

Scheduled quarterly and chaired by the CEO

Governs and manages:

Group Sustainability performance through the SUNCARE programme.

SUNCARE guest voluntary contribution programme.

Group CSR programme.

SUN Children Cancer Trust.

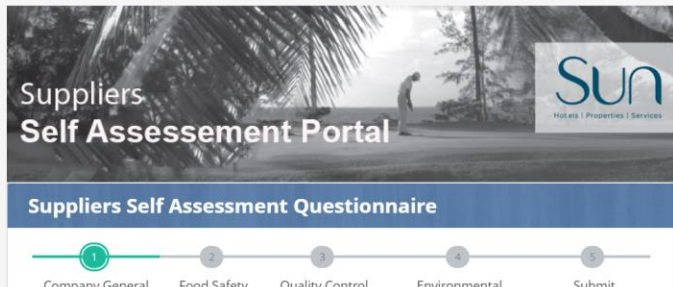
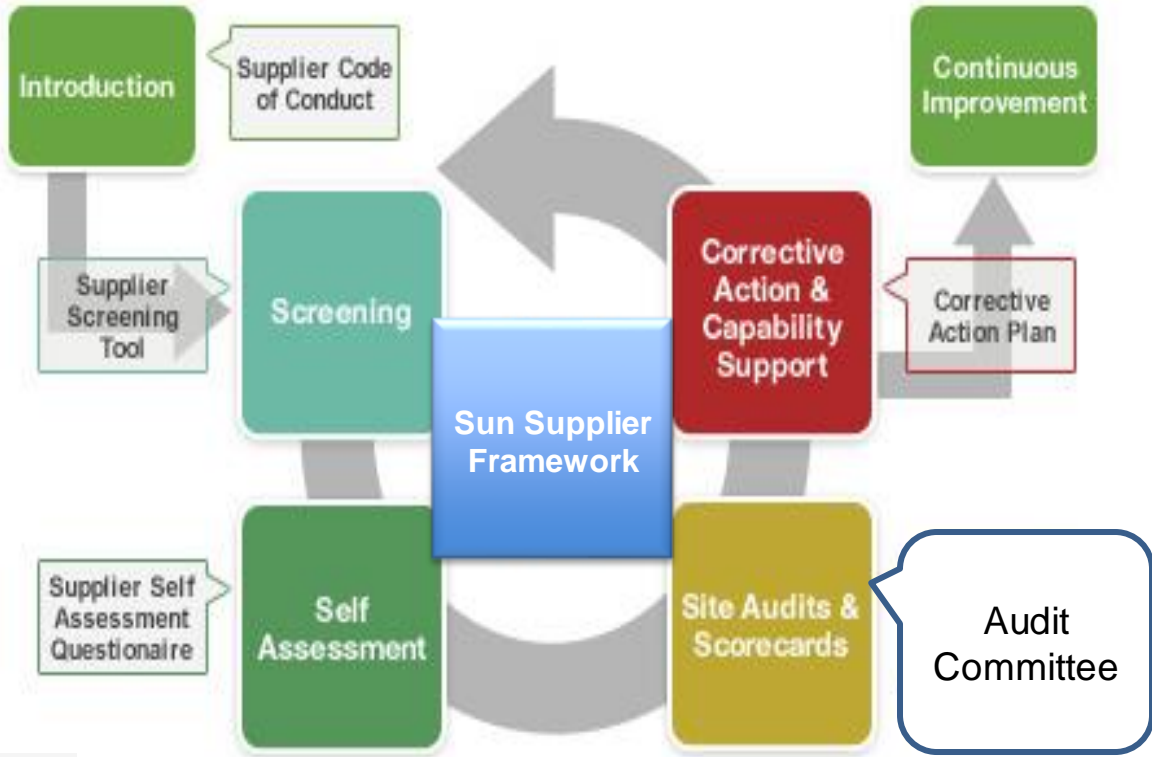


OPERATIONAL LEVEL

Local SUNCARE Sustainability Committee

Chaired by the General Manager, supported by the SHEQ team and HoDs to implement the SUNCARE programme at Business Unit level.

Supplier Framework



Every supplier wishing to conduct business with Sun Limited has to fill in the Supplier Assessment Questionnaire and has to sign a supplier code of conduct taking into account

1. Quality Management System
2. Environmental Management System

CERTIFICATION & AWARDS

SUN Walk The Talk and has inspired others as a **Role Model**. Our sustainability actions have gained recognition both at National and International levels.



Sun Listed on SEM Sustainability Index, Mauritius Stock Exchange



First hotel group in Mauritius to be EarthCheck Silver Certified



3 of our hotels Ambre, Sugar Beach and Long Beach are Travelife Gold




SUN is Founding Member of UN Global Compact Mauritius local Network promoting SDGs in the Indian Ocean Region



Sun won the first sustainability Tourism Award organize by the Ministry of Tourism

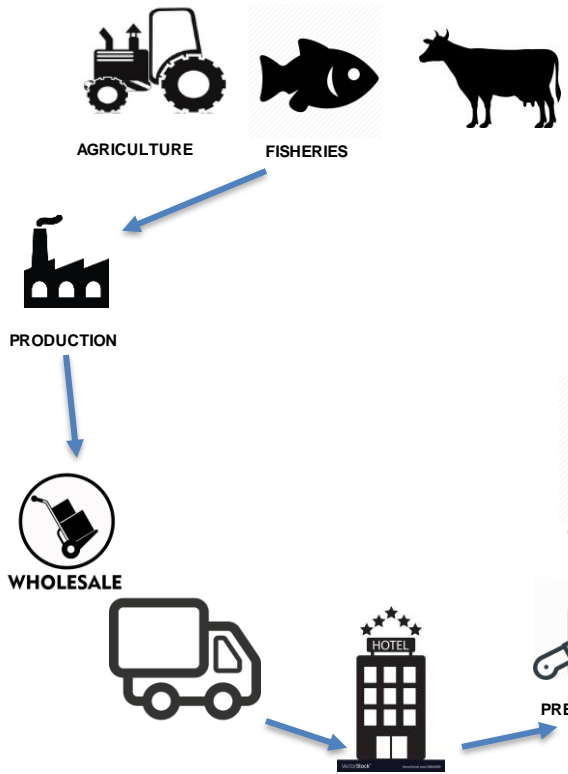


SUNCARE winner of the Worldwide Tourism Hospitality Award 2018 in Paris , Best Initiative in Sustainable Development and Social Responsibility

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The opportunities and challenges faced by implementing sustainable consumption and production practices including industrial symbiosis in the hotels

Industrial symbiosis Case Study Waste Management





Cleaner Production Technology



Industrial symbiosis Case Study Waste Management

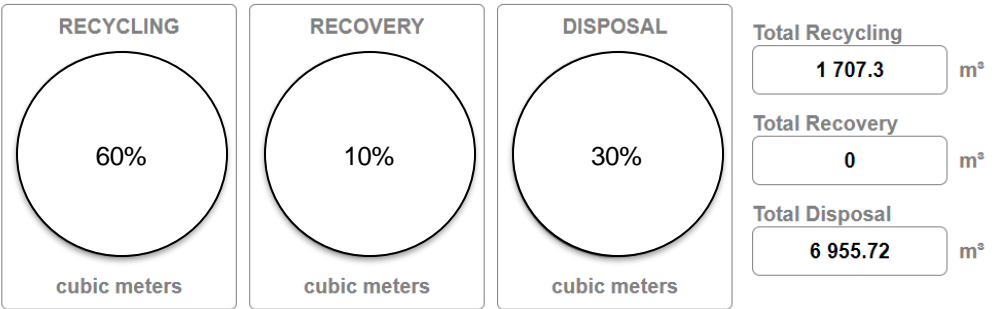
Welcome, Ali Abdool.

- Dashboard
- Group Summary
- CEP
- Data Grids
- Photos
- Paperwork
- Site Report
- Benchmarks
- Graphs
- Website Questionnaire

Group: **Sun** | Site: **(all)** | Collection Point: **(all)** | Year: **2019** | Show Values in: **Volume (m³)**

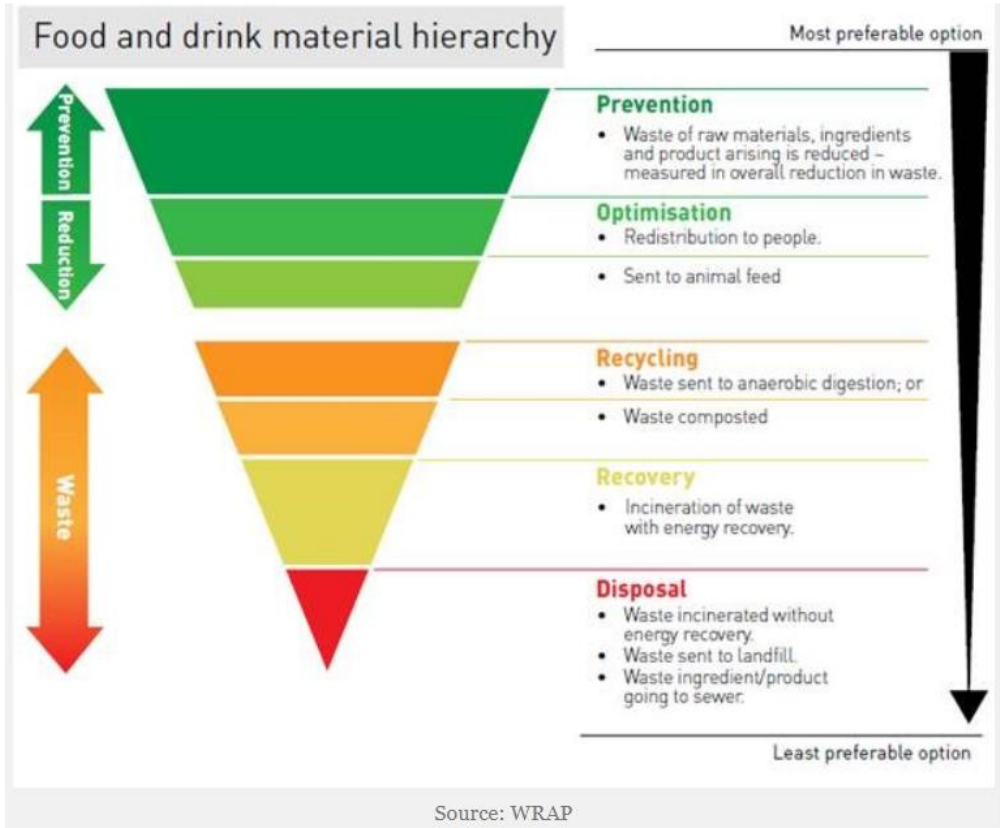
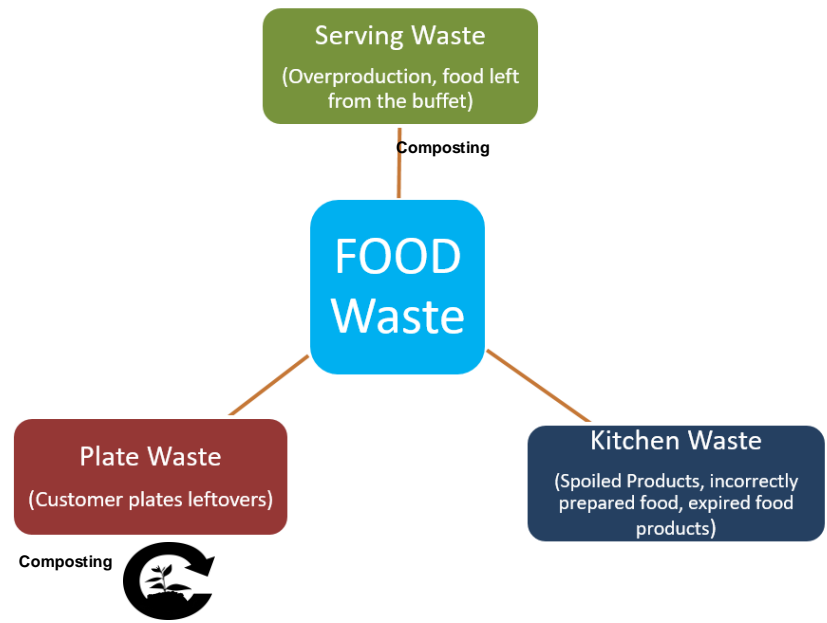
Summary of Waste Treatment Outputs and YTD achievements at a glance
cubic meters per waste category

CATEGORY (% OF TOTAL WASTE)	JAN 19	FEB 19	MAR 19	APR 19	MAY 19	JUN 19	JUL 19	AUG 19	SEP 19	OCT 19	NOV 19	DEC 19
General Waste (72.9%)	581	666	765	733	540	653	681	525	840	330		
Paper (15.0%)	58	224	232	200	102	141	120	156	54	15		
Organic Waste (8.0%)	40	24	36	48	49	95	118	99	102	78		
Plastic (3.9%)	15	81	59	30	18	20	18	21	70	4		
Glass (0.2%)	1		0.96	2	2	2	4	5	4			
Container Plastic (0.0%)			0.01									



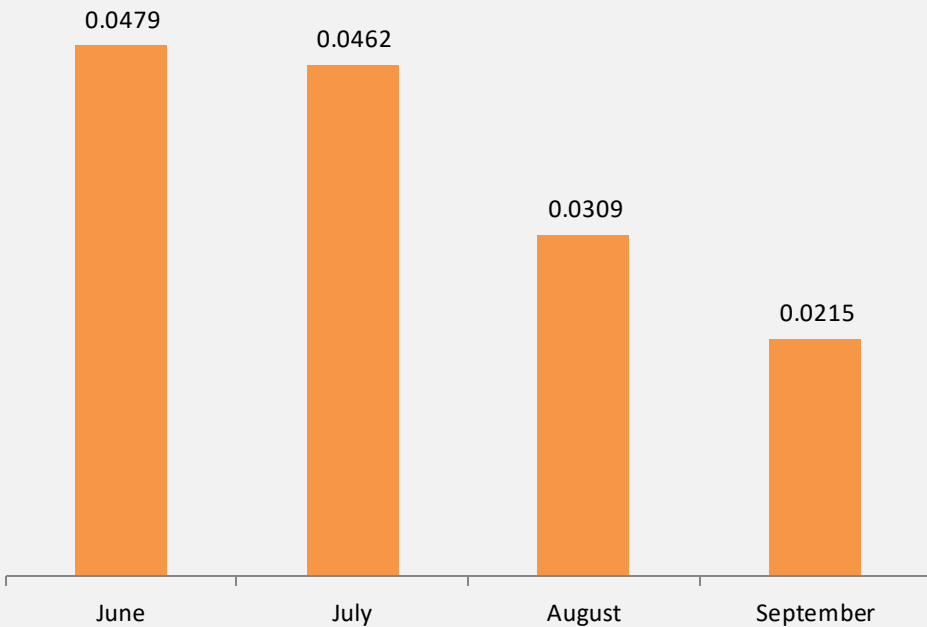
YTD Environmental achievements through implementation of waste hierarchy options

- Carbon Dioxide Saved**
468 621 m³CO₂
- Water Saved**
6 243 184 ℓ
- Trees Saved**
4 061 trees
- Energy Saved**
1 732 387 kWh

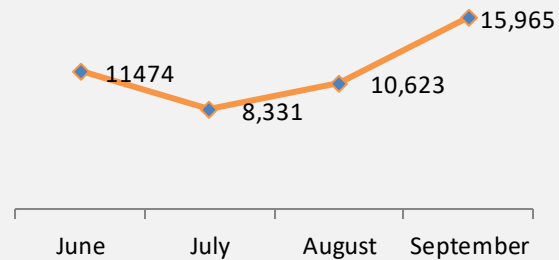


Food waste monitoring

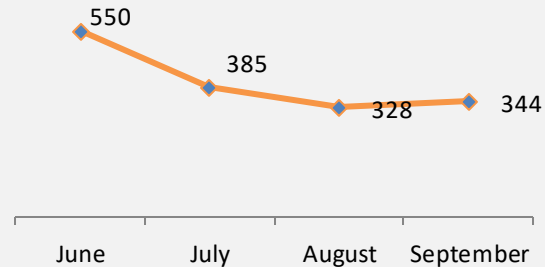
Food waste per GN (Kg/GN)



Guest Nights



Food Waste (edible) collected (Kg)





Challenges



Soap recycling project
Solid soap transform to hand wash



Old brochures transform into
bags



Old Uniform
transform into
art work as a
wish tree



FRONT

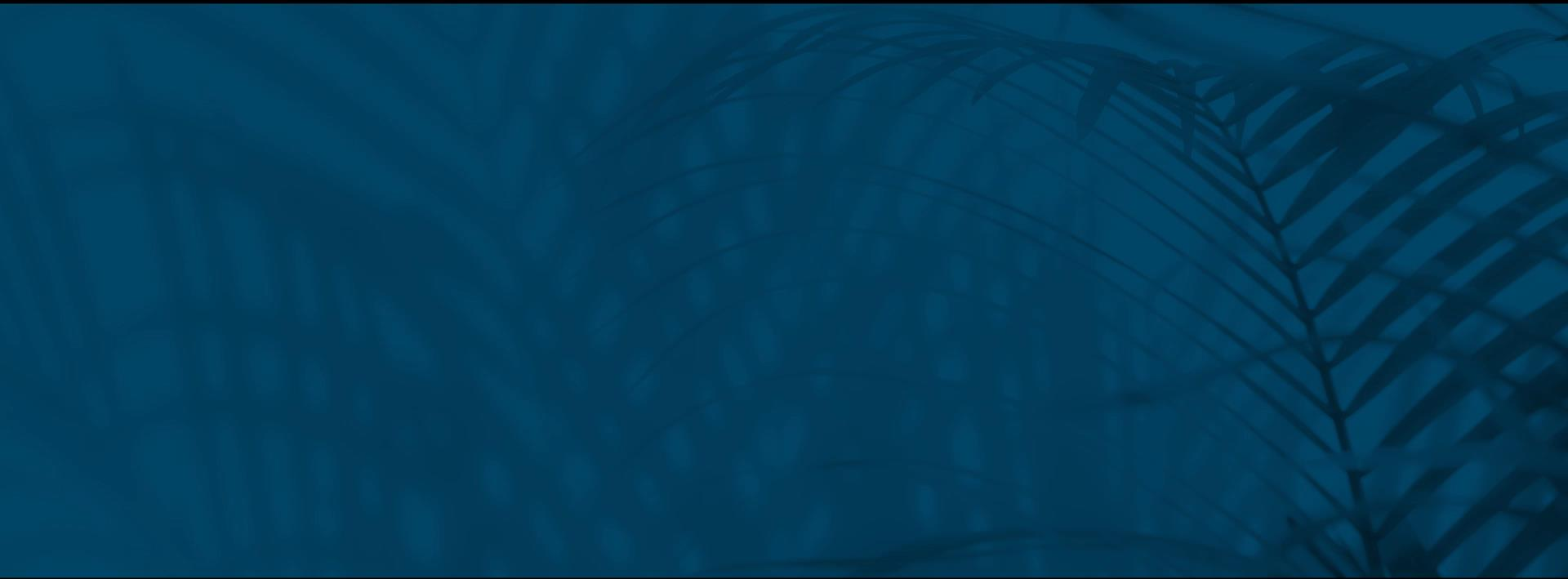
CONCLUSION

Sustainability is a Choice.

Everything has a start

Your decision matters





The background of the slide features a light gray, semi-transparent pattern of palm leaf shadows, creating a tropical and natural aesthetic.

Thank You

SUNCARE

For What Really Matters