



OUR COMMITMENT  
AS A SUSTAINABLE  
AND RESPONSIBLE  
TOURISM  
ESTABLISHMENT



56 modern and comfortable rooms  
Officially classified as 3 stars by provincial decree  
1<sup>er</sup> certified High Environmental Quality hotel in the French  
Overseas Territories



24 unique rooms, decorated by 24 local artists  
Furniture made of recycled pallets by a local company

## Our 4 values:

Authenticity  
Family  
Conviviality  
Ecology

GONDWANA  
HOTEL,  
A SUSTAINABLE  
HOTEL

ENVIRONMENT



# ECO-CONSTRUCTION

10-year project (2008-2018) for the construction of the HQE® (High Environmental Quality) certified City Green hotel with a particular focus on the following points

- ✓ Low environmental impact construction site
- ✓ Integrated selection of construction products, systems and processes
- ✓ Maintenance and sustainability of environmental performance
- ✓ Acoustic comfort
- ✓ Olfactory comfort
- ✓ Sanitary quality of spaces
- ✓ Air quality
- ✓ Sanitary quality of water
- ✓ Water management
- ✓ Energy management

*We are proud to have adopted the metropolitan HQE® standard.  
Thanks to this work, all tertiary buildings in the French overseas territories  
can now be certified HQE®.*

## By the numbers:

- ✓ 766 tons of waste, more than 90% of this waste was recovered (inert waste)
- ✓ Volume of water consumed: 236m<sup>3</sup>
- ✓ Electricity consumption 4,698kWh



# ECO-GESTION

## Electricity management:

- Photovoltaic panels for electricity - 1<sup>er</sup> from New Caledonia
- All lamps and lighting with low consumption
- Motion detectors for light points in common areas
- Class A electrical equipment
- Installation of electrical boxes in the rooms to turn off all appliances when the client is not in the room (except fridge)
- Thermodynamic panels to heat water (auxiliary heat pump) - 1<sup>er</sup> and the only hotel in New Caledonia
- Semi-centralized air conditioning with variable refrigerant flow (DRV system)
- Installation of air blowers to avoid untimely use of the air conditioning
- Electric company car
- Raising awareness of best practices among our customers and employees
- Provision of electric bikes for our customers and employees

## By the numbers:

- ✓ 100% of the domestic hot water needs are covered by 57.3 m<sup>2</sup> of solar thermal collectors installed on the roof or by the backup heat pump,
- ✓ The average observed consumption of a hotel is 241kWh/m<sup>2</sup>/year (ADEME) - The 1500m<sup>2</sup> city green consumes (base 2019) 166 928kWh/year, i.e. a reduction of 194 572kWh/year equivalent to half the usual consumption of an equivalent new hotel - (and even more if it is old!)



## Water management and treatment:

- Hydro-economic equipment
  - Single-lever mixers with mousseurs
  - Low-flow faucets
  - Shower with mixer tap
  - Double flush 3L and 6L
- Filtered water fountain available on each floor with hot/cold water
- Raising awareness of our customers to reuse their towels during their stay
- Raising awareness of best practices among our customers and employees

### By the numbers:

- ✓ The hotel's consumption varies between 12m<sup>3</sup> and 18m<sup>3</sup> per day
- ✓ In metropolitan France, a customer consumes an average of 300L (0.3m<sup>3</sup>) of water per night, compared to 150L at home (and more in New Caledonia!)  
We have an average of 85 people per night which is equivalent to a saving of 40% of water/day (see 80% in New Caledonia)



## Waste management and treatment:

- Zero waste breakfast:
  - Bulk purchase and packaging by us in reusable containers
  - Bamboo straws, cloth napkins
  - Zero plastics
  - No buffet = no waste
  - Vermicomposting machine for organic waste
- Recycling bins in our 80 rooms, offices and common areas
- Specialized operators for the collection of recyclable waste
- Bulk or wholesale purchases of our hospitality products and repackaging by us:
  - Coffee, tea, sugar, milk, chocolate
  - Soap/shower gel and shampoo in room dispensers (eco-labelled and organic)
- Use of rechargeable batteries (safes, locks, remote controls)
- Low usage of printers and black & white and double-sided printing preferred
- Purchase of good quality furniture and equipment for maximum longevity (HUNTER air blower, FERMOB furniture, latex mattresses etc.)
- Raising awareness of best practices among our customers and employees

### By the numbers:

- ✓ 915 exclusively rechargeable batteries active in the hotel every day
- ✓ With an average of 35,000 people per year in the hotel, a reduction of 264,000 individual packages for room products (soap, shampoo, tea, coffee, sugar etc.)



# HEALTH OF OUR CUSTOMERS AND EMPLOYEES

## Maintenance of the premises:

- Uses of our Ewater plant:
  - Production of our cleaning products (salt water and electrolysis to modify the water's pH)
  - No chemicals used in this process
- We favour ecological and organic products with the following labels
- Using white vinegar and baking soda for daily cleaning
- Preventive maintenance of our equipment and machines to optimize their longevity
- Eco-labelled paints containing low volatile pollutants (<1g/l) of class A+

## Biodiversity:

- No insecticides
- No herbicides
- No fungicides
- Use of organic fertilizer: composting and vermicomposting done on site
- Watering in a reasonable way
- Local plants with medicinal, aromatic or edible properties





# COMFORT OF OUR CUSTOMERS

## THERMAL AND ACOUSTIC INSULATION:

*No temperature transfer and maximum comfort for the customer (good night's sleep)*

- Double glazed windows slightly tinted depending on the orientation
- Plasterboard lining
- "Double skin" for rooms adjacent to the elevator
- Insulation on all facades
- Hermetically sealed doors with rubber seal
- Use of bellman to force doors closed

## OLFACTORY COMFORT:

*Pleasant environment*

- Use of silent mechanical ventilation (VMC)
- No chemicals
- Pollutant capturing paint
- Plasterboard lining
- Air purified by plants

## VISUAL COMFORT:

*An atypical hotel, pleasant decoration, feeling of well-being*

- Architects aware of sustainable development
- Reception light points designed with recycled plastic bottles
- Aesthetic signage
- Patio with vegetation
- Noble materials based on untreated and unstained wood

THE  
GONDWANA,  
A  
SUSTAINABLE  
HOTEL

SOCIAL ASPECT






## SOCIAL ACTIONS

The social dimension of sustainable tourism is oriented towards **equity and inclusion, which** means, among other things, fostering encounters, working to improve the quality of life of stakeholders, and ensuring that all people, both tourists and residents, benefit from the virtues of tourism.

Here are some examples of the actions carried out by Gondwana:

- ✓ During the Covid crisis, we favoured the employment of our chambermaids on precarious contracts and without government aid so that they could ensure an income from their work
- ✓ We set up a paid fourteen to keep the hotel open and preserve all the jobs throughout the Covid crisis
- ✓ Our teams are made up of people of all ethnicities, genders, ages (legal)
- ✓ We are associated with the different hotel schools in New Caledonia and welcome many trainees throughout the year in all our departments
- ✓ Our schedules are made on a monthly basis and are published a month and a half in advance to allow all our employees to schedule their appointments, their weekends, their cultural or religious ceremonies
- ✓ We apply low rates compared to the rest of the hotels in New Caledonia for a greater accessibility to the population
- ✓ We are transparent in all our pricing: the prices displayed are the real prices, (we do not believe in "From..." prices)
- ✓ We involve employees and clients in our decision-making, especially during the brainstorming phase of our ideas. The human element is at the heart of our concerns
- ✓ "When we fail, we grow" is one of our mottos
- ✓ We are happy to employ people with disabilities
- ✓ We do not make any distinctions of social, ethnic, religious or other origins



The 4 Gondwana values allow for coherence and cohesion in all decision-making, whatever the department:

**The Family:** *Children are received "as distinguished guests" Léandre BERGERON*

- ✓ Infrastructure dedicated to children (railings at all staircases at children's height; special public toilet for children; walking kit with seat reducer and footboard; cododo and umbrella beds; table, chairs, cutlery and crockery for children at breakfast; toys and games for children, high chairs; baths; etc. )
- ✓ All children under 12 years old stay free
- ✓ Educational Non-Violence Day organized every year in Gondwana
- ✓ Organization of many events at Gondwana around children (special children's yard sale, egg hunt)
- ✓ For our cohesion days, employees and their children are invited to
- ✓ Encourage all mothers to take a break at Gondwana to refresh and feed their children (breastfeeding or otherwise)

**Conviviality:** *"The more you share, the more you own, That's the miracle" Leonard NIMOY*

- ✓ All our floors are equipped with cold/hot filtered water fountains to allow customers to meet over a cup,
- ✓ Our breakfast tables are large tables to allow customers to meet and share
- ✓ Auguste, landscape designer, artist and former head of the Sénat Coutumier, shares his love of plants and New Caledonian history with our clients every morning,
- ✓ Work to build bridges between human communities,



**Authenticity:** *"To be the best version of yourself is to be authentic" Carmelo HEUMANN*

- ✓ Hotel designed by Caledonians for Caledonians and tourists
- ✓ Gardens of endemic medicinal, edible and aromatic plants
- ✓ 5 ridge arrows representing the 5 customary areas that make up the Grande Terre
- ✓ 24 works of City Art on Caledonian culture by Caledonian artists
- ✓ Portrait photos on parenthood or the cultural richness of New Caledonia in the City Green room
- ✓ Breakfasts served with local products: tropical fruits of the season and tropical fruit jams
- ✓ Small Caledonian stories highlighted in different areas of the hotel
- ✓ Communication based on local expressions and vernacular languages
- ✓ Hotel owned by Savina CREUGNET, member of one of the oldest settler families and pioneer of the hotel business in New Caledonia (5<sup>ième</sup> direct line generation)

**Ecology:** *"The earth does not belong to us: We belong to the earth" Pierre RABHI*

- ✓ First HQE® (High Environmental Quality) certified hotel in French overseas departments and territories
- ✓ Eco-construction
- ✓ Eco-Management
  - Electricity management
  - Water management and treatment
  - Waste reduction and treatment
- ✓ Health and comfort of our customers
- ✓ CSR approach
- ✓ Participation in the Climate Fresco and Carbon Conversation

THE  
GONDWANA,  
A  
SUSTAINABLE  
HOTEL

ECONOMIC  
ASPECT





# ECONOMIC ACTIONS

Tourism is often seen as a factor in economic progress and poverty reduction.

As a hotelier and on our scale, we have brought the ecological variant of the hotel business and thus brought a novelty and ideas to move towards a greener economy in New Caledonia

- ✓ We promote local employment
- ✓ We favour local companies (suppliers and subcontractors)
- ✓ We work with several local tourism providers
- ✓ With an innovative product, we actively participate in the development of the destination
- ✓ We favour small local shops (here an old district emblematic of the Caledonians: the Latin Quarter)
- ✓ We develop partnerships with companies that share our values
- ✓ We sponsor several events per year (sports, community, educational, etc)

GONDWANA'S  
COMMITMENT TO CSR  
(Corporate Social  
Responsibility)







## WHY THIS CSR APPROACH? :

This approach allows us to have a positive impact from a societal, environmental and economic point of view. Implementing this approach is also a guarantee of sustainability and productivity.

As seen in our sustainable commitment, Le Gondwana is particularly involved in environmental issues and actions undertaken in this area. However, it is important to raise the awareness of all stakeholders (employees, customers, suppliers, subcontractors, etc.) on these aspects. CSR also allows us to work on other equally important pillars.

Gondwana is mainly mobilized on the following pillars:

- Working relations and conditions
- Fair practices
- The consumer
- Local interest

A roadmap explaining our action plans and precise indicators will be put in place by the end of 2022.

# OUR CHALLENGES AND PROJECTS





## OUR CHALLENGES:

- Raising our customers' awareness of environmental issues
  - Our procedures are available on our website
  - Explanation of the use of the waste bins in the rooms and in the common areas
  - Easels in the room detailing the different gestures they can make to help us
  - Discussions with our clients over breakfast
  - We organize training sessions at the hotel on carbon conversations
  - Presentation of our approaches and values on social networks
  
- Educating our employees on the right thing to do
  - Through training such as the Climate Fresco or the Carbon Conversations: understanding the climate issue
  - Visit of our waste sorting service provider Mont Dore Environnement for a better understanding of the waste path
  - We wish that the gestures come from them without being imposed because more chance of sustainability if it comes from them directly
  
- The quantified follow-up of our actions
  - Refurbishment of our Centralized Technical Management System (CTMS), which allows us to monitor energy consumption
  - Measured against our occupancy rate and benchmarked to ensure that our outreach is working

## OUR PROJECTS:

- Obtaining an international environmental label
  - The HQE certification being little known and mainly based on construction, we wish to obtain an international ecoresponsible label such as EarthCheck or GreenGlobe
- Dematerialize the arrival process to avoid printing as much as possible
- Automate our quotation process through our website
- Maintain accessibility to local and corporate customers: Maintain our local and corporate customers at affordable prices and good value for money





**GONDWANA**  
**HOTEL**

Thank you for your attention  
and don't forget:

"When I go to Noumea,  
I sleep in Gondwana!"