

Rogers Hospitality

NOW
FOR TOMORROW

Sustainability Report 2021-2022

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Preamble

About this Report

Over the years, Rogers Hospitality has been actively engaged in addressing environmental and social challenges while ensuring economic progress. This document is the first sustainability report prepared and published by Rogers Hospitality since the endorsement of the 'Now for Tomorrow' Pledge & Sustainability Charter. As a business dedicated to stakeholder inclusiveness, this report aims to communicate relevant and meaningful information to our stakeholders on the purpose and content of our sustainability initiatives from 01 July 2021 to 30 June 2022 and their outcome and impact thereof.

Boundaries & Scope

Rogers Hospitality is in the process of setting up monitoring dashboards within its companies to build up an effective documentation about its sustainability journey. As a result, consolidated data is not yet available for all companies. This report focuses on the direct impacts identified across our value chain and represents consolidated figures mostly from our Hotels and Resorts activities (Heritage Resorts & Residences, Veranda Resorts, Voilà Hotel), and excludes Kaz'Alala Hosted B&B and our Restaurant & Leisure activities.

Forward-Looking Statements

This sustainability report contains forward-looking statements and projections about the future initiatives and anticipated impact of Rogers Hospitality. While these statements represent our judgements and future expectations at the time of preparing this report, several risks, uncertainties and other unknown factors could materially change the results from our expectations. We advise readers to use caution in interpreting any forward-looking statements in this report.

Reporting Frameworks & Standards

The content of this report does not conform to any particular reporting standard or framework. Nevertheless, it follows good practices for global sustainability reporting, stemming from the GRI Principles and takes into account the disclosure expectations expressed by labels such as Green Key, to which our hotels are certified. Rogers Hospitality is compliant to the following reporting standards below:

1. Pact Signe Natir

Pact Signe Natir has been developed by Business Mauritius and is a community initiative. The framework covers a range of sustainability issues, including environmental management, social responsibility, and economic sustainability. The Pact Sign Natir framework is designed to help businesses measure and report on their sustainability performance in a standardized and transparent way.

2. Reporting requirements of our investor, Amethis

Amethis is an investment firm that focuses on sustainable development in Africa. The reporting requirements of Amethis include a range of sustainability metrics and indicators. These cover issues such as environmental impact, social responsibility, governance, and financial sustainability. The reporting requirements also include specific targets or goals related to sustainability, as well as guidelines for reporting and disclosure.

3. Rogers Corporate internal reporting standards, namely SEMSI (Stock Exchange of Mauritius Sustainable Index), UN Global Compact

Rogers Hospitality also abides by the reporting standards of our parent company Rogers Co Ltd. In addition, Rogers Hospitality has taken a proactive approach to sustainability and social responsibility, implementing policies and programs that address key issues covered by the United Nations Global Compact.

CEO's Message

Dear partners,

I am pleased to present our first sustainability report. The financial year 2021-2022 has been challenging for the hospitality industry in Mauritius and across the globe, with the pandemic and other global crises testing our resilience. Despite these hardships, I am incredibly proud of the dedication and adaptability displayed by our 1,500 employees working across over 20 brands. Our commitment to sustainability remains unwavering, and it is our mission to embed it in our DNA, ensuring that every aspect of our business is conducted responsibly and conscientiously.

During these challenging times, our focus has been on supporting our employees, communities, and the environment. Our workforce has shown tremendous strength and perseverance, and we have been steadfast in providing the resources and assistance they need to navigate through these trying circumstances. Their well-being, safety, and professional development are our top priorities, as they are the heart of our company and the driving force behind our success.

As a responsible and community-minded organization, we commit to grow together with the communities in which we operate. We actively participate in initiatives that foster a more sustainable future and minimize our

environmental footprint. This commitment extends beyond our operations and into our interactions with our guests and partners, ensuring that we create a sustainable and thriving hospitality sector in Mauritius.

In an ever-evolving industry, we understand the significance of staying ahead and anticipating the needs of our customers. We are dedicated to investing in innovative hospitality solutions that not only cater to the changing preferences of our guests but also contribute to the preservation and regeneration of the local territory. By incorporating cutting-edge technology, environmentally friendly practices, and locally sourced produce, we strive to offer interactive experiences for our guests to discover and participate in the protection and revitalization of our surroundings. Through these initiatives, our objective remains steadfast: to create unforgettable experiences for our guests and team members while fostering a positive impact on the planet.

Collaboration is key to making a lasting, positive impact in the hospitality industry. We actively seek partnerships with like-minded organizations and industry peers to further our environmental, social, and governance goals.



**“
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At Rogers Hospitality, the well-being and safety of our teams, guests, and partners are paramount, especially during times of crisis. We have implemented robust health and safety measures across our properties and work closely with local authorities to ensure that we are adhering to the latest guidelines and recommendations. Our priority is to provide a secure and comfortable environment for all, and we are constantly refining our procedures to adapt to the changing circumstances.

In this dynamic industry, our pioneering spirit and agility have been instrumental in navigating the ever-changing hospitality landscape. We remain vigilant in identifying new opportunities and growth areas that align with our core values and commitment to sustainability. By continuously innovating and adapting to market shifts, we can stay ahead of the curve and maintain our position as a leader in sustainable hospitality.

In conclusion, our unwavering dedication to sustainability, resilience, and inclusive growth is the foundation upon which Rogers Hospitality stands. We will continue to uphold these values and principles as we advance, and we are grateful for the ongoing support from our stakeholders in this journey towards a more sustainable future.

Sincerely

Thierry Montocchio

CEO

Rogers Hospitality



Introduction our business

Outlook on the Industry: Building Resilience

The tourism sector is an indispensable component of Mauritius' economy, significantly contributing to the nation's GDP and job market. In 2019, the industry accounted for an estimated 25% of the country's GDP (Statistics Mauritius). However, due to the unprecedented challenges brought on by the COVID-19 pandemic, the tourism sector's contribution fell drastically to a mere 2.2% of GDP in 2020 (Annual report FY20/21 Ministry of Tourism).

Rogers Hospitality, with its diverse portfolio of over 20 brands and 1500 dedicated employees, remains at the forefront of the industry, striving to navigate these turbulent times. As a leading hospitality, leisure, and restaurant management company in Mauritius, we have witnessed firsthand the impact of travel restrictions and border closures on our industry. The occupancy rate of the available 13,451 rooms across 113 hotels plummeted to 24% in 2020, causing tourism earnings to drop from Rs 63.1 billion in 2019 to Rs 17.7 billion in 2020 (Annual report FY20/21 Ministry of Tourism).

In response to these challenges, the Mauritian government has implemented various financial assistance schemes aimed at safeguarding jobs in the tourism sector. These initiatives include exemption of license fees for operators, reconstruction and renovation scheme rebates for hotels, and other supportive measures. Despite these efforts, the sector's workforce has been severely impacted, with the number of direct jobs decreasing from 32,250 before the pandemic to 27,850 in March 2021 (Statistics Mauritius).



Rogers Hospitality at a glance

We understand that life is precious, and time is a limited resource. Emotions and experiences hold more value than material possessions, and we strive to provide exceptional moments for our guests. Our passionate approach to hospitality is evident in everything we do, and we take pride in delivering the finest experiences.

Ultimately, what matters most are the moments spent with family, time alone, moments of reflection, opportunities to reconnect, time to heal, explore, and care, as well as moments of shared experiences. That's why we aim to create remarkable "Mauments" for our guests, ensuring they cherish the special times spent with us.

Our Values

Our values drives us in the way we work every day. They have been crafted around 3 pillars:



Togetherness

We share our ambitions and unite to achieve shared success.



Excellence

We are committed to delivering the outstanding on a daily basis.

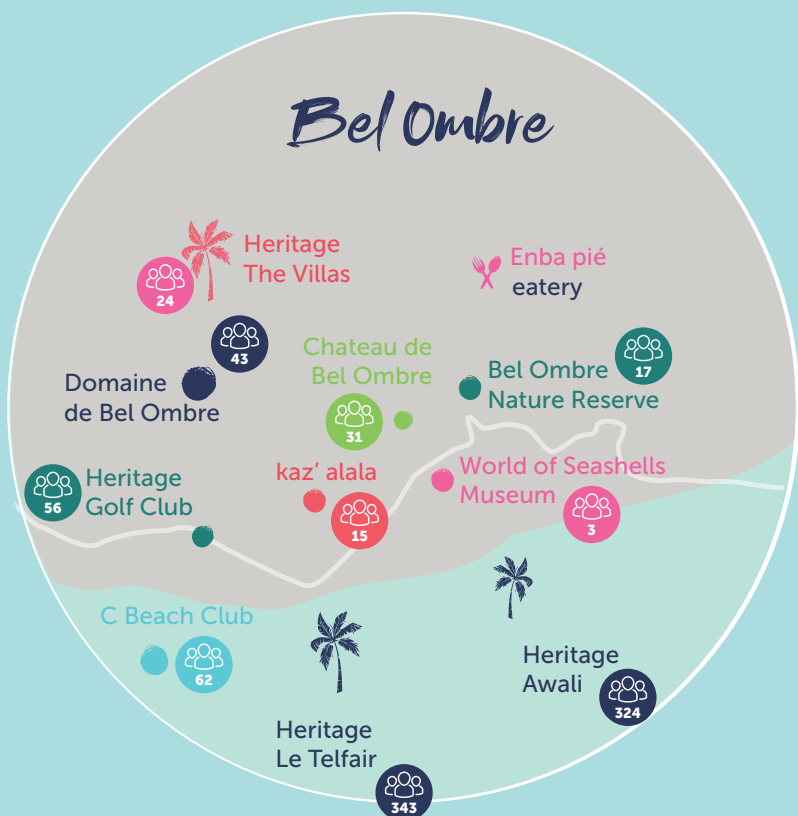


Creativity

Our unique ecosystem of leading brands, value-added services and solutions allows us to constantly evolve with distinctive experiences



Number of employees



Key:
 Number of employees



Our Business Ecosystem

The Rogers Hospitality Segment

The Rogers Hospitality segment regroups four distinct clusters of activities: Hotels & Resorts, Leisure, Destination Restaurants and Quick Service Restaurants, all driven by the same passion and philosophy: curating handpicked and typical Mauritian moments to make a lasting impression on our clientele while nurturing a positive impact on our communities, environment and the Island at large.

Hotels & Resorts	Leisure	Destination Restaurants	Quick Service Restaurants
<p>Luxury Resorts & Residences</p> <ul style="list-style-type: none"> Heritage Resorts Heritage Le Telfair Heritage Awali Heritage The Residences <p>Small Luxury Hotels</p> <ul style="list-style-type: none"> Veranda Resorts Veranda Grand Baie Veranda Paul & Virginie Veranda Pointe Aux Biches Veranda Palmar Beach Veranda Tamarin Kaz'Alala Hosted B&B <p>Business Hotels</p> <ul style="list-style-type: none"> Voilà Bagatelle 	<p>Natural Heritage & Edutainment</p> <ul style="list-style-type: none"> Bel Ombre Nature Reserve Chamarel 7 Coloured Earth Geopark World of Seashells <p>Leisure</p> <ul style="list-style-type: none"> Heritage Golf Club – Le Golf du Chateau La Reserve Golf Links Croisières Australes <p>Wellness</p> <ul style="list-style-type: none"> Seven Colours Spa 	<p>Fine Dining</p> <ul style="list-style-type: none"> Le Chateau de Bel Ombre Le Chamarel Restaurant C Beach Club 	<ul style="list-style-type: none"> Domino's Ocean Basket Moka'Z

Rogers Hospitality also supports three strong territorial brands: Bel Ombre, Case Noyale and Chamarel, three regions deeply interlinked with our activities and at the heart set of our sustainability efforts.

Key Figures





***** 5 Star Luxury

Heritage Resorts comprises two 5-star hotels, The Heritage Le Telfair and Heritage Awali, as well as a suite of 13 luxury villas known as Heritage The Residences, for a total of 318 rooms.

Heritage Resorts plays a leading role in driving sustainable growth in the Mauritian economic arena, within the hospitality resort sector. Staying true to our group's pioneering spirit and passion for authenticity, we are dedicated to creating some of the most remarkable travel experiences possible on the island. Today, our collective includes stylish, distinctive resorts in one of the most beautiful and culturally rich areas of Mauritius, where our guests are afforded the privilege of creating their own memorable stories of adventure and discovery through responsible tourism.

With a vision for sustainability that encompasses environmental protection, social progress, and economic prosperity, we strive to create value for all our stakeholders, for the betterment of society."



Nestled within the legendary Domaine of Bel Ombre, Bel Ombre Nature Reserve is a 1300-hectare sanctuary that is as enchanting as soothing



3 & * 4 Star

Veranda Resorts comprises five 3 to 4-star hotels: Veranda Paul & Virginie, Veranda Pointe-aux-Biches, Veranda Palmar, Veranda Tamarin, totalling 387 rooms, and the newly opened Veranda Grand Baie with 95 rooms.

Veranda Resorts' sustainability vision promises a "Dive into Mauritius," where environmental and social engagement are ingrained in daily operations.

Staying at Veranda Resorts feels like experiencing the life and culture of a country. Guests can enjoy beautiful moments of community sharing, opportunities to reconnect with nature, and peaceful moments of relaxation while watching the waves dancing under the golden rays of the sun on the horizon. Each of our local boutique hotels has a unique identity and reflects the ambiance of the picturesque villages they are located in, authentically capturing the Mauritian way of life.



Chamarel 7 Coloured Earth is a geo-park stretching over 8.5 hectares of volcanic land. With its 600 million years of history, this natural heritage offers a not-to-be-missed experience for all nature lovers and geology enthusiasts.



*** 3 Star

The Voila Bagatelle is a 3-star landmark offering 118 rooms for work, rest, and recharge. It provides stylish and affordable accommodation connected to the Bagatelle Mall of Mauritius for a vibrant shopping experience.

Voilà is positioned to serve travellers who seek uncomplicated, distinct, and intuitive experiences. Inspiring a new generation of modern business travellers, Voilà offers an affordable and easy stay while providing sustained returns to our stakeholders. It offers guests a comfortable and tech-savvy space that is both stylish and affordable.



Authentic B&B

Our hosted Bed & Breakfast accommodation comprises 18 rooms for an authentic getaway in the wild south of Mauritius. Our warm hospitality, combined with lush tropical greenery, creates the perfect environment for a relaxing holiday



Since 1992, Croisières Australes offers sea lovers enriching journeys to the beautiful lagoons around Mauritius through catamarans and speedboats.





WORLD OF SEASHELLS
BEL OMBRE

The World of Seashells, the only seashells museum in Mauritius, showcases the impressive 7,000-pieces collection of Mr. Le Court de Billot, a passionate conchophile who has collected seashells from all over the globe.



The only beach club on the southern coast of Mauritius, C Beach Club brings a whiff of fresh air to this part of the island. Enjoy a delicious Mediterranean culinary experience next to the pool and choose from a selection of the world's finest wines while listening to an eclectic music playlist.



The sumptuous Le Château de Bel Ombre, the 19th-century family mansion is an invitation to travel through time. The Château, now a gourmet restaurant, promises a dining experience like no other.

LE CHAMAREL
PANORAMIC RESTAURANT

Located on the verge of a majestic mountain at 260 m above sea level, Le Chamarel Restaurant offers a unique bird's-eye view of the lush hillsides and the Indian Ocean.



The handcrafted pizzas were first introduced to the Mauritians in 2018. After two years, five branches were opened in Port Louis, Beau-Bassin, Curepipe, Quatre Bornes and Grand Baie, the latter being ideally situated in front of the public beach. The company nevertheless intends to continue its expansion across the island.



Ocean Basket is the leading chain of seafood restaurants in South Africa. Four of them can notably be found at Bagatelle Mall, Grand Baie La Croisette, Caudan Port Louis and Phoenix Mall in Mauritius.



With two restaurants located in les Allées d'Helvetia and Voilà Bagatelle, Moka'z is the ideal place for a business lunch. It serves a blend of French-inspired cuisine and authentic Mauritian dishes in a relaxed bistro atmosphere.



Set on a piece of paradise between the majestic mountains and turquoise lagoon, Heritage Golf Club comprises both an 18-hole championship course and a 9-hole Par 3 course designed by Peter Matkovich, the world-renowned golf course architect and ex-European Tour professional.



Step into the soothing world of Seven Colours, a wellness haven where ancient natural techniques meet the Mauritian art of caring. Present in each of Veranda Resorts hotels, Heritage Le Telfair and Heritage Awali, Seven Colours caters for each customer's individual needs and offers tailor-made spa treatments.





I.
Our
'Now for Tomorrow'
Pledge



Our 'Now for Tomorrow' Pledge

One Pledge, One Promise

Through our program 'Now for Tomorrow', we commit to consolidating resilient development, favouring sustainable consumption, protecting Mauritius' biodiversity, through mindful development, valorising cultural and historical heritage, and maintaining vibrant communities'.

Our 'Now for Tomorrow' pledge signifies our responsibility and commitment to building a sustainable future for all. It provides a singular platform that regroups, guides and coordinates all the sustainability initiatives across the activities of Rogers Hospitality. Beyond a sustainability program, our 'Now for Tomorrow' Pledge embodies a unified spirit that defines how we operate and what actions we are taking NOW to create a better TOMORROW.

Our 'Now for Tomorrow' pledge is the proud outcome of two years of purposeful crafting and concerted efforts. The ideation process started pre-pandemic and evolved with the growth of our ambitions and our heartfelt responsibility to be an engaged driver of sustainable, positive change. As we strengthened our sustainability and communication teams, post-pandemic, the concept of 'Now for Tomorrow' was born.

Today, our "Now for Tomorrow" pledge reflects how we concretize our sustainability commitments in the present for a better future.

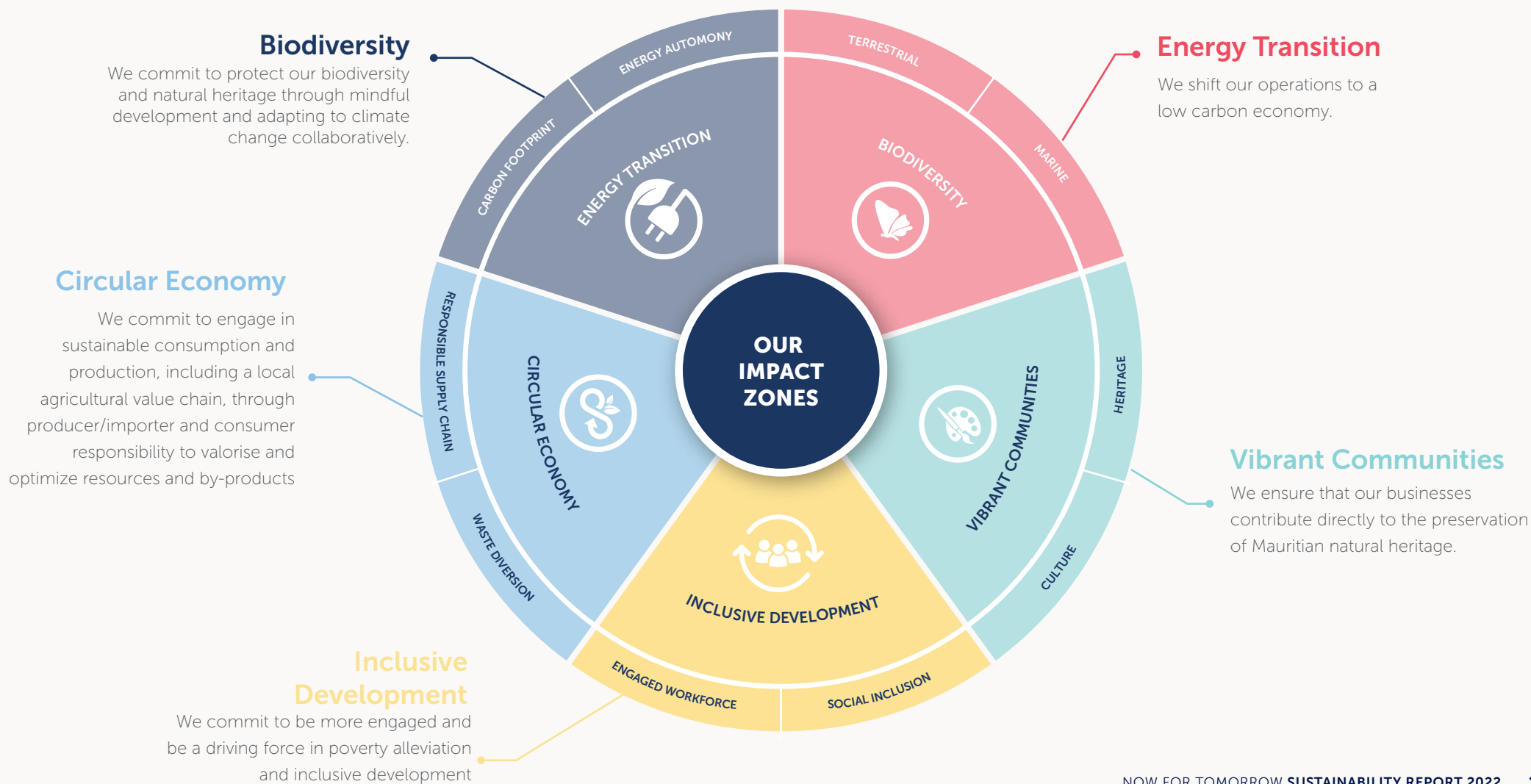
Please visit our website on for the latest updates:

<https://nowfortomorrow.mu/>



5 Pillars Strategy

The "Now for tomorrow" pledge relies on five strategic drivers to ensure focus and keep the momentum in all our actions. By choosing to refer to these 5 drivers, we show our commitment to participate fully in the national effort of the private sector initiatives to emerge in Mauritius, with the intent to leave it as a legacy to future generations. Those 5 drivers are aligned on the principles of the Pact Signe Natir, promoted by Business Mauritius.



Our Sustainability Commitments



Driven by care, Rogers Hospitality's objective is to deliver premium hospitality services that benefit the environment, add value to our local communities and uplift guest experience. To this end, the company has established seven targets that have been the core focus of the 2021-2022 financial year. Here is the status update on the progress made towards achieving these targets, as at June 2022.

Sustainability Objective and Target

Status as at June 2022



Waste Management

Enhancing our waste management programme, with a view to divert 75% of our waste going to landfill by 2022

47%

of waste has been diverted from the landfill.



Towards zero single use plastic

By the end of 2022, adopting a 'zero single use plastics' approach across all our operations

15 out 25

identified single use plastic items have been substituted.



100% locally sourced products

As from January 2022, sourcing 100% of our fruits, vegetables, seafood, poultry and meat from Mauritian growers, farmers and suppliers, or else favouring goods provided by regional partners in the Indian Ocean.

90%

of fish, seafood, fruits, vegetables, meat and poultry are sourced from local and regional partners.



Nature conservation Programmes

We will further develop tangible initiatives around lagoon & reefs, forests, riverines and wetlands.

3

wave breakers and a groyne have been installed at Bel Ombre to prevent erosion of the beach and to encourage thriving marine life.



Sustainability Objective and Target

Status as at June 2022



Going carbon neutral

As from Oct 2021, ensuring carbon neutral stays of our guests holidaying at Heritage Resorts in Bel Ombre and proposing offsetting option to guests at Veranda Resorts

10,239

carbon credits have been purchased to offset the carbon emissions of the guests' stay at Heritage Resorts



Adopting renewable energy

Developing energy efficiency initiatives and increasing our share of renewable energy at Bel Ombre. Our target is to reach up to 80% of renewable energy by 2025

2025

A solar farm is under development at Bel Ombre and is targeted to be in operation by



Reputation through certification

By 2024, achieving a sustainability certification/eco-label for all our business units. By December 2021, obtaining a green key certification for Veranda Resorts and a GEO golf certification for all our golf courses.

4 out of 5

Veranda Resorts are certified Green Key
Geo Golf certification is in progress and has been achieved at 50%.

Sustainability

Governance

Successful integration of sustainability requires clear leadership and direction which operates through a dedicated structure. The figure below is the main structure of Rogers Hospitality.



For the past 2 years, Rogers Hospitality has built up a strong team. The Sustainability Department has been enforced through the hiring of Sustainability Officers for each hotel. The additional talents have been driving the Environmental and Social integration within hotels operations, benefiting our business ecosystem and the local communities.

“
Our wake up ‘Now for Tomorrow’ Pledge is building momentum with the sustainability team who reviews our performance and impacts. Together with serious commitments from external partners we are materialising the vision of sustainable development at Rogers Hospitality. This ongoing movement is using informed decisions where positive impacts are seen on the ground.

*Alexandre Piat,
Head of Sustainable
Development*





Sustainability Memberships and Awards

Rogers Hospitality's commitment to sustainability is recognized and we are delighted that our efforts in this area have been recognized and acknowledged within the industry.



Green Key Certification Awarded to Rogers Hospitality Venues in Mauritius

Following the Green Key certification of Heritage Le Telfair 5* and Heritage Awali 5* in 2017.

Veranda Paul & Virginie 4*, Veranda Pointe aux Biches 4*, Veranda Palmar 3* and Veranda Tamarin 3* are Green key certified since May 2022.

Green Key is a voluntary eco-label awarded to hospitality businesses recognised by Global Sustainable Tourism Council. This sustainability certification was developed by the Foundation for Environmental Education (FEE) and is managed internationally by the Green Key International organization. The Green Key eco-label is recognized globally and is a symbol of a business's commitment to sustainability and responsible tourism, covering areas such as energy efficiency, water conservation, waste management, staff education, and guest experience.

To achieve the Green Key certification, the hotels have demonstrated compliance with the programme criteria, which are subsequently third party verified. Green Key encompasses a total of 150 criteria under 13 categories, and it is a certification program that embeds all departments of the establishment, ranging from administration to operations. The certification is valid for one year and is renewed following compliance audits.

Rogers Hospitality has been awarded the Green Key label for meeting the criteria of environmental management, resource conservation, and social responsibility. The business has been focusing on a continuous improvement approach while taking into consideration the environmental and social indicators, leading to a competitive advantage over other hospitality groups. This has attracted international recognition and increased visibility.



The Sustainable Tourism Mauritius Awards 2022 is an initiative of the Tourism Authority where leadership and engagement of the local organisation in terms of sustainable practices are recognised.

- Bel Ombre Nature Reserve received a Gold Award for Hotel/Accommodation
- Veranda Tamarin received a Silver Award
- Heritage Le Telfair received a Bronze Award
- Boat & Pleasure Craft Operator: Silver Distinction: Croisières Australes

Blue Oasis certification developed by the Mauritius Standards Bureau is under progress for Croisières Australes. Stage 1 audit has been completed and CAL is under preparation for the Stage 2 audit. The program focuses on measuring and monitoring the impacts of tourism on the environment and local communities, including effects on land, air, water, organisms, and ecosystems. It also considers social and cultural impacts and economic impacts categorized as direct, indirect, or induced



Heritage Le Telfair Golf & Wellness Resort in Mauritius has been recognised as the Indian Ocean's Best Golf Hotel in 2022 at the 9th edition of the World Golf Awards.



Considerate Collection

Valued member of Small Luxury Hotel of the World (SLH) for more than 10 years, Heritage Le Telfair Golf & Wellness Resort has again demonstrated its unwavering commitment towards sustainability by being ranked among the 26 pioneer hotels in the Considerate Collection, SLH's new community of actively sustainable luxury hotels.

Geo Golf Certification

Heritage Golf Club is currently undergoing the process to be GEO Certified™. The certification recognises golf courses that demonstrate a commitment to sustainable management practices in areas such as environmental and ecological stewardship, resource efficiency, and community engagement.



A food waste prevention management system has been implemented at the following restaurants, which were certified to The Pledge in 2022:

- Yemen Restaurant of Veranda Tamarin - Gold Certified
- Savanna Restaurant of Heritage Awali - All-Star Certified

Bel Ombre Nature Reserve has been recognised as a Biosphere Reserve under UNESCO's Man and the Biosphere Programme (MAB).

UNESCO Man & Biosphere (MAB) is a program launched by UNESCO to promote sustainable development. The World Network of Biosphere Reserves currently counts 738 sites in 134 countries all over the world, among which is Bel Ombre Nature Reserve.



II.
Preserving
Our Natural
Beauty



Preserving our natural *beauty*

Monitoring of Environmental Risks and Impacts

Tourism is at the nexus of the economy, environment and community. Our hospitality & leisure activities involve multiple interactions with the local ecosystems, invariably impacting them across our lifecycle, from construction to operations. We implement monitoring systems, based on strict methodologies, across the lifecycle of our activities to measure and address audible and visual pollution effectively. The process starts with commissioning an Environmental Impact Assessment (EIA) Report for each project to ensure compliance with the requirements of Mauritian Law.

At Rogers Hospitality, we are committed to protecting and preserving biodiversity by responsibly managing our natural resources. To effectively achieve this objective, we collaborate with expert partners in the field and regularly commission the collection of scientific data to ensure the environmental, and socio-economic impacts of our activities and initiatives are measured, monitored and documented.

**“
If you do not measure it,
you can't improve it.**

– W.Edwards Demming



Case Study: Monitoring & Mitigating the Risks

to our Coastlines

Rogers Hospitality is actively addressing the risks posed to coastlines and has established a management committee to take measures and implement strategies to mitigate their impact. In Mauritius, rising sea levels have exacerbated beach erosion, particularly in Bel Ombre. Through a collaboration of external scientific parties, a study has been conducted in the lagoon of Bel Ombre to assess the extent of beach erosion. Heritage Resorts came forward with the installation of three breakwaters and one groyne in 2017 to alleviate the effects of strong waves and currents on the coast.

The lagoon and breakwaters have been regularly monitored regularly for the past five years in partnership with Reef Conservation, Daymarine, and the University of Mauritius to assess the benefits and impacts of the structures. Ten artificial reefs have been added, and the restoration of marine biodiversity in the Bel Ombre Lagoon has observed the presence of up to 20 species of fish. Concerning the mitigation of beach erosion, increase of up to 5 meters of beach area in specific areas and the stabilization of the beach slope has been recorded. Additional initiatives are being planned to further enhance the coastal and marine environment.

The RHO Group is committed to constant monitoring and exploring additional solutions to better protect the coastline and natural resources based on available scientific data. The group actively engages with local communities to discuss partnerships and potential contentions to ensure the preservation of these important natural capital for future generations. Ultimately, by monitoring and mitigating risks to coastlines, hotels not only safeguard their own properties and guests but also contribute to the preservation of valuable public domain.





Educating against *single-use plastics*

We believe education is key to encourage the adoption of sustainable habits and behaviours. We actively participated and contributed to the awareness campaign 'Ensam Cont Plastik' launched with WERecycle to fight plastic pollution and reduce utilisation of single-use plastics.

Ensam cont Plastik is a community initiative. We seek to sensitize the communities around our hotels about the dangers of plastic pollution and the solutions available to recycle the plastic through our partner, We Recycle. The first campaign was launched at Veranda Pointe aux Biches and around 70 households have been reached; 77 kg of plastic was collected. The community members together with team members also conducted a beach clean up.



Yellow Submarine at *Heritage Awali*

The Yellow Submarine is an invitation for all children staying at the resorts to learn about the ocean ecosystem, marine ecosystem. It has been designed by the NGO Reef Conservation and offers children a fun and interactive way to learn.



Yellow submarine Edulab at Heritage Awali



Bis *Lamer*

Bis Lamer is a mobile marine education unit, which has seen the day with the collaboration of Reef Conservation and Rogers Group. Bis Lamer is regularly solicited in our business units and gives our team members the opportunity to learn more about the marine biodiversity which surrounds us.





Beach Clean-Up:

Preserving the natural state of our habitats

In its fight against the waste and plastic pollution endangering the beach and marine ecosystems, Rogers Hospitality participated in several clean-up initiatives to preserve the integrity and natural beauty of these habitats:

- 10 cleaning campaigns around Rogers Hospitality hotels = 2 tonnes wastes collected
- Collaboration with Odysseo Oceanarium and 22 volunteers from Veranda Pointe aux Biches for a beach clean-up and 50kg of waste was collected.



Protecting Local

Species & Habitats



Natural beauty and resources are key levers of attraction for the travellers' community.

Preserving this natural wealth is critical to building a sustainable tourism sector that serves the interest of visitors, local communities and future generations.

At Rogers Hospitality, we partner with experts to ensure that all development and infrastructural projects are designed around ecologically conserved spots, allowing us not only to blend in, but also to preserve and support nature.



Creating

a Buzzy



Bees are a critical part of our biodiversity, and as pollinators, directly contribute to our food security. To protect this essential species and support their role in our plant ecosystems, dedicated beekeeping training was delivered by Micael Lafrance to Veranda Paul & Virginie team members.



UNESCO Man & Biosphere
Label awarded to Maccabee-
Bel Ombre

**“
It combines the natural and
social sciences with a view to
improving human livelihoods
and safeguarding natural
and managed ecosystems,
thus promoting innovative
approaches to economic
development that are socially
and culturally appropriate
and environmentally
sustainable.**

Source: UNESCO.org

Bel Ombre :

Lamer. Later. Lavi

Bel Ombre, one of the most preserved areas of Mauritius, is also the territorial brand of Rogers Hospitality where consequential biodiversity conservation work are being undertaken. The UNESCO Man and Biosphere label recognizes the collaborative work done with local authorities such as National Parks and Conservation Service (NPCS) and other stakeholders.

The operations of Rogers Hospitality, in the region of Bel Ombre are located in the transition zone of the UNESCO Man and Biosphere label. Rogers Hospitality has collaborated with the National Parks and Conservation Service (NPCS) to obtain this label. The Bel Ombre Nature reserve covers an area of almost 3000 hectares and includes a range of ecosystems, from coastal areas to forests and wetlands. The reserve is home to a variety of plant and animal species including several endemic and endangered species. Bel Ombre Nature reserve promotes research, education, and awareness raising activities related to biodiversity conservation, sustainable land use and the conservation of cultural heritage.

The territory of Bel Ombre embodies Rogers Group vision for what is a necessary route for our nation and for our species. The creation of the territorial brand of Bel Ombre - Lamer, Later, Lavi, responds to the objective of a clear and integrated roadmap with Bel Ombre as a reference as a sustainable tropical lifestyle destination for a better future. A sustainable future.





Sustainable Golf Management:

With 2500 hectares of land, the Heritage Golf Course is the sole 45-hole golf destination in the Indian Ocean region. Located in the UNESCO Man & Biosphere transition zone, the golf club is nestled in a preserved environment and has been operating sustainably since its establishment. The Golf commitment to sustainability is reflected in its use of responsible land management practices, which is aligned the objective to preserve the local ecosystem while providing a unique golfing experience for visitors.

One of the primary areas of focus at Heritage Golf Club is **responsible water management**. We recognize that golf courses can be water intensive, we therefore strive to use it as efficiently as possible. To achieve this, the golf course uses the 'seashore paspalum grass', a species that is both salt and drought resistant, thereby reducing its need for intensive water consumption. In addition, **a water-efficient irrigation schedule** has been devised such that irrigation is done only where it is needed and when it is needed. To reduce stress on water resources, potable water is not used for irrigation. Instead, treated wastewater from our operations and canal water is used for this purpose. The amount of water used for irrigation is carefully monitored.

Chemicals usage at the Heritage Golf Club is limited and controlled. To minimize the use of herbicides, the club adopts a **range of sustainable practices such as using coarse salt to eliminate certain weeds and manual weeding**. In addition, organic fertilizers are prioritized over other chemical products. We understand that the health of the nearby river is important to the local ecosystem and the community. To ensure that there are no chemicals runoff, the **water quality is regularly tested** by an independent third party both upstream and downstream.

The golf course landscaping promotes the local ecosystem; **over 5000 endemic trees and palms have been planted**, including the local Crinum in wetland areas. These plants have adapted to the local environment over time and are better suited to survive in the local climate, soil, and other conditions than non-native species.

The Heritage Golf Club's is committed to inclusive employment practices. The golf club mainly recruits and hires employees from the local vicinity, providing job opportunities to individuals within the community. A total of 51 employees are currently under employment, out of which 43 are from the region of Bel Ombre and neighboring villages.



Jacotet River:

Reforestation Program

Rogers Hospitality is engaged in the regeneration of a local forest cover at Jacotet River since 2021, by planting over 1000 endemic trees to support the growth and propagation of native flora along 1km of river.



Voluntary Marine

Conservation Area

Heritage resorts and neighbouring hotels recently signed an agreement to create a Voluntary Marine Conservation Area in Bel Ombre. The goal of this project is to protect marine life in the lagoon. This is the first agreement of its kind, where all signatories support the use of non-motorised boats in the lagoon to conserve biodiversity.





Raising Awareness *for Positive Impact*

Effective storytelling creates awareness and motivates action as it impacts both the heart and mind.

We were proud to support two such heartfelt initiatives, produced to inspire, engage and leave an imprint on generations to come.

- #ZistwarNouLosean, a Global Youth Collective inspired by National Geographic Education and Adobe series 'Story Telling for Impact', which invites the youth from 8-25 years to tell impactful stories of our oceans without plastic pollution, using photography, video or digital graphics. The initiative is led by Danielle Zelin, a National Geographic educator and Prashant Mohesh, Nat Geo Young Explorer 2021 and was launched in March, in Mauritius and Rodrigues.
- 'Tomorrow, the Race is on', a documentary by produced by Prashant Mohesh focusing on marine ecosystem degradation and initiatives done by Veranda Resorts to protect the marine biodiversity in Mauritius.



Case Study: Coral Squad Program at Veranda Resorts (Sep-Nov 2021)

Raising awareness and sensitizing the younger generation from a very early onset on taking actions to prevent the degradation of our marine biodiversity by developing an 'explorer mindset'; this was the purpose of the Coral Squad Program, developed in collaboration with Danielle Zelin and Prashant Mohesh. Sustainability officers, based in the hotels, have been trained through the "Train the Trainer" program and the program was successfully delivered across 3 Veranda Resorts to kids aged 7-16 years, and provided them with hands on opportunity to explore, discover and learn about the local marine fauna and flora, from experts in the field.

33
Youngsters
sensitized through
Coral Squad

100%
Sustainability Officers
were trained on
The Coral Squad Program



III.
Sustaining
Responsible Operations



Sustaining Responsible

Operations

Waste management is an integral part of the sustainability pillar, circular economy, which is all about having a waste-free system. **For Rogers Hospitality we have set an objective of achieving 75% of our waste to be diverted from the landfill by 2022.**

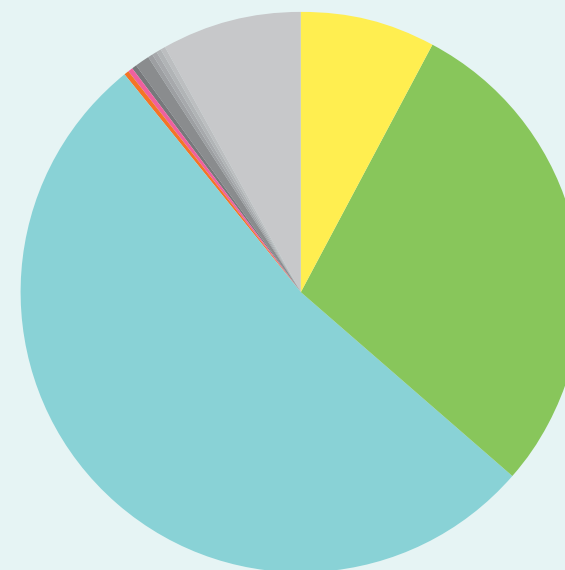
As at June 2022, **the total waste diversion ratio amounted to 47%**. It implies that 47% of all the waste which has been generated by our operations has been recycled, composted, upcycled or reused.

How is the waste management program set up?

A waste management program has been established in all of our business units. We followed waste hierarchy principles to identify and segregate 14 categories of waste and determined their sources. Recycling bins with appropriate labels were installed, and a waste service provider was appointed who measures and records the recyclable waste.

To ensure compliance to our waste management program, all team members have been trained on the new process. Training and awareness included segregation practices, importance of diverting waste from the landfill, keep the waste area clean and tidy. As at June 2022, we diverted 47% of the waste, which is still below the 75% initially targeted for the year. This can be explained by the fact the waste management process was implemented in the Verandas as from April 2022 and these figures demonstrate 4 months of operations only. In addition, when the process started, we experienced some setbacks. For example, despite regular training and awareness sessions, the team members were not able to abide by the procedures. To ensure further progress, we will need to improve processes in a way to ease the waste segregation on operational sites.

Table 1- The waste segregated in 2022 among the 14 categories



- Organic waste
- Green waste
- Waste to Landfill
- Glass waste
- Paper waste
- Carton waste
- Battery waste
- Coffee pods
- Kitchen oil
- Plastic bags
- Metal waste
- PET bottles
- Hazardous waste
- Maintenance waste

Waste



Key facts achieved on

waste elimination



100%

hotels with Waste management program



47%

of wastes recycled for FY 2021-2022 (from the commitment of 75%)



20,000 Kg

is given monthly to pig farmers.



14

categories of wastes are recycled



Elimination

of superfluous packaging of

dry goods

Waste

Total Waste Generated (in kg)	3,354,773
Total Waste Diverted from landfill (in kg)	1,579,060
% Waste diverted	47.1%



Reducing, Reusing, Recycling ...

Eliminating!

15

out of 25 guest-facing plastic products have been substituted

Over

509,000

plastic containers avoided, thanks to reusable and recyclable containers

Use of

30 Tons

of plastic bottles eliminated with our in-house glass water-bottling plant.



Apart from segregating our waste, we are also geared at reducing wastes from our activities. We focus primarily on five fields for their high consumption patterns, where the used items can possibly be re-used, upcycled and donated to progress towards the Zero waste target.

In pursuing these efforts, we need to better consider the involvement of the different departments, the legal restrictions on redistributing certain types of products and the lack of recycling facilities in Mauritius.

Looking forward, our main objectives are to:

- Achieve a “zero single use plastics” target
- Providing training and guidance for sustainable procurement practices for buyers and storekeepers
- Consolidate our standard operating procedures
- Identifying more waste streams for further diversion



Responsible Procurement Practices

At Rogers Hospitality, we recognize the important role that procurement plays in achieving sustainability goals. To this end, we have implemented a responsible and sustainable procurement initiative that focuses on engaging with our supply chain partners to identify opportunities for integrating sustainability within the procurement process.

At Rogers Hospitality, we have developed a Responsible Procurement Policy and Guideline. This document is an essential tool that guides our procurement decisions and ensures that sustainability considerations are integrated into our purchasing process.

Our procurement checklist includes a range of sustainability criteria, such as:

1. Environmental certifications: Environmental certifications are third-party certifications that demonstrate a supplier's commitment to environmental sustainability and compliance with specific environmental standards such as FSC, PEFC, MSC, ISO14001.
2. Social responsibility: We prioritize suppliers who demonstrate a commitment to fair labor practices, human rights, and social responsibility.
3. Local sourcing: We prioritize local suppliers to support the local economy and reduce the environmental impact of transportation.
4. Waste reduction: We promote the use of products and services that minimize waste and promote the circular economy.

By integrating sustainability criteria into our procurement strategy, we ensure that we are making responsible purchasing decisions that align with our sustainability goals.



75%

of our main suppliers have acknowledged and comply to our Responsible Procurement Policy and Guidelines.



Case Study:

Local Food Sourcing

Rogers Hospitality has a steadfast commitment to becoming more locavore, and has made it a priority to purchase food from local sources. However, as a small island located in a remote territory, the definition of "local" can be somewhat complex. While the company acknowledges the importance of supporting the political territory in which it operates, its definition of "local" also extends to encompass the broader regional territory of the Indian Ocean. This territory includes areas ranging from South Africa to Australia, and encompasses a wide variety of food producers and suppliers. By sourcing food locally within this regional territory, Rogers Hospitality aims to not only support local businesses, but also to reduce its carbon footprint and contribute to a more sustainable food system. Recently implemented a local and responsible procurement strategy focusing on local and regional partners for our food supply. This initiative was a first step to engaging our supply chain in integrating sustainability within the procurement process.

The deployment framework included:

- Our Chefs have fully endorsed a sustainable Culinary Charter and menus have been reviewed to substitute imported products which locally available and seasonal options, providing our guests with an enhanced local culinary experience.
- Training of the purchasing team on sustainable procurement practices.
- Ensuring that the characteristics of products purchased are compliant with Green Key requirements.

Figure 1 Local - Mauritius Imported - Indian Ocean



While our target is to source 100% of seafood, fruits, vegetables, meat, chicken, locally, we have achieved 62% of exclusively sourced from the Mauritian market, allowing us to support and empower local producers. The remaining 38% is imported from the broader regional territory of the Indian Ocean.



Making changes in the dishes that garnish the luxury kitchen is a challenge when you want to enhance usage of local products. We have experienced this for example with the popular Norwegian salmon when we removed it from the menu in 2022.

We do want to run this test and ensure that we can replace this guest's favorite with equally delicious and satisfying alternatives. At this stage, it's still early to say that we have succeeded in doing so. While it was a challenging initiative, we believe that it was the right thing to do for the planet and for the future of our industry. However, despite our best efforts, we have faced difficulty in having to constantly communicate with our guests about this change. While the transition to sustainable sourcing may not always be easy, we believe that it is necessary to make these changes in order to build a better future for ourselves and for generations to come.

*Alexandre Piat,
Head of Sustainable
Development*



Case Study: The Pledge™ on

Food Waste

“One-third of the food produced globally is wasted, and if food waste were a country, it would be the 3rd largest CO₂ equivalent emitter.

The Pledge™

The hotel experience is often synonymous with an abundance of food, which unfortunately leads to a significant amount of waste. In 2021, Rogers Hospitality recognized the importance of sustainable food management and began a pilot project in partnership with The Pledge™, a certification program that focuses on food waste prevention management systems. This project included capacity building for team members, the creation of policies to reduce food waste, implementation of new techniques for supplying buffets, utilization of a food waste monitoring software, and active involvement of guests in food reduction initiatives, among others. This innovative management approach transformed the way we considered food waste and resulted in a revision of the food resources used across our food supply chain, from preparation to consumption.

By adhering to The Pledge™, we were transparent with our clients about the best practices we implemented, and this also led to an improvement in the financial performance associated with our food costs. The food waste management policy we developed has been

integrated into our standard operating procedures and is regularly reinforced through training sessions with our team members. This project has been a valuable step towards achieving our sustainability goals and ensuring that we minimize our impact on the environment while continuing to provide a high-quality guest experience.

Despite the intensive nature of the process, we were highly encouraged by the initial results of our food waste prevention management system pilot project with The Pledge™. As a result, we are currently in the process of extending this system as a standardized framework across all food outlets of Rogers Hospitality.



ABOUT THE PLEDGE™



The Pledge™ Certification

The Pledge™ is currently the only third party audited certification on food waste and covers 2 of our restaurants. They are among the first 10 companies in Mauritius to certify.

2
certified
restaurants

Impact using the Food Intel Tech (FIT) software

Impacts measured during implementation:



And a total of 7.3 tons of food waste avoided over a 5-month period.



Reducing our *carbon footprint*

As an active partaker and contributor to the Rogers Co Ltd's ambition to be Net-Zero by 2050 and reduce by 50% by 2030, Rogers Hospitality is highly engaged in monitoring and reducing its carbon footprint. A carbon footprint study has been conducted across all business units of Rogers Hospitality. The methodology used is a tool which has been developed by Rogers and which is based on ADEME French Framework (Bilan Carbone) The carbon footprint study included the trees distinctive scopes:

Scope 1: Direct emissions from petrol, diesel and natural gas including refrigerant leaks

Scope 2: Emissions arise from purchased electricity of the grid.

Scope 3: All other emissions from the purchased goods, water consumption and treatment, employee commuting, Business travel and waste disposal

Scope percentage breakdown

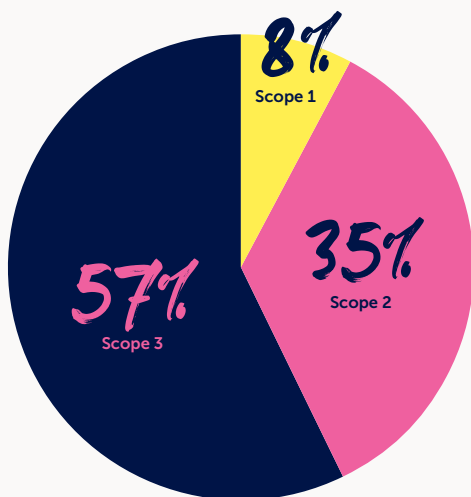


Figure 1: Piechart representing each scope as a percentage of the total carbon footprint



Initiatives implemented to reduce our *Greenhouse Gas (GHG) Emissions*



Carbon reduction Initiatives include the deployment of awareness training sessions across the business units to encourage behavioural changes of team members, for e.g. switching off electrical appliances when not in use. In addition, standard operating procedures have been revised to regulate air conditioning for a more efficient operation. We also purchase energy efficient electrical appliances.

Next Step: Formalizing our GHG Emissions reduction initiatives.

Going Forward, Rogers Hospitality seeks to:

- Set up of a carbon emissions reduction plan according to the most emitting sectors.
- Identify key measures and evaluating their carbon emissions reduction potential.
- Investigate the feasibility of EDGE (Excellence in Design for Greater Efficiencies) certification ambitions for existing buildings (EDGE certification is a green building certification system that focuses on helping buildings and organizations improve their energy, water and materials efficiency.)
- Implement a more precise monitoring system to reduce data gaps in the calculation of the carbon footprint.

Carbon Footprint	TonCO2e
Total Carbon Footprint of Rogers Hospitality	32,791
Scope 1	2,714
Scope 2	11,593
Scope 3	18,484
Carbon intensity, tonCO2e/m ² of conditioned space	0.4

Table 1: Carbon Footprint of Rogers Hospitality for the FY 21/22



Energy transition

Our operations are shifting to a low carbon economy along with other transitioning actions to reduce our dependence on non-renewable energy sources. We took into considerations our investors' suggestion by taking into consideration the World Bank standards on energy efficiency.

We have been monitoring the electricity purchased from the grid and the fossil fuel consumption for the financial year 2021-2022.

Electricity consumption, kWh	9,057,455	
Electricity consumption intensity, kWh/GN	38.4	Purchased from the grid
Electricity consumption intensity, kWh/m2	119.1	
Diesel consumption, in L	23,302	Consumed by vehicles and power generators
Gas consumption, in kg	264,066	Purchased for kitchen use

On top of having energy conservation trainings done for all team members, Rogers Hospitality devised a GHG emissions reduction plan.

- A. Energy saving habits (Lighting, Air Conditioning, solar panels)**
- B. Energy Efficiency**
- C. Food Consumption**
- D. Carbon neutral stay offered to guests**
- E. Signed up to Carbon offsetting program**
- F. Others: managing waste, improving fuel economy, recruitment of local staff, use of renewable energy sources**

Key facts of what Rogers Hospitality does about GHG reduction

- 100% of our lighting systems are LED
- Most hotels rooms have a REMS (Room Energy Management System) and has a motion detection for conserving electricity
- Energy efficient equipment (e.g. heat pumps) have been installed for water heating.
- Regular training of all team members on energy conservation good practices
- Standard Operating Procedures have been reviewed to decrease energy consumption (lighting, air conditioning temperature)

Water Management

Our water supply is mainly provided by the Central Water Authority. In Bel Ombre, however, we have built water retention ponds which contribute significantly to the consumption for the green spaces.

Total water consumption from CWA network, m ³	176,031
Total water consumption from canals and ponds, m ³	136,736
Total water treated, m ³	60,976
Water consumption intensity, m ³ /GN	0.75
Water consumption intensity reduction % from baseline 2018/2019	+13%

Table 3 - Water usage in 2022

Note: Due to the sanitary restrictions, hotels did not operate from July 21 to Sept 21. In preparation of the grand reopening in Oct 22, a large volume of water was used for cleaning purposes; which can explain the increase in water consumption per GN.

At Rogers Hospitality Operations, technological investments consist of smart meters, water flow reducers. An overall water reduction strategy was put in place starting with the training of personnel on importance of water and its usage. On Rogers Hospitality premises, all wastewater generated is treated and then re-used for irrigation of green areas. In cases of water scarcity in Mauritius, our operations resort to using water bowsers. The use and frequency of water bower is monitored since it can be challenging for operations in the years to come.

Water Consumption in m³

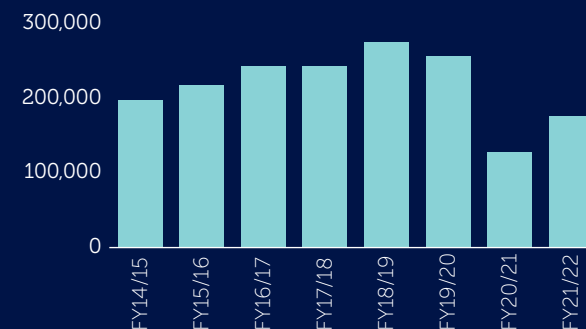


Figure 1: Barchart showing the water consumption in m³ from financial year 14/15 to 21/22

A peak in water intensity ratio is observed for the year 2020/2021. This is due to the closure of hotels because of the COVID-19 pandemic, as there were no guests, the intensity ratio is higher

Water Consumption intensity ratio, m³/Guest Night



Fig 2 Barchart showing water consumption intensity ratio from FY14/15 to FY21/22



Sustainable Guest *Experiences*

Our sustainability initiatives are also meant to enhance our guests' experience by addressing their growing environmental and societal concerns. We bring responsible hospitality services to our clients.

As guests of Rogers Hospitality, visitors actively participate and contribute to our 'Now for Tomorrow' pledge through:

Their Food

With the support of funds collected from Voluntary Guests Contribution, 15,765 kg of food was also donated to vulnerable communities.

Their Accommodation

In our efforts to eliminate utilization of single-use plastics in our hotel facilities, we have successfully replaced 60% of all guest-facing single-use plastic products with eco-friendly alternatives.

The local activities engaged in

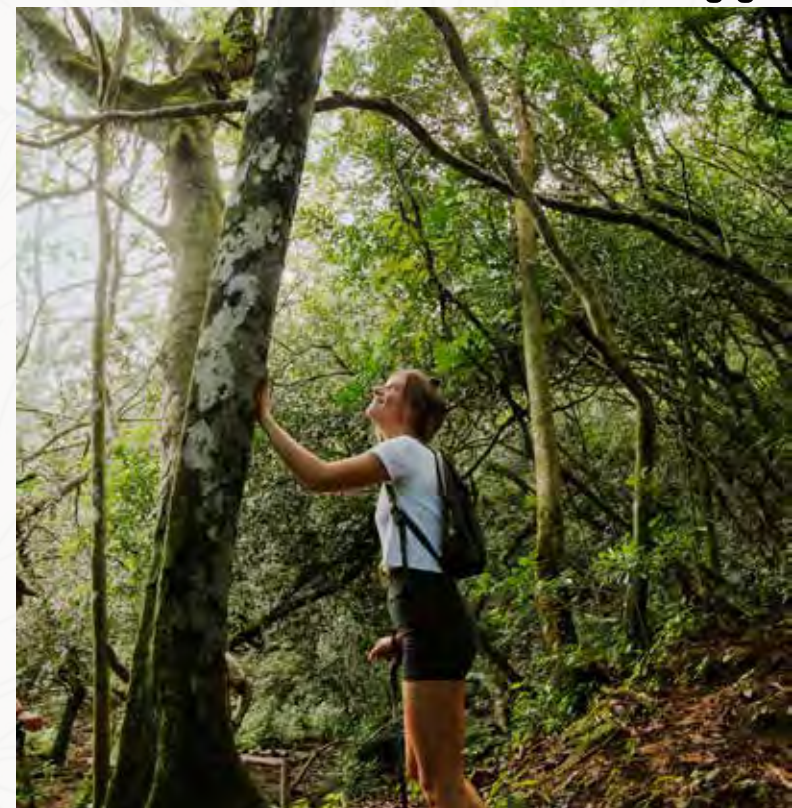
The Explorer Program of Veranda Tamarin encourages guest to discover the West of Mauritius by cycling, and to taste the local art of living through immersive interactive experiences.

Motor-Free nautical activities

Our hotels, namely Heritage Bel Ombre, Veranda Paul & Virginie and Veranda Tamarin, offer with motor-free nautical activities.

Local shopping

Hotel boutiques include products which are sourced locally and made from ecological materials and provide a prime showcase for Mauritian craftsmanship and talent.



Experiencing the local biodiversity at The Heritage-Bel Ombre Nature Reserve

VIP guests are often invited to experience the natural beauty and biodiversity of the Heritage-Bel Ombre Nature Reserve through guided treks and tree planting activities, which include pedagogical support on the protection and preservation of fauna species.



Case Study: Carbon Neutral Stay at Heritage Resorts

A first in Mauritius!

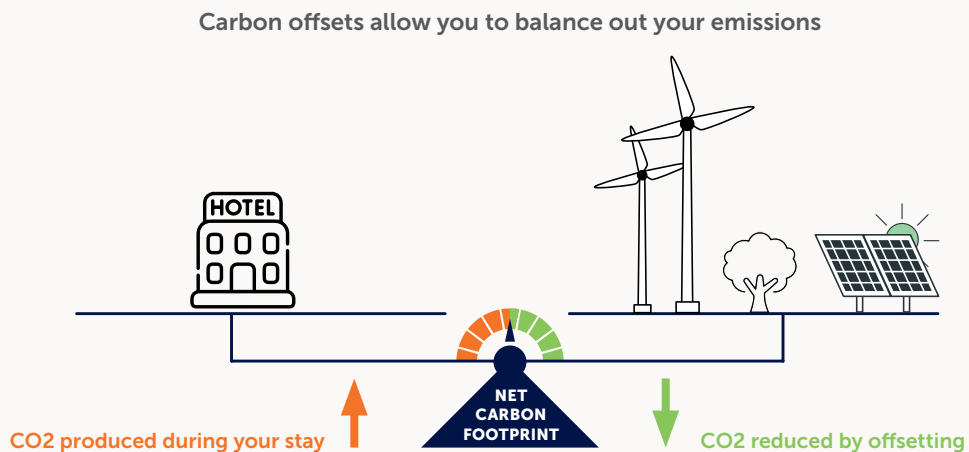
With our expanding presence and activities, we have a growing responsibility to operate sustainably across land and water. According to the Sustainable Hospitality Alliance's analysis of development projections for the industry, hotels will need to reduce their carbon emissions by 66% per room by 2030 and by 90% per room by 2050.

Above and beyond the initiatives we are implementing to reduce our GHG emissions, we introduced a Carbon-Neutral Stay for our guests as of October 2021.

Carbon-Neutral Stay: What does it mean?

Rogers Hospitality offers Carbon Neutral Stays for their guests residing at Heritage Resorts. A carbon-neutral stay simply means that the unavoidable GHG emissions generated from the guests' stay are offsetted/neutralised by other activities that reduce or eliminate the same amount of emissions.

Since October 2021, this is achieved with the purchase of carbon credits from the Aera Group, an environmental commodity trader, and through investments in local offset projects such as the Solar Photovoltaic Project. This is a win-win situation for potential investors as well as for the environment because it accelerates decarbonization action.



The carbon footprint
calculated was

10,239 tCO₂e

Amount of carbon offset
in 2021 – 2022: is

10,239

carbon
credits

Local Solar PV Mauritian project-based power generation by Voltas Green Mauritius, where 12,4 MW are generated.

55,700

solar
panels



IV.
Vibrating With
Local Communities



Vibrating with *Local Communities*

Through community engagement, Rogers Hospitality seeks to engage local community to achieve sustainable outcome and deepen relationships. Gathering individuals and groups aims to contribute to the benefit of a wider population from poverty alleviation to the wellbeing.



Our Corporate Social Responsibility (CSR) *Initiatives*

With respect to our social responsibilities, Rogers Hospitality was involved in various Cleaning Campaigns. The Participation of Rogers Hospitality team members together with village inhabitants was a means to sensitize the local population on impacts of pollution and importance of environmental protection.

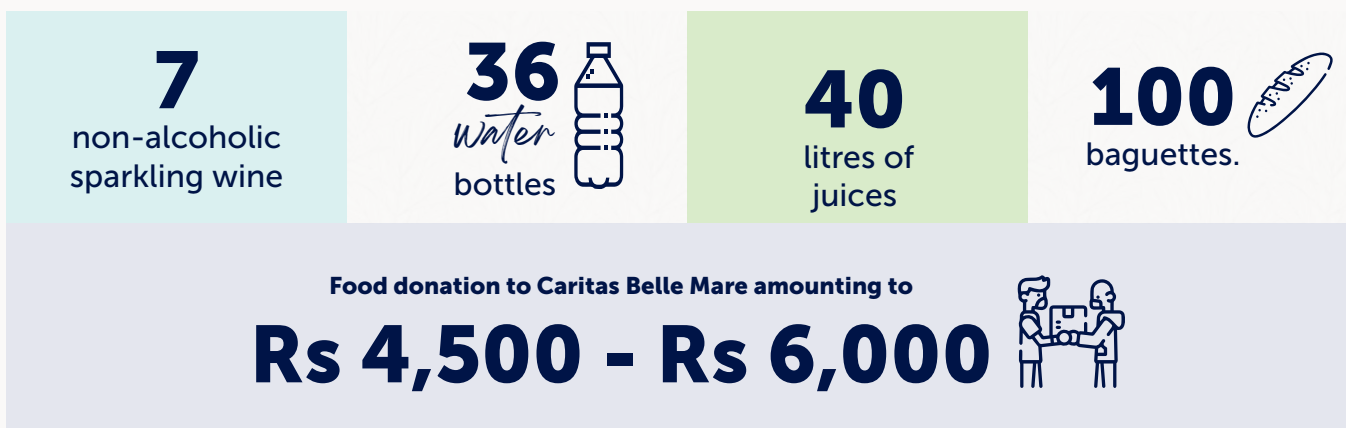




By actively supporting engaged individuals, organizations or communities who share our vision and are working to create a better future for all, we can multiply and accelerate our impacts. In 2021/2022, Rogers Hospitality provided its support, in terms of financial contributions, space allocation, in-kind donation and active team participation, to numerous community initiatives aimed at improving the quality of life and well-being of beneficiaries.

- **Since 2019:** Mission of welcoming young students to enroll in courses to support the Kitchen and the Food & Beverages department.
- **Mar 2021:** Donation drive in collaboration with The Good Shop by Rogers Hospitality head office, Veranda Tamarin and Veranda Palmar Beach
- **Mar 2022:** Sponsoring 10 players of Ecole de foot de Grand Gaube with an amount of Rs66,650 for purchase of sportswear and equipment.
- **May 2022:** Offering conference room free of charge to Caritas Grand Gaube for Literacy classes for 15 children of ANFEN school in Grand Gaube
- **June 2022:** 9 students enrolled in the Kitchen course and eventually joined Heritage Le Telfair and Awali upon completion.
- **Sept 2022:** Sponsor of lunch to children of ABAIM by Veranda Paul & Virginie monthly and support to the NGO by Welfare Committee members and volunteers from the resort.
- **Sept 2022:** Donation of 15 unused chairs to NGO Second Chance Animal Rescue shelter at Creve Coeur by Veranda Palmar Beach
- **Oct 2022:** Sponsorship to Tina Staub, who swam around Mauritius as a fund raising initiative for children suffering from muscular dystrophy

On off: Donation of food items to Association Amour et Espoir – For the NGO's 15th anniversary, Veranda Tamarin sponsored





Case Study: Redistribution of Food Surplus

Our partnership with FoodWise

FoodWise is a social enterprise fighting against food waste and food insecurity in Mauritius by redistributing food surpluses to vulnerable communities. We partnered with Foodwise for the redistribution of healthy surpluses from our hotel buffets, to neighbouring NGOs, associations and vulnerable communities.



4,670

KGs of food donated



18,677

meals redistributed



Rs 558,584

in donation value



8,341

CO2 equivalent saved

The Results of our Collaboration

- 4,670 kg food worth MUR 558,584, donated
- Additional 15,765 kg of food donated with the support of our Clients' Voluntary Contributions
- 140 students aged 12 to 17 years from 6 schools around Mauritius were exposed to the nutrition program of FoodWise, MEAL, aimed at educating them on the role and importance of healthy nutrition.
- Development of a Cookbook showcasing 30 local and innovative zero-waste recipes, to encourage waste-free cooking.
- A Voluntary Guest Contribution of MUR 100 is charged to guests to support Foodwise. Proceeds collected are used to fund a sensitization program on nutrition and food waste for children from vulnerable regions.
- Funds collected in 2021/2022: MUR 2,005,602.

The Beneficiaries of the FoodWise re-distribution

- Leonard Cheshire Home
- Centre d'apprentissage Paille en Queue
- Alphabétisation de Fatima
- ADRA Collective Jeunesse Adventiste
- Collectif Jeunesse Adventiste
- Safire Riambel
- Southern Handicapped Association



V.
Our People
at Heart



Our People

at Heart

At Rogers Hospitality, we believe that our people are our greatest asset. We are committed to providing them with a diverse and inclusive workspace, promoting their well being at work, ensuring a safe and healthy work environment, good working conditions, fair compensation, and opportunities for growth and development.

As of June 2022, our employee population comprised of 58% male and 42% female employees. We strive to create an environment where all employees, regardless of gender, race, age, or background, feel valued, respected, and supported.

In the post-covid context, in Mauritius as in many other countries, the tourism sector faces shortage of workforce. Rogers Hospitality takes this national issue into consideration while devising long term of activities to retain staff. Practicing good governance and providing career development through training and support contribute towards making RH an attractive employer.

Engagement survey results for all business units:

83%

in 2021, while 65% in 2018
(Talent Retention and engagement)

Employee Value Proposition Project

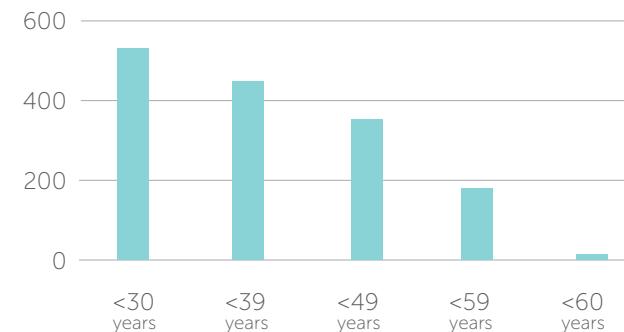
We have embarked on an 'Employee value proposition project': The goal of this project is to identify our team members' strengths and improve our employees experience & journey at Rogers Hospitality. The project has been launched to increase the engagement of team members and results will be available in the next report.

Indications on our workforce profile

Average tenure: 1 to 5 years



Employees age



1,532
employees

35%
of our employees
are less than 30
years old



Training and Development

Rogers Hospitality is committed to providing its team members with ongoing training and development opportunities in order to support their career growth and ensure they have the skills and knowledge needed to deliver high-quality service to customers. In addition to on-site training, we have adopted the click-and-learn platform to deliver training programs on several subjects, ranging from sustainability to company values to health and safety and to skills development training. The advantage of this platform is that it allows the team member to access training courses and materials at their own pace and convenience, from any location with an internet connection. The click-and-learn platform provides interactive content such as videos, quizzes, and simulations that make the learning experience engaging and interactive.

This platform also enables us to track team members' progress and performance in real-time, which allows us to adjust our training programs and materials to better meet the needs of our employees. By using the click-and-learn platform, we provide our team members with the flexibility and convenience they need to complete their training and skills development.

The click and learn platform has been a success in reaching out to almost all team members. Today the training strategy includes onsite training and click and learn platform.

In our commitment to promoting a good working environment, we have established channels of communication for our team members to feel comfortable in sharing their concerns and feedback. We have established a clear and straightforward grievance procedure which outlines the steps that team members can take to report any grievance within the workplace. The procedure is readily available on the company's employees' internal interface, and they are also trained on this procedure during the induction process.

No consequent reporting has been received in the year FY21/22.

Team Members Well Being

To demonstrate our commitment to the wellbeing of our team members, we offer a range of employee benefits design such as health insurance, including 24H accident cover plan, a pension scheme, discounts from group and sister companies and flexible work arrangements. Team members also benefit from discounted health screenings, awareness talks on health eating, company doctor amongst other.

Literacy Program for Team Members at Veranda Tamarin

A literacy program has been put in place by the Human resources department with the collaboration of Caritas to empower the team members to have more confidence, to improve their job performance, to enhance their career opportunities and skills. A total of 15 team members benefited from the program. This program will be extended across other business units.

51,624
Total training
hours

33.7
Average training
hours per team
member



Health and Safety

Risk Initiatives

We have implemented a comprehensive health and safety program across all our business units to ensure that our team members work in a safe and healthy environment. We also have established protocols for hazardous materials handling, fire safety, and emergency response.

The Online training platform 'ClickNLearn' is one of the means of training which has been shared with team members. Various onsite sessions through collaboration with an optician company, for Ergonomics and Eye care enabled employees' eyes screening at the workplace in all BUs of Rogers Hospitality (Accommodation, Leisure and QSR)

In addition, we work with contractors for the refurbishment projects. The Strict S&H agreement with contractors: Inspection conducted by H&S officer and contract clauses.

For example, a rise in accidents with injury leaves has been significant in the past year. The last quarter of FY19/20 witnessed the 1st national covid 19 lockdown. The FY 20/21 was affected by the 2nd national covid-19 lockdown. There were no operations during this period, which explains the decrease in accidents. The FY 21/22 saw the complete reopening of borders as from 1st Oct 2022. During this period, the accommodation cluster resumed operations fully (except for VGB hotel). The number of employees increased and hence the number of accidents increased.

	FY 19/20	FY20/21	FY21/22
Accidents with injury leaves	106	49	147
Reported Accident without injury leaves	139	56	42
Total number of injury leaves reported (days)	1355	502	1157

Rogers
Hospitality

