

THE LUX COLLECTIVE

CORPORATE SOCIAL RESPONSIBILITY POLICY

The Lux Collective (TLC) firmly believes in making sustainable tourism development a reality in order to meet the needs of present tourists and local communities while protecting and enhancing opportunities for the future. It is hence committed to managing resources in such a way that the economic, social and aesthetic needs can be fulfilled for both present and future generations while maintaining cultural integrity and essential ecological processes, including biological diversity and life support systems.


We recognise our responsibilities towards the local communities in the destinations in which we are operating. We ensure that our activities are in accordance with the relevant legislations, this Corporate Social Responsibility Policy and the associated standard operating procedures. We hence have as focus to maintain safety and quality in all our operations, while taking into account the diverse culture in which we are operating.

TLC is aware that the sector has many opportunities to mitigate the impacts of its operations through all stakeholders' involvement (Team Members, Local Community, NGOs, Suppliers, and Guests) in enhancing the wellbeing of the residents, employees and guests. We do so by showing our commitment to the community, providing financial assistance to NGOs involved in educational, charitable, cultural, social and environmental causes.

TLC believes in an integral future, in a circular economy where value is created and shared. LUX* remains open to the proposals and requests from both internal and external stakeholders.

TLC is ethical and transparent in its dealings and will accommodate for projects based on the key priority areas determined by the Governmental Bodies of the Republic of Mauritius and the decisions of the Senior Management of TLC and the relevant international entities. (TLC CSR Policy Standard Operating Procedure).

TLC has established *Ray of Light*, an umbrella for all CSR activities supported by the company whether financially or otherwise, whose progress is audited and reported on (Integrated Annual Report). Under this umbrella, we invite internal and external stakeholders to support the needy by volunteering for causes or making donations.



Vishnee Sowamber
Group Sustainability & Corporate Social Responsibility Manager

Date:

01.03.19

THE LUX COLLECTIVE

RAY OF LIGHT

RAY OF LIGHT STANDARD OPERATING PROCEDURE (SOP)

The Lux Collective

Version 1, February 2019

As approved by Group Sustainability & CSR Manager

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1. Introduction

RAY OF LIGHT Ray of Light (ROL) is TLC's umbrella for all CSR activities supported by the company whether financially or otherwise. The project is audited and reported on in the LIR Ltd & Subsidiaries Integrated Annual Reports and forthcoming TLC Integrated Annual Reports. Under this umbrella, we invite internal and external stakeholders to uplift the local community and bring a smile to those who need it.

2. Scope & application

This procedure provides a guideline for requests for sponsorship of projects or events related to sustainable development or having a social dimension. This SOP provides context for requests from external and internal stakeholders alike and will ensure all donations made on behalf of TLC complies with the relevant legislations, aligned with national as well as international guidelines and key priority areas.

TLC Priority Areas

- Poverty alleviation (SDG 1 & SDG 2)
- Quality education for children (SDG 4)
- Women empowerment and Gender Equality (SDG 5 , SDG 10)
- Biodiversity Conservation (SDG 11, SDG 12, SDG 13, SDG 15, SDG 14)
- Capacity building for persons with disabilities (SDG 10)
- Access to health care for the needy (SDG 3 , SDG 10)

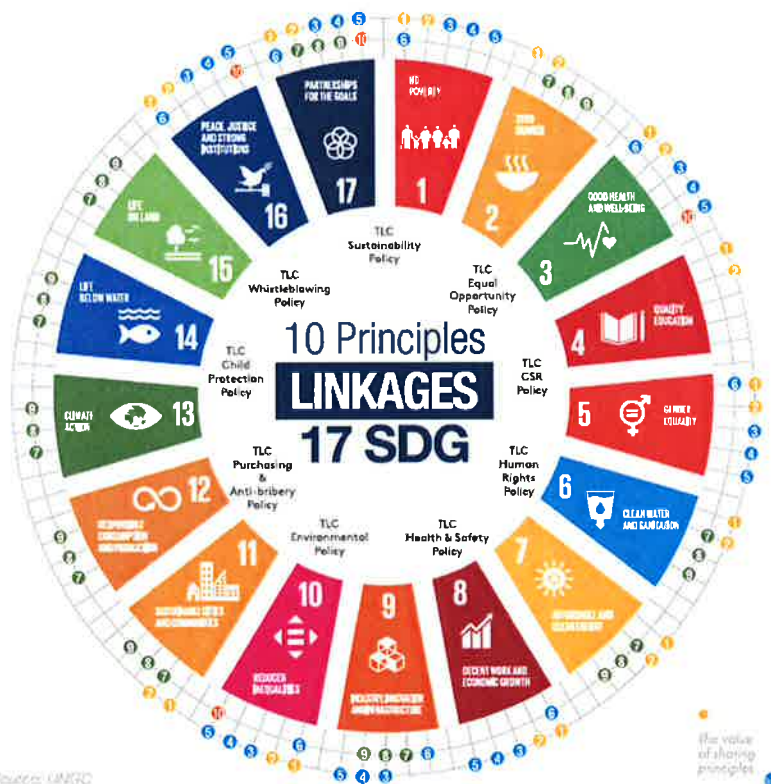
SUSTAINABLE DEVELOPMENT GOALS



THE TEN PRINCIPLES of the United Nations Global Compact



- 1 Support and respect the protection of internationally proclaimed human rights
- 2 Not be complicit in human rights abuses
- 3 Uphold the freedom of association and the effective recognition of the right to collective bargaining
- 4 Support the elimination of all forms of forced and compulsory labour
- 5 Support the effective abolition of child labour
- 6 Support the elimination of discrimination in respect of employment and occupation
- 7 Support a precautionary approach to environmental challenges
- 8 Undertake initiatives to promote greater environmental responsibility
- 9 Encourage the development and diffusion of environmentally friendly technologies
- 10 Work against corruption in all its forms, including extortion and bribery



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Triple bottom line strategy



3. External Assurance, Reporting and Transparency

All CSR funding is reported to the National CSR Foundation (NCSRF), the Mauritius Revenue Authority (MRA) and other relevant regulatory bodies.
All sponsorships from TLC are audited annually by external auditors (Ernst & Young) and reported in the Integrated Annual Report.

4. Requests for sponsorship from Corporate Social Responsibility (CSR) funds

| | |
|--------------------------|--|
| Process Owner | Group Sustainability & Corporate Social Responsibility Manager |
| Purpose | To ensure swift collaboration between TLC, SPVs, Authorities, NGOs and Associations |
| Distribution list | General Managers of TLC managed properties, TLC Sustainability Committee Members, all TLC HODs |
| Procedure | The following steps have been laid out for NGOs and Associations to follow |

4.1 Procedure & Guidelines:

- Deadline for submission of requests by NGO or Association : June 31st
- Email requests to Group Sustainability & Corporate Social Responsibility Manager
vishnee.sowamber@theluxcollective.com **and cc** evita.fakun@theluxcollective.com
- Requests are made via **TLC Resorts & Hotels CSR Sponsorship Application Form** (annexed) to submit, among other information :
 - ✓ NGO / Association details – Certificate of Registration in Rep. of Mauritius
 - ✓ project details
 - ✓ budget details
 - ✓ project launch date and logistics

4.1.1 Example:

- NGO submits request to TLC S&CSR department relevant to one or more of key priority areas
- The TLC S&CSR department will evaluate eligibility for funding
- Final approval by TLC Chief Financial Officer , Chief Financial Controller, Chief Executive Officer
- If project is eligible for funding, TLC will remit a cheque to President of NGO/Association or delegate will during its annual Ray of Light cheque donation ceremony.
- The Fondation Joseph Lagesse, Special Purpose Vehicle of IBL Group, will issue the cheque upon request by TLC Group Sustainability & CSR Manager.

4.1.2 Ray of Light Cheque Remittance Ceremony

- TLC will send invitation to president of NGO / Association at least two weeks before event
- The president's presence is required; kindly notify TLC S&CSR Dept. by email if a delegate will attend
- President will email a scanned copy of NID to S&CSR Dept.
- The NGO will mail the original receipt by registered post to the S&CSR department within 2 weeks of receipt of the cheque.
- The Recipient will disburse funds **ONLY** as per agreed project approved by TLC

4.1.3 Reporting

- The NGO/Association will organise launch of event in collaboration with TLC
- The NGO/Association will communicate date, time and location to S&CSR Department at least two weeks prior to event
- The NGO/Association will submit a progress report to S&CSR department within 1 month of launch of project including photos¹
- TLC will report on the sponsorship in the Group's Integrated Annual Reports, on TLC website, in local and international media, via social media and any other collaterals as applicable to S&CSR Dept. communication.

¹ TLC reserves the right to use images supplied by NGOs and Partners for public communication, NGOs and Associations must ensure they have the written consent of all individuals, parents or guardians of minors prior to sharing photos, videos or other personal information of beneficiaries.

5. Requests for Ray of Light sponsorship

| | |
|--------------------------|---|
| Process Owner | Group Sustainability & Corporate Social Responsibility Manager |
| Purpose | To ensure swift collaboration between TLC departments |
| Distribution list | General Managers, Sustainability Committee Members, HODs, Café LUX* Manager |
| Procedure | The following steps have been laid out for TLC Departments |

5.1 Complimentary stays

Process Owner : Group Sustainability & Corporate Social Responsibility Manager
Approval : Head of Global Revenue Management, Revenue Department
Final Approval : Vice President – Finance

5.1.1 Procedure

- The Group S&CSR Manager / S&CSR team will circulate the approved request based on key priority areas criterias
- The Revenue Department will advise on availability and possibilities
- S&CSR Dept will request approval by VP – Finance
- The Sales & Marketing Department will issue voucher

5.2 Vouchers (Café LUX*, Dinner, Lunch)

Process Owner : Group Sustainability & Corporate Social Responsibility Manager
Final Approval : Café LUX* Manager, LUX* General Managers

5.2.1 Procedure

- The Group S&CSR Manager will circulate the approved request based on key priority areas criterias
- The Café LUX* or Resort General Manager will advise on possibility to sponsor
- Upon approval, the Café LUX* team or Resort team will dispatch voucher to S&CSR Department

6. Communication

| | |
|--------------------------|--|
| Process Owner | Group Sustainability & Corporate Social Responsibility Manager |
| Purpose | To communicate publicly on TLC investment in CSR ,to ensure transparency |
| Distribution list | Group PR Manager , PR Departments at resorts, Marketing Communication Department |
| Procedure | The following steps have been laid out for TLC PR Departments |

- The Group S&CSR Department will supply information on event and photos to the relevant PR teams
- The PR teams will revert if any further information is required
- The PR teams will ensure distribution to press
- The Marketing Communication team will ensure publication on Intranet and TLC social media accounts and resort social media accounts where relevant and applicable.



Vishnee Sowamber
Group Sustainability & Corporate Social Responsibility Manager

Date: 01-03-19