

Sustainability & ESG report

Pacific Beachcomber
2022



PACIFIC BEACHCOMBER

FRENCH POLYNESIA

The vacation of a lifetime that also cares for the planet
and local people

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ABOUT THIS REPORT



Following the release of its first CSR report in 2019, the Pacific Beachcomber Group continues its voluntary approach to transparency and accountability to its stakeholders with the release of its second CSR 2022 report. The purpose of this report is to provide a detailed presentation of the social, societal and environmental performance of our activities. This document is intended for all stakeholders of Pacific Beachcomber and can be viewed and downloaded from the website www.pacificbeachcomber.com, in French and English versions. It is now published every two years, with the publication of the next report scheduled for 2024.



SCOPE AND METHODOLOGY

For feasibility reasons, this report only covers the hotel properties of the group, which is comprised of 7 entities: The Brando, InterContinental Bora Bora Le Moana Resort, Intercontinental Tahiti Resort & Spa, InterContinental Bora Bora Resort & Thalasso Spa, Matai Bora Bora, Matai Rangiroa, Matai Huahine. The information in this report mainly covers the 2021 financial year unless otherwise indicated.



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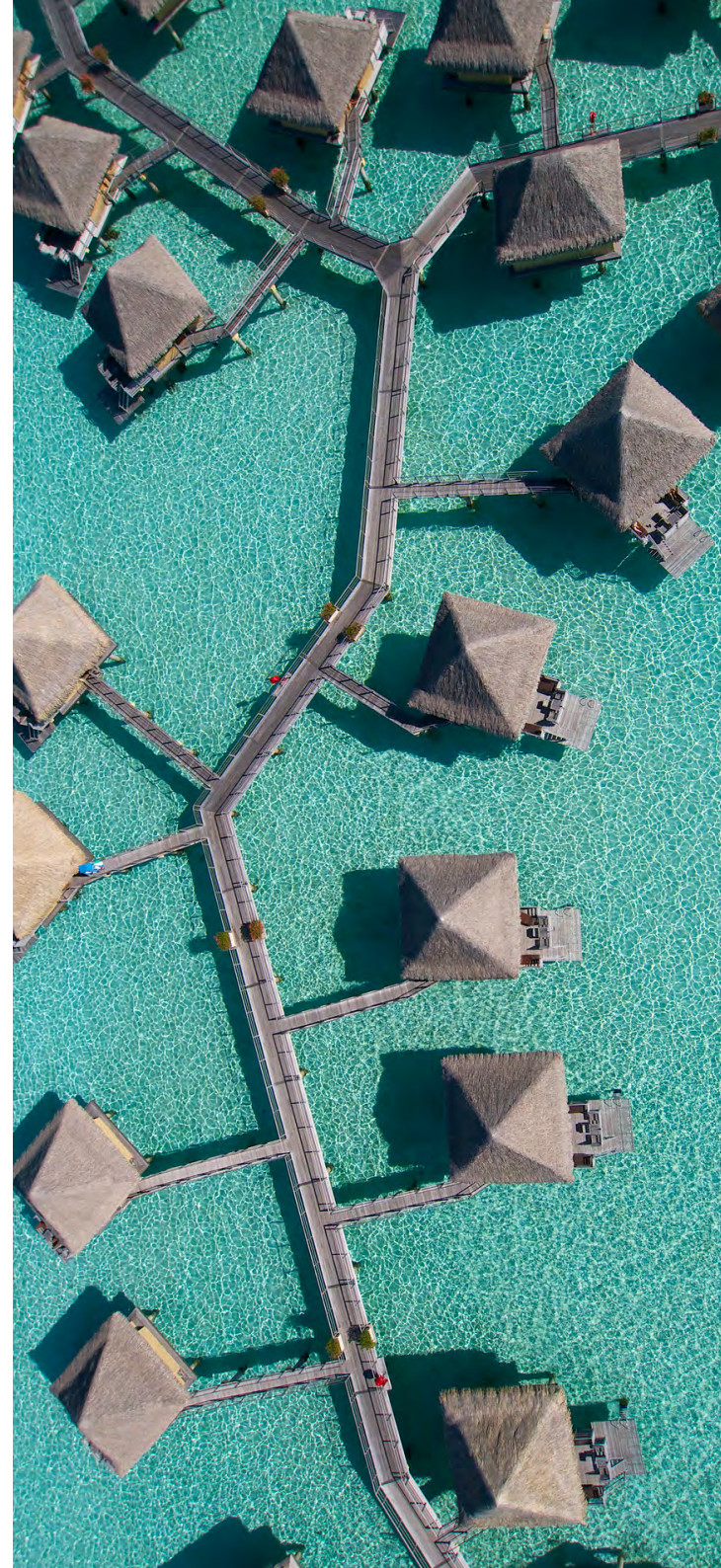
REGULATORY CONTEXT

In France, article 225 of the Grenelle II law of July 12, 2010 and its implementing decree of April 24, 2012 require companies with more than 500 employees and whose net turnover exceeds 100 million euros to publish information relating to the social and environmental consequences of their activities and their societal commitments in favor of sustainable development in their annual report.

In French Polynesia, this decree is not applicable, so Pacific Beachcomber's reporting approach is voluntarily continued in order to contribute to the development of CSR in Polynesia and thus strengthen dialogue with its stakeholders on this topic.

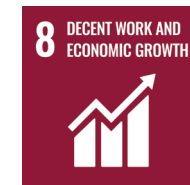
Send your comments to:

CSR Department
info@pacificbeachcomber.com



OUR CONTRIBUTION TO SDGs

The Pacific Beachcomber Group contributes to 16 of the 17 United Nations Sustainable Development Goals (SDGs) as part of the 2030 agenda.



**SUSTAINABLE
DEVELOPMENT
GOALS**



Yann Bailey

Chief Executive Officer

CEO & CHAIR'S STATEMENT

As a hospitality business in a tourism destination, Pacific Beachcomber understood early on that the natural environment we live and work in is our most important resource and must be preserved. We were early adopters of the "triple-bottom-line" approach, that is at the heart of the concept for the Brando, a resort that embodies our vision for a new model of sustainable tourism that unifies the resort guest experience with conservation and scientific research to help combat climate change. Today we are taking those principles and extending them to all our operations and legacy resorts, through 3 axes of action: caring for the environment, caring for nature and culture, and caring for people.

As the world begins to climb out of a global pandemic of historic proportions, to find itself now in the shadow of prolonged war and conflict that further disrupts supply chains and drives uncertainty and inflation, it is an increasing economic imperative for all our businesses to find ways to improve efficiencies, reduce waste and energy consumption, and favor the local and circular economy. Making these choices is not simply about what is best for the environment, but also about what makes the most economic sense, both for the future and the short-term.

Sustainable development is often taken simply within the context of carbon footprint and environmental impact. But one side-effect of the pandemic has been to further reinforce the importance of our people, of fostering and retaining talent, and promoting well-being at work. Our hospitality sector, and arguably the global service industry, is facing historic recruiting challenges. Internal development of our talent pool, along with creating a desirable and attractive work environment is an increasingly key strategic pillar. For our business to be sustainable, we must address the needs and concerns of all our stakeholders, including our colleagues and teams to embark them with us in our vision.

In the face of catastrophic consequences, it is critical to find sustainable solutions to maintain our lifestyle as a society. We are committed to make this a guiding principle throughout our operations, to demonstrate that there are ways to reconcile our society's footprint with its environment, to raise awareness, and hopefully to encourage our guests, our partners, and our stakeholders to try and do the same at their respective levels.



Pacific Beachcomber is proud to have been a leader in sustainable tourism for more than two decades. Throughout our organization we have strived to nurture a culture of excellence in hospitality experiences, and at the same time a culture of caring. Caring for our guests, our staff, our community, and the environment. We believe that responding to the desires and aspirations of our community, preserving the natural beauty of our property sites and perpetuating the unique cultural heritage of Polynesians will serve the long term interest of our business.



Richard Bailey

Chairman

ABOUT PACIFIC BEACHCOMBER



A leader in the hospitality industry in French Polynesia, we offer authentic and enriching travel experiences, which are both enchanting for our customers and respectful of the natural and cultural jewels of the region.

3 Brands



7 Hotels

571 Rooms

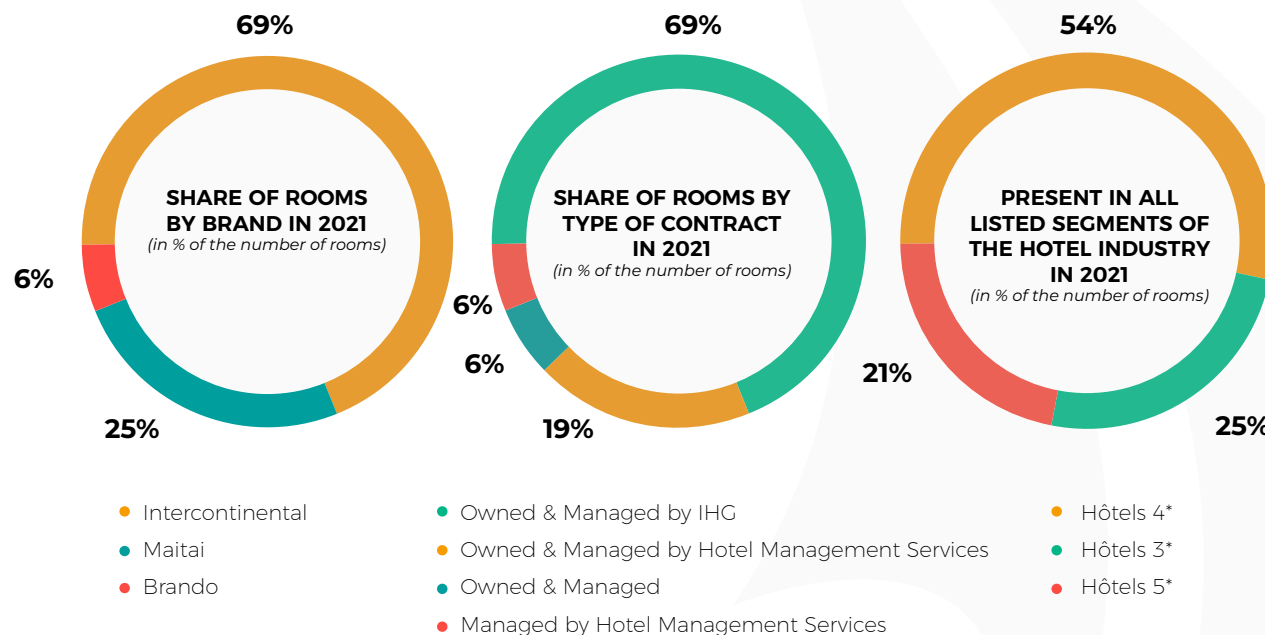
30% Listed hotel capacity in French Polynesia

89% Client satisfaction*

816 Collaborators**

100% Of our hotels are accessible to persons with reduced mobility

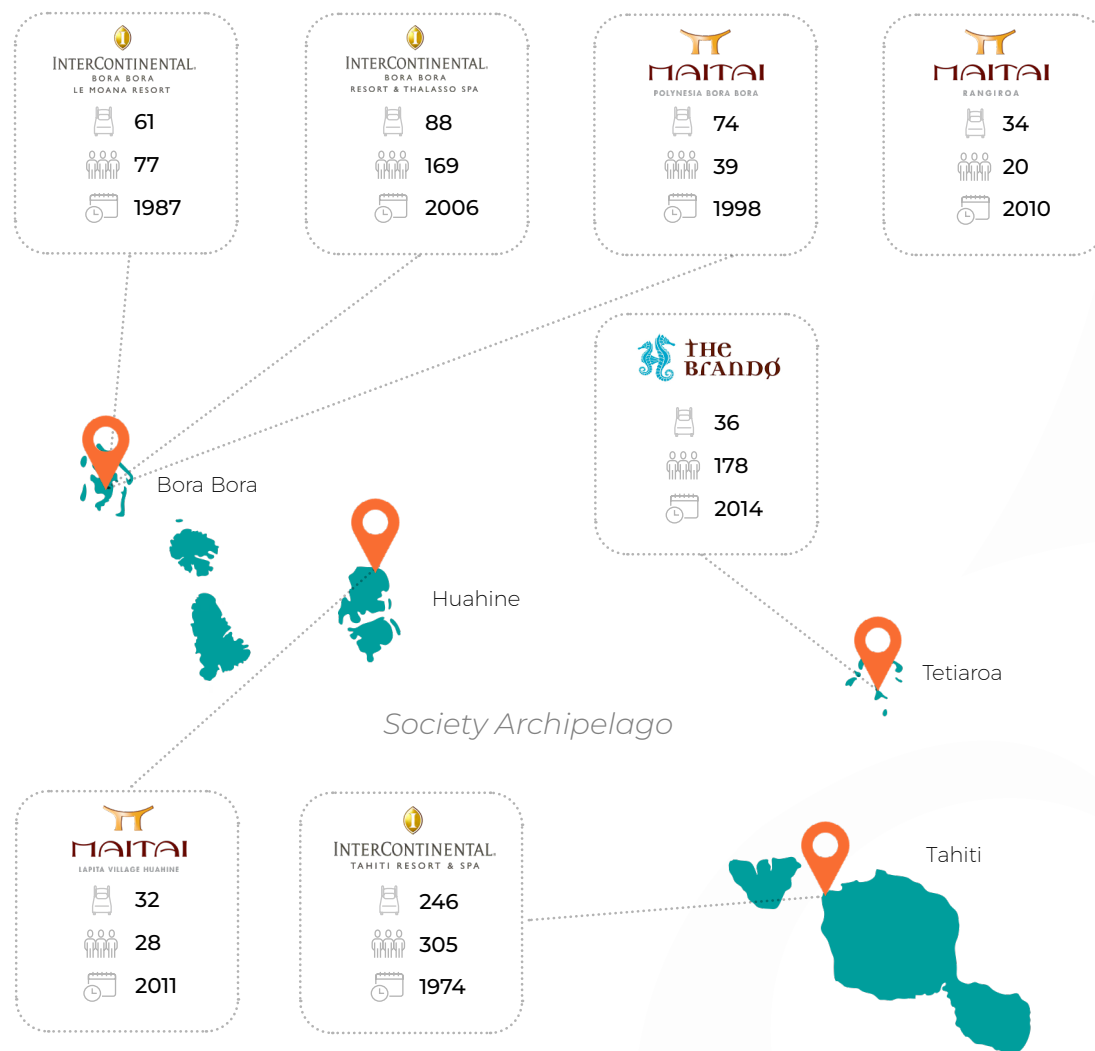
OUR BUSINESS MODEL



* Intercontinental French Polynesia property via our 'Guest Love' survey

** average annual workforce in FTE

OUR PRESENCE



NUMBER OF GUESTS

2019 285 540 **VS** **2021** 156 611

↘ 45% Covid effect

OCCUPANCY RATE

2019 68,2% **VS** **2021** 42%

↘ 42% Covid effect

AVERAGE LENGHT OF STAY

2019 3,10 days **VS** **2021** 3,20 days

↗ 4%



Rooms



Employees (in average annual FTE headcount)



Opening date

OUR GOUVERNANCE

Board of Directors

30%
women directors



Chairman

Richard Bailey



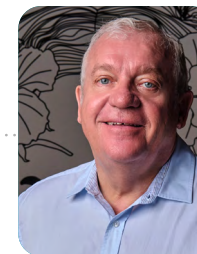
Sustainability Advisor *

Cécile Gaspar



Chief Executive Officer

Yann Bailey



Advisor to CEO

Philippe Brovelli



General Secretary

Isabelle Honorez



Chief Hotel Operations Officer

Guillaume Epinette



Chief Financial Officer

Florence Courbiere



Managing Director Air Tetiaroa

Laurent Darcy



Chief Project Manager

Pascal Lombard



Assistant Project Manager

Bruno Chevallereau

*outside Executive Committee

OUR HISTORY



1998

Acquisition of the TBSA company by Richard Bailey (owner of the Tahiti Beachcomber and Moorea Beachcomber Hotels), opening of the Maitai Polynesia Hotel, managed by Hotel Service Management (HMS), a division of the Group. Richard Bailey becomes the company CEO

1999

Acquisition of the emblematic Moana Beach in Bora Bora

2001

Brand change for 3 Group hotels under the Intercontinental name and vast renovation program

2004

Co-founding of the Te Mana o te Moana association dedicated to the protection of the marine environment in French Polynesia

2009

Acquisition of the M/S Paul Gauguin, a luxury cruise ship based year-round in South Pacific waters since 1997

2007

The group becomes Pacific Beachcomber SC

2006

Opening of the InterContinental Bora Bora Resort & Thalasso Spa, and commissioning of the first deep sea water air conditioning system (SWAC: Sea Water Air Conditioning)

2005

Acquisition of Maitai Polynesia

2010

Acquisition of Maitai Rangiroa and co-founding of the Tetiaroa Society association

2011

Opening of Maitai Lapita Village in Huahine, managed by HMS

2013

Opening of the Matai Rangiroa located on one of the largest lagoons in the southern hemisphere and Bronze certification awarded by EarthCheck for the Maitai Huahine

2014

Opening of The Brando eco resort and commissioning of its second SWAC on Tetiaroa and Gold certification awarded by EarthCheck for the Maitai Polynesia Hotel

2020

Closure of the InterContinental Resort & Spa Moorea

2019

Publication of the Group's first Social Responsibility report, sale of the M/S Paul Gauguin to the Ponant company and Platinum certification awarded by EarthCheck for the Maitai Polynesia Hotel

2017

Gold certification awarded by EarthCheck for the Maitai Rangiroa hotel

2016

Reception of LEED platinum certification for construction of The Brando

2021

Appointment of Yann Bailey as new CEO of Pacific Beachcomber

SUMMARY OF 2020 - 2021

GOVERNANCE



Richard Bailey hands over the reins of the group to his son, Yann

In November 2021, Yann Bailey was officially appointed Chief Executive Officer of Pacific Beachcomber Group while Richard Bailey, former Chairman and CEO of the group, remains the Chairman.

A new Director for the InterContinental Thalasso Bora Bora Resort & Spa



Valérie Gachon was appointed General Manager of the 5* InterContinental Bora Bora Resort Thalasso & Spa on March 1, 2021, after serving as Executive Assistant Manager in charge of accommodations at the St Régis in Bora Bora. With 20 years of experience in the luxury hotel industry, Valerie brings a wealth of industry knowledge and added value to make this hotel a reference in French Polynesia.

Creating a Regional IT Department: a vector for performance and digital transition

In 2021, Pacific Beachcomber continued with its reorganization of its hotel business sector by creating an Information Systems Department, in order to support the company's global strategy, to position itself as a leading French Polynesian company on the market and to bring the group's companies into the digital age in a sustainable manner.

Development of a new CSR roadmap 2025: We Care!

Building a sustainable network of CSR managers in all our hotels

ENERGY



2019
9 718
Mt CO2

VS

2021
7 690
Mt eq. CO2

- 21 % carbon emissions since 2019*

Up to
90 % energy savings compared to a conventional system with the SWAC

Nearly
30 000 tons of CO2 avoided thanks to the 2 SWAC systems since 2006

+ 6 070 solar panels in our hotels

Transition
100 % LED transition throughout all of our hotels



WATER



2019
345 123
m³

VS

2021
264 528
m³

- 23 % of water consumption since 2019*

2 m³ water / m2 used in 2021

WASTE



2019
4 142
tons

VS

2021
3 286
tons of waste generated

- 21 % of waste generated (tons)*

Up to 15 sorting processes in our hotels

-3.5 tons of plastic waste avoided in 2020

*effet covid

NOS FAITS MARQUANTS 2020 - 2021

NATURE



- + **26** M FCFP of financial gifts to Tetiaroa Society
- 5** coral restoration programs
- 84** beehives
- + **2,5** tons of honey recolted since 2020
- 5** aromatic or vegetable gardens
- 2** vanilla production gardens
- 1** honey production facilities

CULTURE



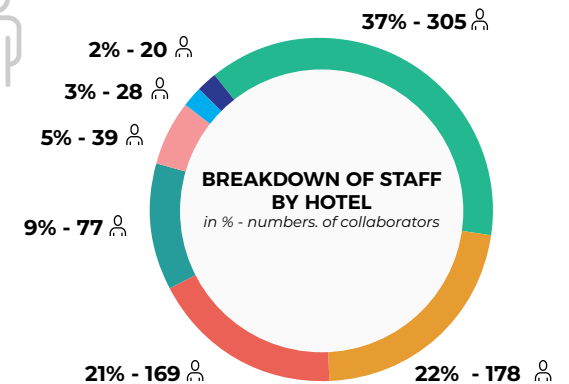
- + **450** traditional Polynesian shows performed



COLLABORATORS



- 49 %** men & **51 %** women
- 83 %** employees on permanent contracts
- 3** billion FCFP in payroll
- 38** mean age
- 69 %*** rate of commitment to our brand
- 77 %*** of employees feel fulfilled in their work
- 81 %*** of employees believe that "this is social and environmentally responsible company"
- + **1300** discounted overnight stays for our employees in our hotels since 2020



- Intercontinental Tahiti Resort & Spa
- Brando
- Intercontinental Thalasso
- Intercontinental Moana
- Maitai Bora
- Maitai Lapita Village Huahine
- Maitai Rangiroa

* Results of the Colleague HeartBeat 2021 survey, Intercontinental Polynesia property French

COMMUNITIES AND LOCAL DEVELOPMENT

- + **500** suppliers and service providers
- 95 %** locally based
- more than 50 à 90 %** responsible fish sourcing, depending on the hotel
- + **10** Clean Up Days organized
- + **1** ton of waste collected on beaches



SUMMARY OF 2020 – 2021

Prizes, awards & labels

We are proud of what we and our teams accomplish every day. The best indicator of our success is the positive experiences of our clients and our continued efforts to protect and preserve the environment, culture and people of French Polynesia. We are always very pleased when our hard work is recognized by our peers.

Below are some of the awards and honors we have received in recent years:



Top Resorts in Australia & South Pacific
Condé Nast Traveler's 2021
Readers' Choice Awards



#3 Resort in the South Pacific
Travel+Leisure's World's Best Awards 2021



2021 Forbes Travel Guide
"Five-Star Hotel Award"



Solar Impulse 1000
+ Efficient Solutions 2021



Tech4Island Oceania Grand Prize 2021



Silver Turtle 2021



LEED Certified (2016)



EarthCheck Platinum



Golden Turtle 2021



Travellers' choice award 2022
Tripadvisor



Loved by Guests 2021
award hotels.com



EarthCheck gold 2021



EarthCheck bronze 2021



#1 Resort in the South Pacific
Travel+Leisure's World's Best Awards 2021



2021 Forbes Travel Guide
"Four-Star Hotel Award"



Forbes 2021 Travel Guide
Recommended Resort



Bronze Turtle 2021



#5 Resort in the South Pacific
Travel+Leisure's World's Best Awards 2020



Top Resorts in Australia and the South
Pacific Condé Nast Traveler's 2019
Readers' Choice Awards



Silver Turtle 2015



Top Resorts in Australia and the South
Pacific Condé Nast Traveler's 2019
Readers' Choice Awards

Guest Review Award Booking.com
2018

OUR CSR STRATEGY: #WE CARE



OUR MISSION:

Provide purposeful, enriching travel experiences for our guests, and meaningful benefits to the islands we call home, ensuring a future as rich as the past. We prioritize the well-being of our valued employees. We work to strengthen our resilience to climate change, protecting nature, respecting Polynesian culture, hospitality and traditions, and supporting our local communities. We welcome our guests to join us on this journey of discovery, as we aspire to explore, understand, and care for this remarkable corner of our diverse planet known as French Polynesia. That is at the heart of who we are.

OUR AMBITION:

Promote the development and adoption of sustainable tourism through leadership and example

OUR VALUES:

Integrity



Excellence



Sustainability



Authenticity



Ingenuity



Respect



Joining or working at Pacific Beachcomber also means sharing the values and state of mind that guide our daily actions.



Liabelle Honorez
General Secretary

OUR CSR STRATEGY HAS A NAME: "WE CARE"

As a major player in the development of the tourism industry in French Polynesia and aware of the issues related to its activities, the Pacific Beachcomber Group has been committed since 2004 to an ambitious and voluntary CSR approach. After a diagnostic phase and analysis of stakeholder feedback, Pacific Beachcomber has defined a new three-year CSR roadmap based on 3 strategic orientations and 6 priority issues :

1 WE CARE FOR ENVIRONMENT

- 1.1 Mitigation and adaptation to climate change
- 1.2 Minimize, repurpose and responsibly Manage Waste

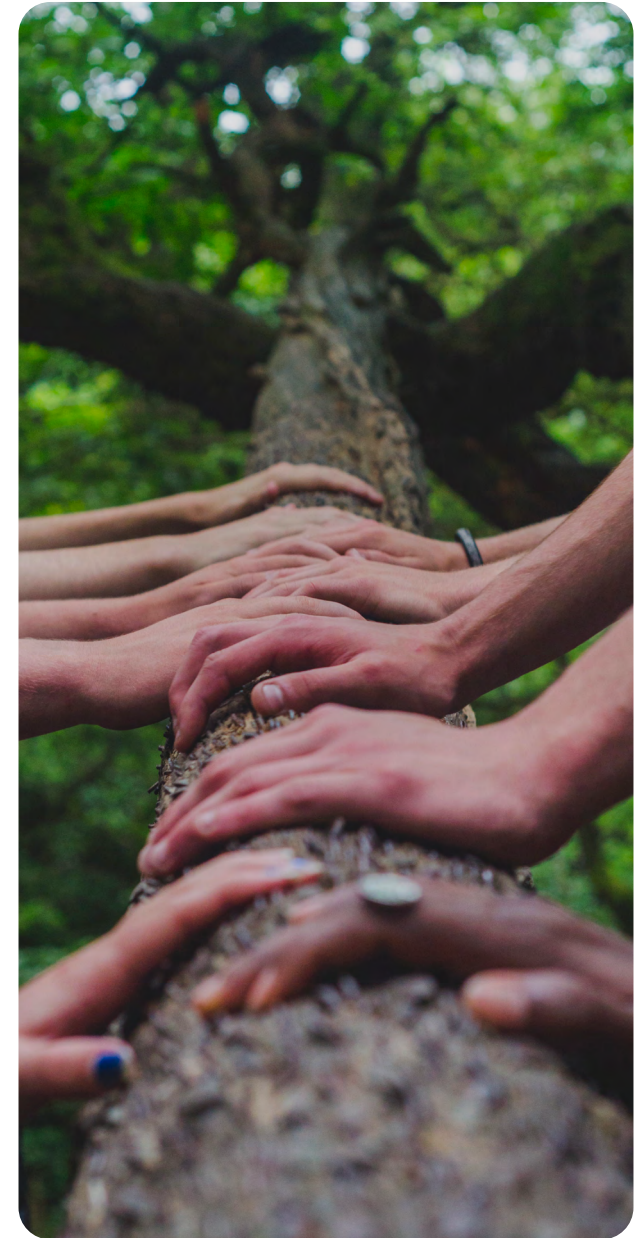
2 WE CARE FOR NATURE & CULTURE

- 2.1 Preserve biodiversity
- 2.2 Respect and celebrate Polynesian Cultural heritage

3 WE CARE FOR PEOPLE

- 3.1 Support employee growth and well being
- 3.2 Strengthen relationships with local communities and local development

As a local sustainable tourism leader operating internationally, we regularly consult our stakeholders for advice, feedback and a better understanding of their priorities in order to guide our CSR strategy and address the most important issues with a shared objective.



What is a stakeholder?

A stakeholder has a vested interest in a company and can either affect or be affected by a business' operations and performance.

OUR CSR GOVERNANCE

A SUITABLE ORGANIZATION

The CSR Department was created in 2018 within the Pacific Beachcomber group and was regionalized in 2020. Its mission is to drive and coordinate the deployment of the Group's CSR strategy. Its priority objective remains accelerating the integration of sustainable development issues into the company's strategy.

In 2021, Pacific Beachcomber wanted to go further and opted for strong and involved governance at the highest management level with the creation of three CSR governance bodies: a Strategy Committee, a Steering Committee, and an Operational Committee dedicated to CSR, which meet respectively twice a year, once a month, and once a quarter.

These bodies will enable the company to deploy its new CSR strategy throughout the entire organization, while simultaneously implementing a long-term sustainable growth strategy.



Aware of our responsibilities, our choice to build a CSR governance structure that is involved at the highest management level shows our commitment to our actions and their results. For years, the Group has placed CSR at the heart of its corporate culture, and we have set up a dedicated organization to ensure the implementation and management of our «We Care» 2025 CSR strategy.



Guillaume Epinette
Chief Hotel Operations Officer

DEPLOYMENT IN EACH HOTEL

The CSR Region department works in coordination with the CSR managers of each hotel, with the exception of the Maitai hotels, where one CSR managers covers all three hotels. Depending on the hotel, they are either CSR or QHSE managers or coordinators.

Some CSR managers are dedicated 100% to CSR, while others are dedicate between 30 and 50% of their time to more specific issues such as quality, health, safety, and the environment. These CSR managers are in charge of deploying and coordinating the CSR strategy and leading the approach in the field by adapting to the local context.

Conferences and meetings occur throughout the year to share best practices, reflect, and work on the Group CSR action plan (ESG call, project meetings, etc.).

Some hotels even rely on sub-networks called 'Green Teams' to facilitate deployment by individual occupational themes on a voluntary basis.

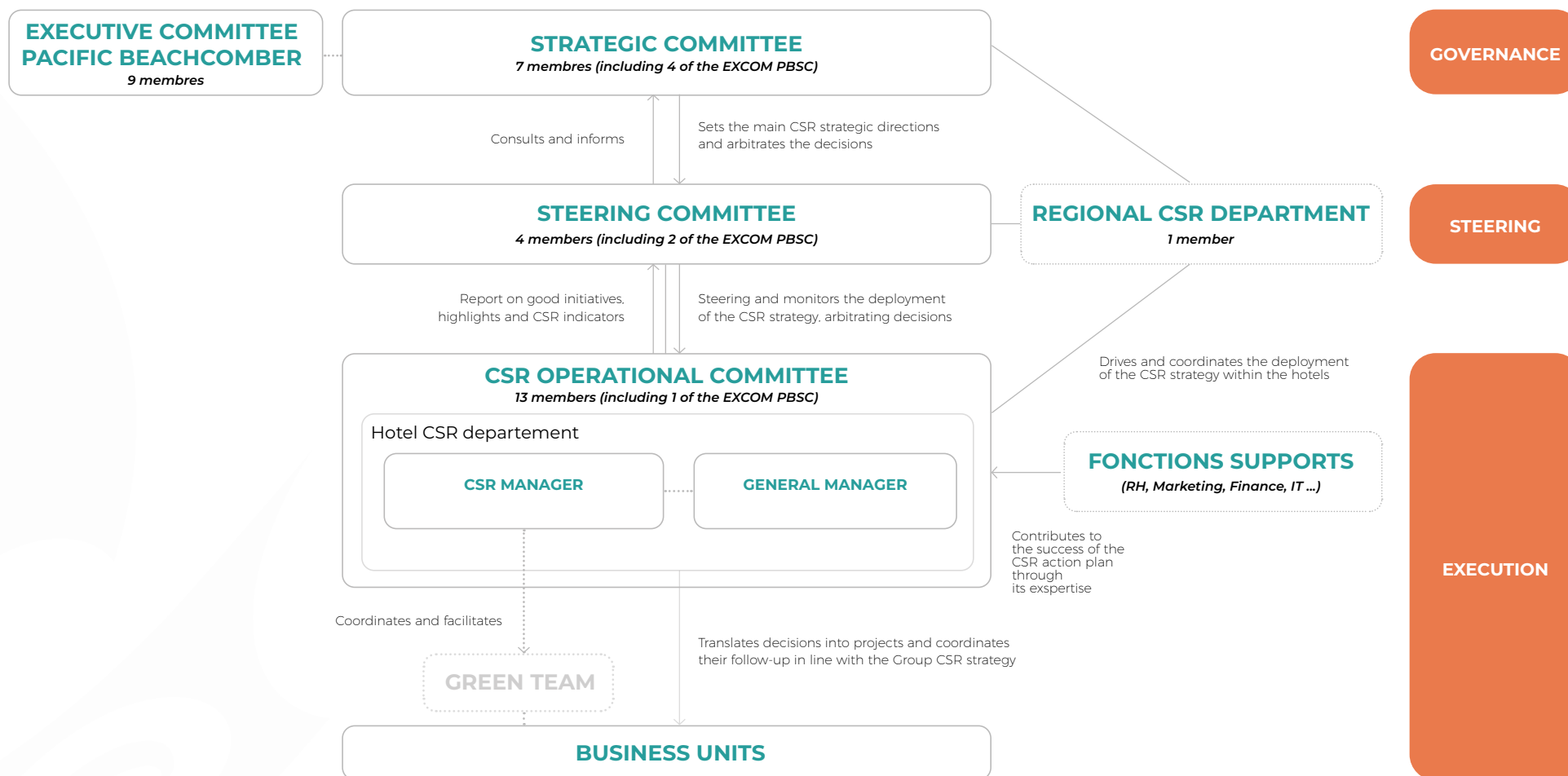


My role as QHSE Manager is to ensure that our ethical values are well respected in our day-to-day decision making while meeting our commitments to sustainable development.



Marie Chartotte Jacqueline - Germain
QHSE Manager of the InterContinental Bora Bora Resort & Thalasso Spa

OUR CSR GOVERNANCE



..... Participate, informs and consults

COMEX PBSC : Comité Exécutif Pacific Beachcomber



WE CARE FOR THE ENVIRONMENT

It is Pacific Beachcomber's goal to be a responsible and exemplary company. We live up to this ambition every day by managing the hotels we operate in an exemplary manner, and we place environmental challenges at the heart of our business and development strategy.



1.1. MITIGATION AND ADAPTATION TO CLIMATE CHANGE

For 25 years, Pacific Beachcomber has been operating in one of the most beautiful destinations in the world and we are convinced that it is our responsibility to protect the planet and our mythical islands. This is why we are continuing our efforts to control and reduce carbon emissions across our entire scope of activities, with the aim of involving all of our employees in our transformation projects.

OUR COMMITMENTS BY 2025:

- Measure, manage and reduce our carbon emissions (scope 1 & 2)
- Improving the energy efficiency of buildings
- Maximize the share of renewable energies in our activities
- Optimizing water and resource management in our activities
- Create the 1st carbon offset program in Polynesia

SWAC, A REVOLUTIONARY LOW-CARBON INNOVATION

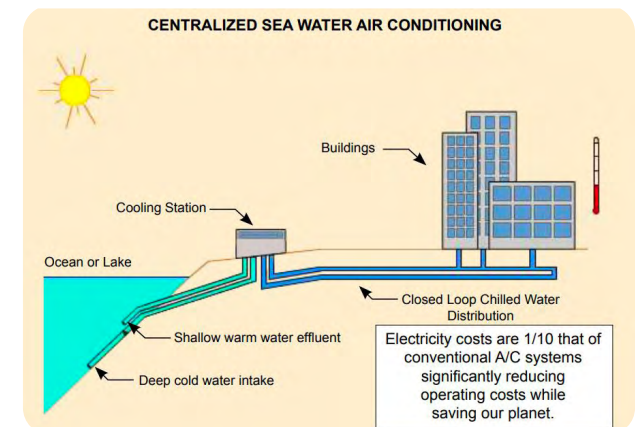
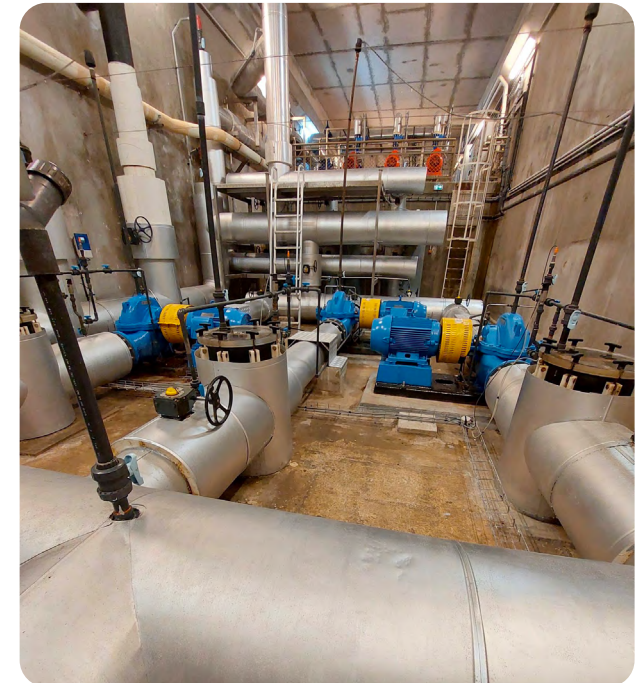
- Installation of the world's first deep sea water air conditioning system (**SWAC**) in Bora-Bora in 2006 and Tetiaroa in 2014 - a remarkable technology that allows to save up to 90% on energy consumption compared to a conventional air conditioning system.



Pacific Beachcomber has been a true global pioneer in sustainability by investing in SWAC: a revolutionary air conditioning system that uses cold water from the deep sea. This solution, which combines cutting-edge technology and environmental preservation, was in its infancy in 2004 and is now being deployed in other facilities around the world thanks to our feedback. This cutting-edge innovation is concrete and very effective in terms of energy savings, especially in island states and collectivities. As an example, our 2 SWACs save us 1.2 million liters of diesel and provide a cumulative gain of 4.3 GWh in energy with an almost zero carbon footprint.

Bruno Chevallereau

Assistant Project Manager



CARBON FOOTPRINT

- Switching to 100% low-energy LEDs in all our buildings
- Implementing monthly water and energy consumption tools has allowed us to manage and improve our environmental performance ("IHG Global Green Engage" program, Greenview®)
- Conducting of an energy audit within the InterContinental Tahiti Resort & Spa to identify the priority actions to be carried out on our buildings for better energy performance
- Implementation of energy efficiency measures in our hotels: motion detectors, key card wall switches, door and window opening detectors, set minimum temperature

RENEWABLE ENERGY

- In addition to reducing energy use across our operations, we are committed to increasing the use of renewable energy to minimize our impact on the planet. Our operations teams are constantly evaluating opportunities to increase our share of renewable energy as our capacity allows. Nearly half of our hotels now use solar panels, including The Brando, Intercontinental Thalasso, Intercontinental Tahiti, and Maitai in Huahine.

WATER MANAGEMENT

- Installation of rainwater harvesting systems
- Recovery of gray water for watering gardens and installation of drip irrigation system
- Implementation of measures to reduce water consumption: proposal to customers to change sheets and towels on request for medium and long stays, installation of mixing faucets, aerators and sinks and shower flow restrictors, water-efficient toilets, presence sensor faucets for public restrooms

SENSITIZATION

- Every year, our hotels participate in #EarthHour to raise awareness among our customers and employees and thus remind them of their commitment to the planet by organizing candlelit dinners and turning off the lights for one hour in the hotels

AWARDS & PROGRAMS:



Obtaining Platinum LEED certification (Leadership in Energy and Environmental Design) for The Brando in 2016: 1st hotel in the world to obtain this certification



Our Maitai brands are members of the EarthCheck program, a demanding sustainable development certification in the tourism and hospitality sector:
Maitai Bora - platinum level - 2021
Maitai Rangiroa - niveau **Gold** level - 2021
Maitai Lapita - niveau **bronze** level - 2021



Our InterContinental brands have been members of the IHG Global Green Engage program since 2008 aimed at reducing the environmental footprint of the hospitality industry



Implementation of a new CSR management tool «GreenView» since 2020 allowing the collection of environmental data, social network data such as donations and partnership projects, CSR objectives, and the means to achieve them



Obtaining the Solar Impulse 1000+ Efficient Solution label in 2021 for The Brando SWAC recognizing this solution as efficient, ecological, and economically viable while providing a benefit for protecting the environment and quality of life

OUR RESULTS :



Carbon footprint

-21 % reduction in our carbon footprint (MTCO2) (compared to 2019)*

30 000 tons of CO2 avoided thanks to the SWAC system since 2006



Renewable energy

more than 6 070 solar panels in our hotels

more than 70 % renewable electricity at The Brando

+10 % renewable energy in our hotels



Water management

-23 % reduction in our water consumption (m3) (compared to 2019)*

55 % of water consumption at The Brando comes from rainwater recovery

2 m³ of water consumed / m2

**In 2021, we are seeing a significant reduction of nearly 21% in our GHG emissions and nearly 23% in our water consumption. Although the measures implemented to optimize our environmental performance should not be called into question, these reductions are partly correlated to the public health crisis and the consecutive closures of our hotels.*

1.2. MINIMIZE, REPURPOSE AND RESPONSIBLY MANAGE WASTE

Waste management in a tropical island environment is a real challenge for Polynesia because of the dispersion and remoteness of our islands, and this is as such a priority issue – the preservation of the islands' environment and their rich biodiversity. This is why at Pacific Beachcomber we are committed to reducing the amount of waste generated in our operations.

OUR COMMITMENTS BY 2025:

- Eliminate "single-use" plastic items from the customer experience
- Reduce, recycle and recover our waste
- Limit and control the amount of food waste
- Raise awareness and involve employees in selective sorting
- Ensure a management plan for green waste

FIGHT AGAINST SINGLE-USE PLASTIC

We have established:

- ✓ 2 bottling stations (at The Brando and InterContinental Thalasso)
- ✓ Drinking fountains for our employees
- ✓ Water fountains for our guests (The Brando)
- ✓ «Bulk» provisioning of several breakfast food products (honey, maple syrup, peanut butter, spreads) (The Brando, InterContinental, Maitai Bora)

We have replaced:

- ✓ Plastic straws, glasses and cutlery with 100% eco-friendly alternatives
- ✓ Non-recyclable plastic trays/cutlery with 100% biodegradable cardboard, cane pulp or bamboo
- ✓ Single-use toiletry kits with refillable dispensers (The Brando and InterContinental)
- ✓ Individual plastic packets of sweet/salty condiments with bulk items (InterContinental Tahiti & Moana) and small containers (InterContinental Thalasso)

We have eliminated:

- ✓ Plastic welcome products in the hotel rooms (InterContinental and Maitai properties)
- ✓ In-room matches (InterContinental and Maitai)
- ✓ Customer experience plastic bottles (The Brando)

“

Since 2020, we have implemented a circular economy on printing consumables from our partner Pacific Beachcomber. The use of remanufactured cartridges and the collection of empty cartridges made it possible to repair 565 cartridges and recycle 99 of them, generating a reduction in the impact of 100.7 Kg CO2 on its carbon footprint, a first successful step towards the 0-waste goal!

Guillaume Reynaud
Director of PACF'INK



”



OUR ACHIEVEMENTS:

- Creation of systems to improve selective sorting within our hotels: visuals showing types of waste to help with waste sorting, staff awareness of sorting, installation of dedicated premises, verification of sorting by dedicated teams, waste sorting table at the end of the process according to hotel
- Implementation of monthly waste monitoring tools allowing us to measure, reduce and recover each of our waste streams ("IHG Global Green Engage" program, Greenview®, EarthCheck label)
- Reduction and processing of our bio-waste into fertilizers thanks to the installation of recycled eco-digesters in vegetable gardens (capacity to transform 300 kg/day of organic waste into compost) (The Brando)
- Provision of used "slipper bins" in our hotels to be reconditioned into new slippers in partnership with Tahitian Moove (The Brando, InterContinental Thalasso and Maitai Polynesian)
- Distribution of perishable foodstuffs from the "customer breakfast" and "buffet" offer at lunchtime for our employees in compliance with strict health rules (The Brando, InterContinental Tahiti, Thalasso, Maitai Bora)
- Distribution of water bottles to our customers (The Brando) and to our employees since 2019 (InterContinental Thalasso)



Waste sorting & recycling center - The Brando

OUR AWARDS : "TORTUES D'OR 2021"



Each year, our hotels participate in the Tortues d'or awards organized by Fenua Ma, which rewards excellency in hotels of Polynesia regarding selective sorting and recycling of waste as well as community-oriented actions.

We are proud to be part of the top 3 in this ranking:



OUR RESULTS:



Selective sorting

3 286 tons of waste generated (compared to 4,142 tons in 2019)

- 21 % of waste generated (tons) on our sites since 2019*

up to 15 sorting and recycling processes in our hotels

more than 1300 tons of waste diverted from landfill and incineration

more than 1/3 of waste generated diverted from landfills and incineration

more than 1000 tons of cardboard recycled

more than 79 tons of glass recycled of which a portion is sourced for gravel and draining material production by Fenua Ma

Efforts to reduce usage of single-use



- 3.5 tons of plastic avoided with the elimination of individual samples

- 10 tons of glass waste avoided with the switch to bulk provisioning of condiments

* Although waste is more closely linked to occupancy than energy and water use, we have seen a 21% decrease in waste generation in our hotels, on par with our GHG emission reductions. This decrease is due to the pandemic and the temporary closure of our hotels. We are continuing our efforts with our partners and suppliers to find innovative solutions to reduce our waste at source and improve waste recovery and recycling.

WE CARE FOR NATURE & CULTURE

Pacific Beachcomber would not exist without the natural beauty of Polynesia, its incredible biodiversity and its rich cultural heritage. As a local tourist operator, it is our duty to preserve these touristic assets on which we depend so intimately. True to our values, we work together to safeguard and promote these unique legacies in terms of biodiversity, material and immaterial culture.

“

Nature and culture exist and interact within the same sphere and could come together in Fenua as a «genealogical relationship». Pacific Beachcomber is engaged to give back whatever it borrows from nature

”



2

2.1. PRESERVE BIODIVERSITY

Protecting the natural beauty of French Polynesia and its incredible biodiversity is at the heart of our group's mission in terms of sustainable development. We work hand in hand with various environmental protection associations and various initiatives to preserve this unique land and sea heritage for future generations.

OUR COMMITMENTS BY 2025:

- Limit our impact on local biodiversity and follow good wildlife interaction practices
- Participate in the restoration and protection of natural areas and ecosystems
- Raising awareness, training and mobilizing our stakeholders on local biodiversity issues
- Prevent and actively fight against invasive species
- Sponsor non-profit organization projects and develop awareness programs



COMMITTED TO ENVIRONMENTAL ASSOCIATIONS

TETIAROA SOCIETY

Everything starts with an idea...



“

It is my hope that the island will serve as an ecological model... not only a tourist reserve but a marine preserve as well a place for all manner of scientific research and investigation...

Marlon Brando

”

- 12 years of experience
- 4 action programs: research, conservation, education, guide program
- Mission: conservation of the natural and cultural heritage of Tetiara island, 1 eco station, 30 researchers, and 14 partner scientific institutions
- 6 naturalist guides, 3 rangers, and more than 650 tours completed with visitors
- + 26 M FCFP of revenues from The Brando donated to the association in 2021



TE MANA O TE MOANA “SPIRIT OF THE OCEAN”

(IN TAHITIAN)



“

As the main partner of our Te Mana O Te Moana association since its creation, the Pacific Beachcomber group has enabled the launching and scaling up of our sea turtle conservation interventions by providing a one-of-a-kind care center with a natural rehabilitation lagoon, but also through enabling us to host more than 120,000 children during our school programs since 2004.

Doreur Ceile Gaspar

Founder and Director of Strategy and Conservation Programs
of Te Mana O Te Moana

”



- 18 years of experience
- 3 areas of action: preservation of sea turtles, education, environment
- + 600 sick or injured sea turtles welcomed
- more than 120,000 children educated
- Nearly 300,000 eggs laid estimated in Tetiaroa since 2007
- + 20 tons of waste collected
- + 6 paths and coral gardens created
- + 90 active volunteers in 2021



“

The 2km Green tour offered to our customers on the resort's innovative practices allows us to perpetuate Marlon Brando's original vision: to raise awareness and honor ecological practices (SWAC, solar panels, waste sorting and management center, water center, wastewater treatment plant), conservation and preservation of natural and cultural heritage (organic vegetable garden, eco-station) and of local communities. This inspires and accelerates the multiplication of good practices by our customers on a daily basis, I am convinced of that.

Anne-Laure Amabile

CSR Project Manager at The Brando

”



AWARDS & LABELS:



Obtaining the “Hope Spot” label for Tetiaroa Atoll by the Mission Blue Foundation, created by Sylvia Earle, thus highlighting an exceptional marine and terrestrial ecosystem

PROTECTING LIFE

The Pacific Beachcomber Group has decided to stop offering shell necklaces to departing guests in order to stop participating in the large-scale ecological disaster that this generates. In addition, our hotels provide guests with environmentally friendly products: soaps, shampoos, conditioners, moisturizing creams, certified «organic» by Ecocert as well as «ocean friendly» sunscreen products that do not destroy coral reefs (InterContinental)



CORAL CUTTINGS WORKSHOPS

Launch of a partnership with Espace Bleu and Sea Narea by the InterContinental Thalasso on World Ocean Day in 2021, allowing customers to make their own coral cuttings on our nursery site. Once the cutting is viable, it is transferred to the coral reefs of Bora-Bora and the GPS location is immediately sent to the customer



HIVES AND SELF-SUFFICIENCY IN HONEY

Installation of hives in dedicated spaces in our hotels guaranteeing self-sufficiency in honey production for our gourmet restaurants (The Brando, InterContinental Tahiti, and Maitai Bora) and coming soon - beekeeping workshops for our employees in the great outdoors!



ORGANIC VEGETABLE AND AROMATIC GARDENS

Creation and maintenance of organic vegetable and aromatic gardens developed by our chefs to showcase local products and promote short distribution circuits (The Brando and InterContinental scope)



OUR RESULTS :



Preservation of biodiversity



- 5** associations and partner organizations
- 15** years of scientific monitoring of green turtle nesting sites on Tetiaroa
- 2** bird inventories carried out on Tetiaroa Atoll
- 5** coral restoration and nursery programs in our hotels in partnership with CRIOBE, Espace Bleu, ReefCheck (InterContinental and Maitai Bora properties)

Beekeeping programs



- 84** beehives installed in our hotels
- more than 2,5** tons of honey harvested since 2020 & **1** honey production center in Tetiaroa

From the vegetable garden to the plate



- 5** organic vegetable and aromatic gardens
- 2** vanilla plantations and **+ 9 kg** harvested since 2013

Biosecurity in Tetiaroa



- 100 %** collaborators and residents trained in biosecurity issues

Sensitization



- 270** green tours carried out on average each year on Tetiaroa Atoll nearly 540 km per year traveled to raise awareness among our customers!
- 100 %** of employees have signed the environmental charter
- +120** coral cuttings made
- 1** vanilla pollination workshop for our customers

Clean Up Day



- + de 10** Clean Up Days organized with our employees
- + de 1** ton of waste collected in 2021

2.2. RESPECT & PROMOTION OF CULTURAL HERITAGE

The Polynesian culture that has inspired generations of travelers remains incredibly vibrant after all these centuries. We want to participate in the preservation of this unique heritage, paying homage to the past while looking to the future. In our hotels, we do our best to respect and promote Polynesian culture and offer our guests the chance to experience this culture in an authentic and responsible way.

OUR COMMITMENTS BY 2025:

- Ensure respect for the sociocultural authenticity of host communities and their traditional values
- Promoting local culture and traditions through innovative activities and experiences
- Promote local and sustainable craftsmanship in all our stores
- Develop new partnerships with local cultural figures

OUR ACHIEVEMENTS:

- Highlighting Polynesian culture through the architecture of our Polynesian installations, decorations and sculptures (tiki, tapa, Paul Gauguin and Bobby Holcomb reproductions), employee uniforms, the Tahitian language or even Polynesian dance and traditional songs
- Workshops entitled "Discovery of Polynesian Craftsmanship" offered to our customers: weaving of coconut leaves, making necklaces and flower crowns, making pāreus and pāreu tying demonstrations, Marquesan soap sculptures in partnership with Fare Natura
- Fun workshops Polynesian cuisine workshops: demonstration of opening coconuts, preparation and tasting of the local culinary specialty: raw fish!

- Offer of traditional Polynesian massages that respect ancestral techniques (Lomi-Lomi, Taurumi) within our Deep Nature spas®
- Tahitian dance lessons offered by our employees to our customers (InterContinental Tahiti and The Brando)
- Reception and promotion of local crafts: temporary exhibitions of local artists and craftsmen and in our shops (monoï, pearls, pāreu, «made in Fenua» jewelry)
- Welcoming each of our customers as soon as they arrive with a tiara flower or a tiara necklace



Tahitian raw fish tasting



Polynesian flower crown workshop



Archaeological Museum of Maitai Lapita in Huahine

AT THE HEART OF THE HISTORY AND LEGENDS OF THE PACIFIC...

Preserving and promoting the immense cultural heritage of our Polynesian islands is also a key part of Pacific Beachcomber's inherent values. For example, here are some initiatives that show our involvement in this area:

- Archaeological visits offered to our customers and collaborators, including visits to Polynesian temples called "marae" with the "discovery trail" and the "archeological tour" led by Tetiaroa Society (The Brando)
- Development of a cultural site on Motu Onetahi in Tetiaroa in 2020 on the remains of 6 "marae" to host cultural ceremonies (in partnership with The Brando and Tetiaroa Society)
- Creation of an archaeological museum at the Maitai Hotel on Huahine Island, bringing together archaeological remains discovered on site and making it possible to retrace the history of the Lapita, one of the oldest civilizations in French Polynesia, in partnership with a expert archaeologist
- Inventory of archaeological sites on Tetiaroa Atoll and restoration project for Rimatu'u village in partnership with Tetiaroa Society, our partner association which aims to preserve the atoll and Polynesian culture (The Brando)



A TEAM OF SPECIALIZED CULTURAL ANIMATORS



“

I am lucky to work with a team of animators from a rich and diverse cultural background. This allows us to offer a journey, a story, and an identity to the Tetiaroa experience of our customers. We have proven over the years that the promotion of Polynesian culture is compatible with the luxury hotel industry. My wish today is to strengthen the link between our cultural facilitators and guests to anchor culture as a definitive aspect in the discovery of our atoll.

Timeri Tanoa

Concierge and Leisure Manager of The Brando

”

OUR RESULTS :



100 %

of our infrastructures were conceived in a spirit of respect for the traditions and cultural heritage of Polynesia (roofs made of pandanus, fare pote'e made by local craftsmen)

+ de 450

traditional Polynesian shows and events (songs, dances, costumes, instruments) organized at our hotels

4

cultural organizers (The Brando)

40th

anniversary of the Mini Heiva organized this year (InterContinental Tahiti)





WE CARE FOR PEOPLE

As a responsible and desirable employer, we are committed to creating shared value for all our stakeholders by combining the development and well-being of our employees and that of our local communities.

“

Men and women are the wealth of our group. Our first responsibility is to ensure the well-being and fulfillment of our employees. We must do everything we can to be and remain an employer of choice.

Tania Ma

Regional Human Resources Director

”



3

3.1. TALENT DEVELOPMENT AND WELL-BEING AT WORK

Being part of one of the largest employers in French Polynesia with more than 816 employees in 2021, we are committed to the health, safety, development, and well-being of our employees. During the public health crisis, we continued to develop initiatives, including implementing new standards and protocols to help protect the health and safety of teams.

OUR COMMITMENTS BY 2025 :

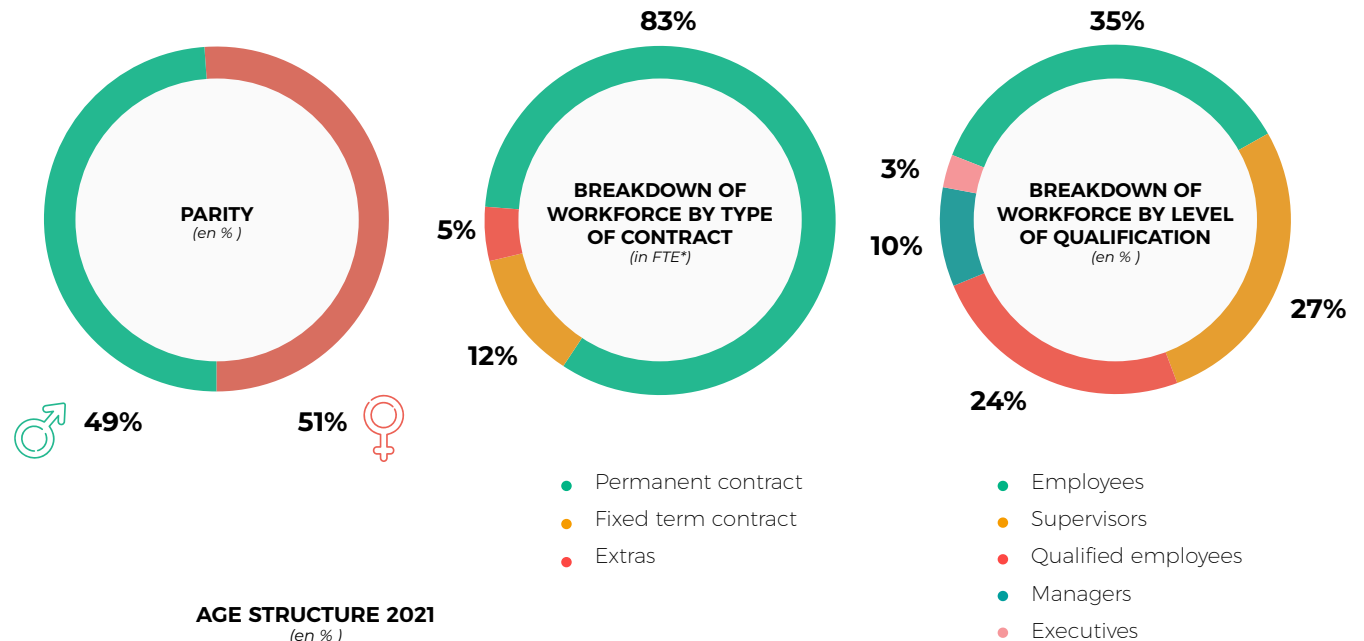
- Promote parity and gender equality
- Ensuring health and safety at work
- Develop our employees' skills
- Strengthen well-being at work and the employer brand
- Involve employees in the CSR approach to multiply good practices
- Consolidate, lead and train the network of CSR correspondents on each site

816 employees (in FTE*)

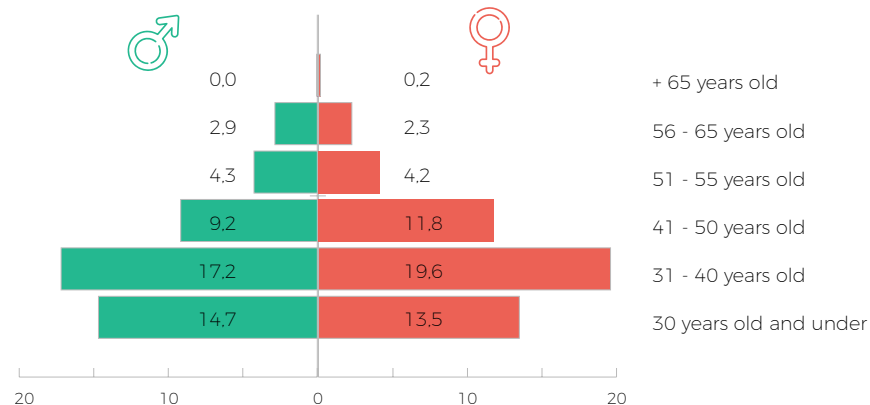
38 years old average age



OUR 2021 RESULTS : EMPLOYMENT AND RECRUITMENT



AGE STRUCTURE 2021 (en %)



*FTE : Full-time equivalent - annual average

CAREER MANAGEMENT & PROFESSIONAL MOBILITY

“

I started my career as an intern at InterContinental Tahiti in 2009 in various departments (HK, Front Office, Concierge, Maintenance) and here I am years later working as Lead of the Reception department. I am proud of this career path, which was made possible thanks to the group's internal mobility policy that promotes professional equity. I hope to be able to show young Polynesians that with a deep desire to achieve and surpass one's expectations, anything is possible.

”



Paloma Manoi

Manager Front Office InterContinental Tahiti Resort & Spa

200 annual interviews

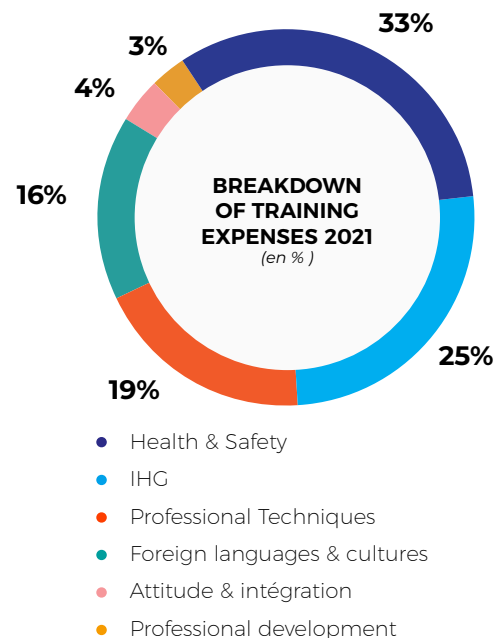
More than **56** internal transfers and/or promotions



©RomeoBalancourt

PROFESSIONAL TRAINING

3 billion FCFP in payroll
8,8 million FCFP invested in professional training
+10 500 FCFP / employee invested in training
+ de 110 trainees trained



HEALTH AND SECURITY AT WORK



Our 3 InterContinental brands are members and signatories of the «Active Company Charter for Employee Health» in partnership with the Polynesian Health Department

More than **1/3** of employees trained “Risk Prevention and First Aid Level 1” (PSC1)
0 fatal accident
35 % turnover (specific to the hospitality sector)

WELL-BEING AT WORK & EMPLOYER BRAND

- Moments of sharing and conviviality achieved: staff party, Welcome at work with a breakfast offered to our employees, canoe race, fruit carrier race, “the most beautiful local outfit” competition, «the most beautiful head crown» competition, «draw your hotel» contest, «bed of flowers» contest, «vegetal costume» contest, la Orana a Maeva, Children's Christmas, “Ma'a Tahiti” themed lunches, welcome emails for new employees depending on the specific hotel, birthday breakfast
- Advantages: Works council, BIG CE depending on contract, fee reduction for Aremiti

More than **840** nights at a reduced rate for our employees (on permanent and fixed-term contracts from 6 months)

69 %* rate of commitment to our brand

77 %* of employees “feel fulfilled in their work”



* Results of the Colleague HeartBeat 2021 survey, Intercontinental Polynesia property French

3.2. STRENGTHEN RELATIONSHIPS WITH LOCAL COMMUNITIES AND LOCAL DEVELOPMENT

Our history is inextricably linked to the history of the land in which it started. Pacific Beachcomber seeks to support communities and sustainability initiatives that contribute, in one way or another, to the positive, sustainable development of the territory.

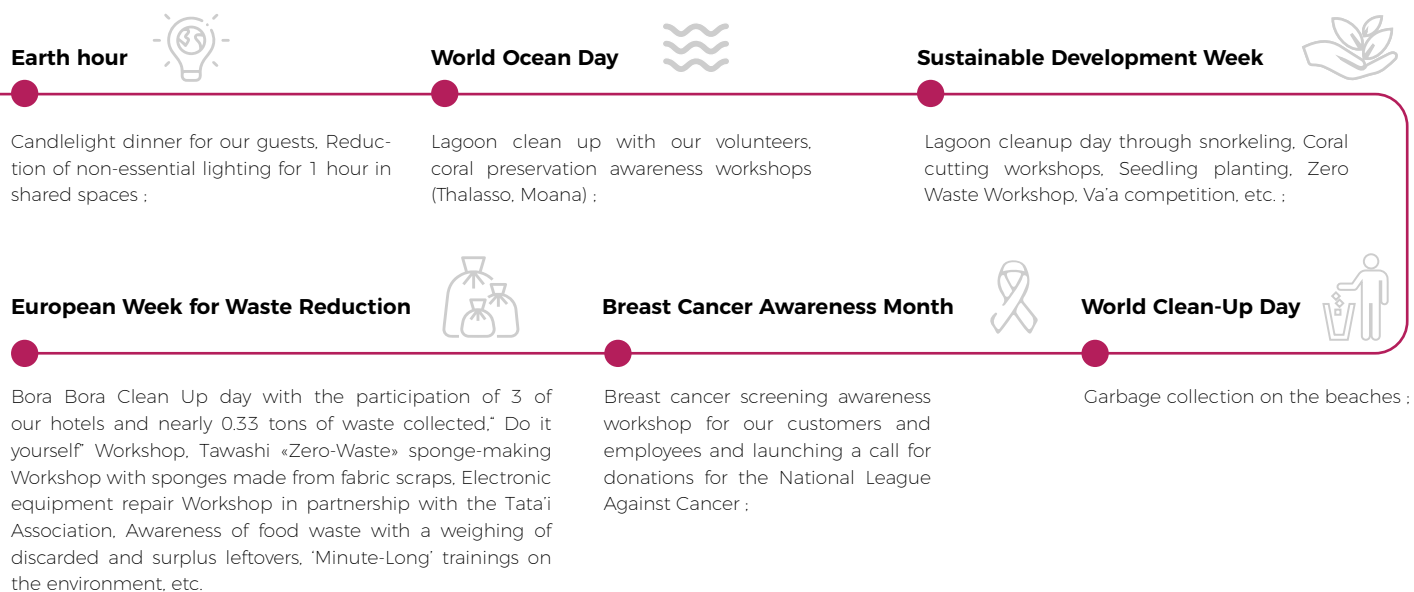
OUR COMMITMENTS BY 2025 :

- Strengthen our territorial roots and our commitment to associations by organizing on-site CSR events
- Involve employees in our CSR approach
- Develop our share of local and sustainable sourcing
- Get involved in communities and networks of companies committed at the local and international level
- Design and implement a responsible purchasing policy

OUR ACHIEVEMENTS :

REVIEW OF OUR CSR EVENTS IN 2021 ...

Several events are organized each year in our hotels around sustainable development. The objective is to raise awareness and unite our stakeholders, both clients and employees, around the major environmental and social issues of the future (biodiversity, climate, waste, reducing usage of single-use plastics, food, etc.). As an example, here is a non-exhaustive list of the workshops we have organized and initiatives we have implemented that show our involvement in this area:



A "SECOND LIFE" FOR OUR SOAPS :



As the leader in the listed hotel industry in Polynesia, we are also a social actor who must contribute to the development of local communities

Clara Joffre

CSR Manager at InterContinental Tahiti

The InterContinental Tahiti Resort & Spa has launched a «Second Life for our Soaps» program in partnership with the Papeete parish for the collection and recycling of our used soaps to provide local vulnerable populations with better access to hygiene.

+ 1 650 recycled soaps for humanitarian purposes in 6 months



CHARITABLE ACTIONS AND EDUCATIONAL WORKSHOPS

- Organization of several «coral cutting» workshops on our sites with local schools
- Trainings organized by the Te Mana O Te Moana organization on sustainable development (recycling, revising objectives, valorization of local resources)
- Donation of materials (mattresses, pillows, TVs, computers) to the Fondation Agir Contre l'Exclusion (FACE) following the closure of the InterContinental Hotel in Moorea
- Donation of materials (mattresses, pillows, book games, food) in partnership with the Red Cross (InterContinental Tahiti)
- Donation of electrical and electronic equipment that is no longer in use to the Ia Vai Ma Noa Bora-Bora organization for repair and reconditioning to benefit underprivileged families (nearly 300 kg collected)
- Donation of sheets and towels which are still usable but no longer meet luxury hotel standards to our employees and local residents in a circular economy logic
- Providing our meeting rooms free of charge for holding sustainable development awareness-raising workshops: marine biodiversity awareness efforts with Te Mana O Te Moana, Tata'i kitchen and home electronic appliance repair workshops in partnership with the Nana Sac Plastique organization with nearly 75 kg of appliances saved (InterContinental Tahiti)



©Tahiti tourisme

CSR PROMOTION AND BEST PRACTICES

- Educational visits to the sorting, recycling and treatment centers in Fenua Ma with our teams in order to raise awareness about waste management in French Polynesia
- Awareness training on sorting and recycling in partnership with the Vai Ma Noa Bora Bora organization
- Ecological action trainings for employees (daily Green News, posters in the cafeteria)
- Awareness workshop to combat food waste

MEMBERS OF SEVERAL "THINK TANKS" AND NETWORKS OF COMMITTED COMPANIES



The Pacific Beachcomber Group has been a member of French Tech, a true convergence of the forces of innovation in French Polynesia. Polynesian Tech, French Tech Polynesia Community, drives Tech4Islands to bring out Tech For Good solutions to promote harmonious, eco-responsible and sustainable development of our island economies.



In 2021, our InterContinental Tahiti Resort & Spa, InterContinental Bora Bora Resort & Thalasso Spa hotels joined the EPER club, the Polynesian Eco-Responsible Business Club, a network of committed players who meet several times a year to share CSR best practices.



Member of MEDEF French Polynesia, 1st network of entrepreneurs in French Polynesia, and which places job creation and responsible and sustainable growth at the heart of its actions.

OUR RESULTS :



Local economic development

- 3 billion FCFP payroll**
- + 500 suppliers and service providers**
- 95 % of local suppliers and service providers (including importers)**

Responsible purchases



preferred local and seasonal food



proposal of "organic" products in our catering offers

- + de 50 to 90 % responsible fish supply depending on the hotel**

Committed collaborators



- 180 hours of volunteering**
- 150 collaborators volunteers**
- 81 %* believe that the company acts in a socially and environmentally responsible manner**
- 15 kg of clothes collected for the most vulnerable members of the community**



* Results of the Colleague HeartBeat 2021 survey, Intercontinental French Polynesia property

OUR PARTNERS

TAHITI
TOURISME



ACKNOWLEDGMENTS

A big THANK YOU to all the contributors who made this CSR report possible.

This work is a reflection of the work of our teams on a daily basis to make Pacific Beachcomber a committed and responsible player in the field of sustainable development. We are proud of this performance record because it rewards everyone's efforts. Many areas still remain to be explored, let alone invested in. We are therefore continuing our efforts and implementing new concrete actions by further promoting the involvement of our employees.

We would particularly like to thank all the employees without whom this report would not have been possible, our customers for their loyalty, our partners for their trust, our associations with whom we have the pleasure of working and of course all of our photographers who managed to capture every moment of this trip.

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We cannot forget to thank all of our teams : Maintenance & Technical, Catering, Lodging, Housekeeping, Concierge, Administrative and Financial, Human Resources, and IT – for their great work!

Māuruuru roa.



This document and its English version are available for download at www.pacificbeachcomber.com.

All figures in the document are for the 2021 year unless otherwise stated. This document is only available in digital format for environmental reasons.



PACIFIC
BEACHCOMBER
FRENCH POLYNESIA

“

If you want to build a boat, don't gather your men and women to give them orders, to explain every detail, to tell them where to find everything... If you want to build a boat, give birth in the hearts of your men and women the desire of the sea.

Antoine de Saint-Exupéry

”



**PACIFIC
BEACHCOMBER**
FRENCH POLYNESIA

The leader of Polynesian

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