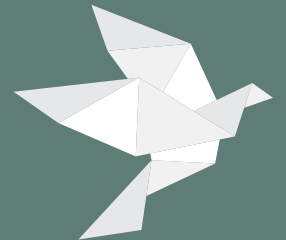




Rogers Hospitality



now *for tomorrow*

SUSTAINABILITY REPORT 2024

Towards Responsible Hospitality - Building a thriving environment and vibrant community

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About this Report

Rogers Hospitality Operations Ltd ("the Company") is a public company limited by shares incorporated in Mauritius. It is a subsidiary of Rogers and Company Limited ("Rogers") and forms part of the Rogers Hospitality & Travel arm of Rogers Group. RHOL, its subsidiaries and its business units are hereinafter referred to as the "RHOL" or "RHOL Group". Since its inception, the company has been committed to achieving a harmonious balance between business growth, environmental sustainability, social development, and fostering diversity and inclusion within its workforce.

This report marks the third publication since the unveiling of the Now for Tomorrow programme in October 2021. It aims to provide all stakeholders with relevant and meaningful information regarding the company's sustainability initiatives, covering both climate and social actions, undertaken between 1st July 2023 and 30th June 2024. The information contained herein gives a comprehensive view of the outcomes and impacts of these initiatives.

Scope of the Report

This report highlights the direct impacts identified across the value chain and presents consolidated figures from all clusters and subsidiaries of Rogers Hospitality, i.e., Heritage Resorts, Veranda Resorts, Quick Service & Destination Restaurants, and Leisure Activities. It covers all the company's business units, including Veranda Grand Baie and La Réserve Golf Links, both of which became operational during the financial year 2024. On the other hand, Croisières Australes has not been included in this report since the company was disposed of during the reporting period.

Reporting Frameworks & Standards

This report has been prepared With Reference to the **Global Reporting Initiative (GRI) Standards** and embraces the recommendations of the Sustainability Accounting Standards Board (SASB).

In addition, Rogers Hospitality complies with several reporting frameworks, including:

1. SigneNatir Pact

SigneNatir Pact is a community initiative led by Business Mauritius, aimed at promoting a more inclusive and sustainable Mauritius. It provides businesses with a framework to help them measure and report on their sustainability performance in a standardised and transparent way. This framework covers a range of sustainability issues, including environmental management, social responsibility, and economic sustainability.

2. Amethis' Reporting Requirements

Amethis is an investment firm focused on sustainable development in Africa. Its reporting requirements encompass a range of sustainability metrics and indicators, including environmental impact, social responsibility, governance, and financial sustainability. It also entails setting specific sustainability goals and providing guidelines for reporting and disclosure.

3. Rogers Group Internal Reporting Standards

RHOL is a subsidiary of Rogers Co. Ltd, a listed entity on the Stock Exchange of Mauritius Sustainability Index (SEMSI). RHOL therefore abides by the same reporting standards as its parent company. Moreover, Rogers Co. Ltd has adopted a proactive approach to sustainability and social responsibility, thereby implementing policies that address key issues covered by the United Nations Global Compact.

Forward-Looking Statements

We caution our readers that any forward-looking statements or projections regarding future projects and anticipated impacts of RHOL Group are subject to risks and uncertainties. These statements are based on information available at the time of writing and could materially differ from actual results due to external factors beyond our control.

Feedback

For more information about this report or to provide feedback, we invite you to send an email to our Sustainability Compliance Executive, Reshma Ramgoolam, at nowfortomorrow@rogershospitality.com.

Highlights of FY2024

Carbon Accounting

Digitalised emissions accounting with Trace Saas:

Total Carbon Footprint
(Scope 1, 2, 3)

234,183 tCO₂e

Waste management

56 %

waste diverted from landfill, which represents 1,577 tonnes of waste

12

waste categories segregated, reused, recycled, or composted

Water consumption

Reduced the overall water intensity in accommodation units by

24 %

compared to FY23

Electricity Consumption

Overall electricity intensity ratio (KwH/RN) reduced by

20 %

(3-star properties)

14 %

(4-star properties)

18 %

(5-star properties)

Renewable energy in situ - 167 kWh

Biodiversity

Around Rs 5_M

invested in biodiversity conservation projects to build resilience

Social Impact

Strengthened ties with local communities:

by supporting initiatives in the following areas: initiatives in poverty alleviation, arts, culture, sports, education and food and nutrition.

Rs 638,000

in in-kind donations.

Rs 1,795_M

cash contribution to Foodwise initiatives.

Our People

Enhanced employee experience with PeX Journey benefits: extended parental leave, referral bonuses, and extra vacation days.

Promoted well-being through health campaigns like the Diabetes Awareness and Screening initiative.

1st Materiality Assessment conducted

75

stakeholders engaged.

Message from our Chief Executive Officer



Dear esteemed stakeholders,

I am pleased to present our Sustainability Report for the financial year 2024. During the reporting period, Rogers Hospitality has made noticeable progress in key sustainability projects, while our ongoing initiatives have continued to deliver consistent results.

With the local tourism industry nearing full recovery, we remain committed to embedding sustainability into both our strategy and corporate culture, and therefore into our decision-making and operational processes across our business units. This approach has been instrumental in driving our robust financial growth and generating value for our stakeholders.

In FY24, we made a major advancement in the digitalisation of our carbon footprint calculation by adopting Traace, a Software-as-a-Service (SaaS) platform. This initiative has introduced numerous benefits, including enhanced data transparency and streamlined data collection procedures, making the process significantly more efficient.

Biodiversity protection remains at the core of our sustainability efforts. We achieved significant milestones in projects focused on safeguarding and restoring ecosystems. The Heritage Marine Education Centre in Bel Ombre, announced last year, has required extensive work. Officially inaugurated in

December 2024, this unique facility will further our commitment to environmental education and conservation.

The year also presented considerable challenges, particularly a talent shortage that is also a national issue. While hiring foreign talent offers some relief, it is not a long-term solution for an industry so deeply tied to our identity and culture. Addressing this issue calls for a transparent approach and, above all, respect for local talent.

Recognising the need for a national response, Rogers Hospitality partnered with other Mauritian hoteliers to launch "Les Métiers de l'Hôtellerie" campaign. This initiative aims to attract diverse profiles and inspire young people to explore careers in the hospitality industry.

At RHOL, we understand the importance of fostering strong relationships and nurturing a unified team spirit among our people by promoting inclusivity, mobility, and a culture of meritocracy. With these values in mind, we launched our People Experience Journey, which I had the privilege of personally introducing to our team members across the island.

The hospitality industry also plays a vital role in fostering vibrant communities by creating opportunities for a wide range

of economic players. This philosophy is central to both our business operations and CSR activities. Our approach goes beyond donations and sponsorships to focus on well-structured initiatives that create lasting, meaningful impact as detailed in this report.

Overall, our Now for Tomorrow programme is progressing satisfactorily, with ongoing initiatives already delivering tangible results and upcoming projects that will strengthen our resilience. I am therefore confident in our ability to meet future challenges and foster sustainable and inclusive growth. I invite you all to join us on this journey towards a thriving and resilient tourism industry.

Yours Sincerely,

Thierry Montocchio
Chief Executive Officer

Message from our **Chief Brand & Communication Officer, Sustainability Leader**

Sustainability is not just a pledge for us: it is also a mindset, a guiding principle that redefines how we operate and envision our future. Since launching our Now for Tomorrow programme in 2021, we have been clear in our ambition to lead with a well-defined strategy and action plan.

At the heart of this journey are five core impact zones: energy transition, circular economy, biodiversity, vibrant communities, and inclusive development. These pillars shape our roadmap, each backed by measurable goals designed to track progress and amplify impact over time.

Indeed, our vision translates into concrete actions. Take waste management, for example: we are targeting an ambitious 80% waste diversion from landfills by 2026. This year, we achieved 60%, and we are determined to keep this momentum. We are also strongly committed when it comes to energy. Once fully operational, our two photovoltaic farms in Bel Ombre and Case Noyale are expected to

cover approximately 80% of Heritage Resorts' energy needs, aligning with our goal to reduce energy consumption by 3% by 2025.

Biodiversity remains central to our efforts. Officially inaugurated in December 2024, the Heritage Marine Education Centre will champion marine conservation in Bel Ombre. Our collaboration with Reef Conservation on the Nature-Based Solutions for Protecting Coastal Zones underscores our commitment, focusing on seagrass restoration to protect biodiversity and combat coastal erosion.

This year, we launched several impactful initiatives, one of which is L'Atelier des Artisans. Through this project, we empowered 12 local craftsmen by helping them leverage their creativity to create marketable products. La Boutique Solidaire, another meaningful initiative, upheld circular economy principles, while providing financial support to community projects, like Christmas celebrations for underprivileged children. Through clean-up

initiatives, our Ensam Kont Plastik campaign further raised awareness of plastic pollution and the importance of recycling.

Our sustainability journey has not gone unnoticed as evidenced by the accolades we received in FY24, such as the PwC Sustainability Award and multiple Sustainable Tourism Mauritius Awards. Moreover, seven of our business units are now Green Key certified, while La Réserve Golf Links made history as the first golf course in the Indian Ocean to earn the prestigious GEO Certification.

By coupling sustainability with operational excellence, we are shaping a brighter, more resilient future. Together, let's keep driving meaningful change, and creating lasting impacts for our communities, our industry and our planet.

Axelle Mazery

*Chief Brand & Communication Officer,
Sustainability Leader*



Operating Environment

Thriving in a Buoyant Tourism Industry

The global tourism industry is on a path to full recovery, with international arrivals projected to match pre-pandemic levels by the end of 2024, according to the UN World Tourism Organisation. This rebound is reflected in Mauritius, where tourism has outpaced global trends, achieving 97% of 2019 levels in 2023 and fully recovering in the first quarter of 2024.

Tourism earnings in FY24 reached MUR 88.7 billion, a significant increase from MUR 61.6 billion in FY19. This growth has been driven by a surge in international tourist arrivals, reaching approximately 1.3 million in 2023 (vs. 997,290 in 2022). Tourists are also spending more and staying longer, leading to an average earning per tourist of USD 1,476 in 2023.

In this dynamic context, Rogers Hospitality continues to play a pivotal role in driving the growth of Mauritius' tourism sector. Looking

ahead, Mauritius aims to attract 1.4 million tourist arrivals in 2024 and increase tourism receipts to MUR 100 billion.

Mauritius prioritises sustainable and inclusive development as part of its endeavour to achieve green destination status by 2030. Aligning with these ambitions, Rogers Hospitality remains committed to enhancing its offerings and aligning with emerging trends. Tourists are increasingly opting for eco-friendly accommodations as well as low-carbon transport options and experiences that positively impact the local ecosystem and community.

The tourism sector faces numerous challenges, including climate change impacts, biodiversity loss, marine ecosystems degradation and beach erosion. RHOL Group is proactively addressing these issues by supporting third-party projects or directly implementing initiatives in areas such as

waste management, renewable energy, coral restoration, amongst others.

Talent attraction and retention have emerged as critical challenges for the Mauritian tourism industry. Indeed, talent recruitment has become increasingly difficult and is directly impacting productivity due to the combined effect of insufficient integration of new talent, on one hand, and high employee turnover, on the other. In this context, industry stakeholders joined forces to launch "Les Métiers de l'Hôtellerie" campaign in May 2024 to promote hospitality jobs and attract new talents.

This context provides the backdrop against which RHOL's sustainability programme is elaborated and implemented, demonstrating our alignment with both global recovery trends and Mauritius' sustainable development goals.

About Rogers Hospitality



Rogers Hospitality is a leading player in the travel, hospitality, food & beverage, and leisure sectors. With a diverse portfolio of over 15 distinctive brands, the company operates a wide range of establishments, including resorts, boutique and business hotels, guesthouses, spas and wellness centres, gourmet restaurants, beach and golf clubs, quick-service restaurants and coffee shops, edutainment experiences, and destination discovery adventures.

Each brand bears a unique identity, contributing to the rich and dynamic tapestry of our offerings across Mauritius. Driven by our values, we are committed to creating unforgettable, authentic moments. Our passionate approach is reflected in everything we do, and we take pride in delivering the finest experiences.

Our Promise

We craft moments meant to ignite your senses and make a lasting impression. To achieve this, we instil passion and dedication in our people. With their unique savoir faire and typical Mauritian warmth combined with a fervent commitment to sustainability, they hold the recipe to make you happy.

Our Values

Our values drive 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

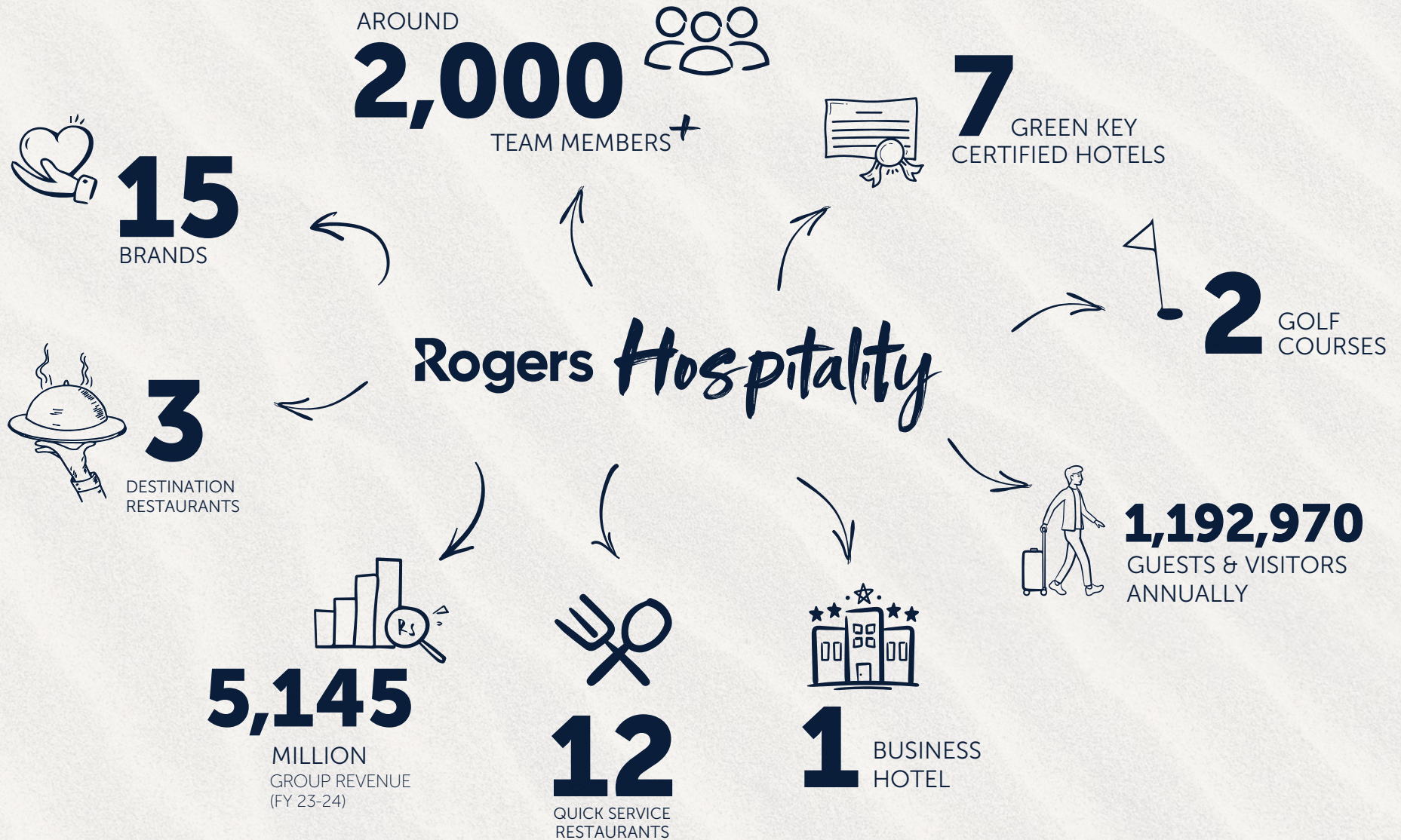
We are committed to delivering the outstanding daily.



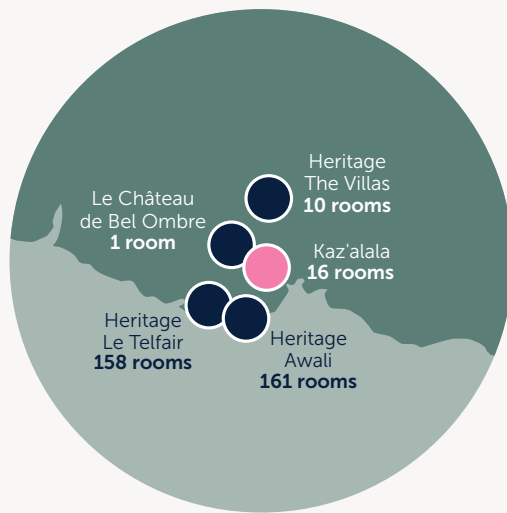
Creativity

We add value and a spark of creativity to everything we do as we are armed with a drive to generate ideas.

At a Glance



Our brands across Mauritius



Quick Service Restaurants

Domino's, Ocean Basket & Moka'z

- **226** team members
- Turnover: MUR **472,160** million

Leisure

Chamarel 7 Coloured Earth, Le Chamarel Restaurant, Bel Ombre Nature Reserve, World of Seashells

- **100** team members
- Turnover: MUR **207,607** million

Heritage Resorts

Heritage Le Telfair, Heritage Awali, Heritage Golf Club, C Beach Club, Le Château de Bel Ombre, Kaz'Alala

- **1013** team members
- Turnover: MUR **2,251,679** million

Veranda Resorts*

Veranda Tamarin, Veranda Paul & Virginie, Veranda Pointe-aux-Biches, Veranda Palmar & Veranda Grand-Baie

- **571** team members
- Turnover: MUR **1,691,410** million

Our sustainability journey

Wave breakers installed in
Bel Ombre lagoon

2017

- Waste management programme introduced at Heritage Resorts & Golf
- Partnership with FoodWise

2019

- Partnership with Boston Consulting Group
- First carbon footprint assessment
- Launch of the carbon neutral stay at Heritage Resorts & Golf
- Launch of the Now for Tomorrow programme

2021

- PwC Sustainability Award winner
- Winner of the Sustainability Excellence Award at the Sustainable Tourism Mauritius Awards
- La Réserve Golf Links awarded the GEO Golf Certification for the Construction phase
- Agreement with Reef Conservation for marine conservation projects
- Endorsement of the United Nations Global Tourism Plastics Initiative

2023

2016

Heritage Le Telfair & Heritage Awali obtained Green Key certification

2018

First Sustainability Executive appointed at Heritage Resorts

2020

- First Sustainability Coordinator appointed for Veranda Resorts
- Sustainability charter unveiled at Heritage Resorts and Veranda Resorts

2022

- Sustainability Departments bolstered across all business units
- Veranda Resorts obtained Green Key certification
- Waste management programme extended to Veranda Resorts
- Waste Management Division launched in Bel Ombre
- Introduction of a sustainability data platform, featuring a dashboard for better analysis and target tracking
- First Sustainability Report

2024

- Green Key certification awarded to Veranda Grand Baie
- 4 Business Units honoured at the Sustainable Tourism Mauritius Awards 2024
- 3 Business Units honoured at the Environmental Awards 2024
- Bel Ombre ranked among the Top 100 sustainable tourism destinations at the Green Destination Summit 2023
- Digitalisation of the Carbon Accounting process
- Completion of our first materiality assessment

Accolades & Certifications



Green Key

Green Key Certification

The Green Key Certification was renewed for our hotels and resorts. Veranda Grand Baie received its certification for the first time during the reporting period. This certification requires annual third-party audits, assessing compliance with 75 to 125 criteria spanning governance, social, and environmental aspects. Administered by the International Foundation for Environmental Education and endorsed by the United Nations Tourism, the certification is recognised by the Global Sustainable Tourism Council (GSTC) for its role in advancing sustainable hospitality practices globally.



GEO Certification

La Réserve Golf Links has been awarded the GEO Certification for its construction phase, becoming the first golf course in the Indian Ocean region to earn this recognition. This certification acknowledges the course's commitment to apply sustainable management practices, including environmental and ecological stewardship, resource efficiency and community engagement.

PwC Sustainability Award 2023

The PwC Sustainability Award, which builds upon the well-established Corporate Reporting Awards introduced in 1998, serves as PwC's new flagship programme to promote sustainability practices within organisations. By highlighting and rewarding outstanding sustainability efforts, the award aims to drive positive change in corporate reporting practices, foster innovative sustainability practices across Mauritian businesses, motivate companies to integrate sustainability into their core strategies, and contribute to a more responsible and sustainable future.



Sustainable Tourism Mauritius Awards

The Sustainable Tourism Mauritius Awards honour organisations and individuals in both Mauritius and Rodrigues for their exemplary work and significant progress in their sustainability journey. The awards are awarded in six categories: Best sustainable hotel; Best sustainable tourist accommodation; Best sustainable tour operator; Best sustainable nature activity; Best sustainable boat/yacht operator; and Best Sustainable Restaurant/Table D'hôte.

- STMA 2023
 1. Excellence Award: Rogers Hospitality
 2. Bronze Awards: Bel Ombre Nature Reserve, Le Chamarel Restaurant and Heritage Awali
- STMA 2024
 1. Silver Awards: Heritage Le Telfair & Le Chamarel Restaurant
 2. Bronze Awards: Le Château de Bel Ombre & Chamarel 7 Coloured Earth
 3. 'Coup de Cœur' Award: Veranda Grand Baie



Environmental Awards 2024 – Ministry of Environment, Solid Waste Management and Climate Change

The Environmental Awards were created by the Ministry of Environment, Solid Waste Management and Climate Change in 2023 to celebrate World Environment Day. The awards aim to recognise and publicise the best environmental initiatives of local institutions and encourage similar future endeavours for a cleaner, greener, and safer Mauritius. The participants were divided into eleven categories: textile manufacturing industry; food manufacturing industry; supermarkets/hypermarkets; media; Non-Governmental Organisations; waste and resource management; financial; tourism; local authorities; public sector and; educational institutions.

- Waste management and resource recovery category: Waste Management Division of Bel Ombre (2nd runner up)
- Tourism Industry Sector category: Veranda Grand Baie (Special Jury award), Heritage Le Telfair (1st runner up)



Green Destinations Top 100

Green Destinations Top 100 Stories is an annual competition organised by Green Destinations, a global organisation that supports sustainable destinations, their businesses and their communities. The competition is held under the auspices of the Top 100 Partnership, supported by the Future of Tourism Coalition, with special contributions by: Green Destinations, ITB Berlin, QualityCoast, Good Travel Guide, Travelife, Ecotourism Australia, and DEL Turismo, in addition to fee-waiver sponsorship by Acorn Tourism Consulting and Simpleview. It shares and promotes stories that recount innovative and effective initiatives and projects from destinations working towards more sustainable development globally. In 2023, Bel Ombre was listed among the Top 100 sustainable tourism destinations.

Memberships



United Nations Global Tourism Plastic Initiative (UN GTPI)

Rogers Hospitality joined the United Nations Global Tourism Plastic Initiative (GTPI) in FY23, thereby becoming the first African hospitality group to participate in this campaign aimed at reducing plastic pollution and ensuring sustainable management of plastics across the tourism sector. RHOL Group understands the importance of adopting an eco-friendly approach as well as sustainable practices across its operations.



Small Luxury Hotel (SLH) of the World

Small Luxury Hotels of the World™ (SLH) is the most desirable community of independently minded travellers and independently spirited hotels in the world. As a valued member of this community for more than 10 years, Heritage Le Telfair Golf & Wellness Resort is now ranked among 26 pioneer hotels in the Considerate Collection. This exclusive Collection of SLH acknowledges the efforts of actively sustainable luxury hotels throughout the world.

Association des Hôteliers et Restaurateurs de l'île Maurice (AHRIM)

The Association des Hôteliers et Restaurateurs de l'île Maurice (AHRIM) was created in 1973 with the primary objective of representing and promoting the interest of hotels and restaurants in Mauritius. The association's goal is to promote tourism through the creation of a better environment and atmosphere for all those working directly or indirectly in the tourism sector. The vision is to make the tourism industry a viable prospect for the prosperity of the economy, leading to a rise in the quality of life of all local citizens.

An aerial photograph of a small wooden boat on a vast, textured green field. The boat is positioned in the upper left quadrant, leaving a dark trail behind it. The field has a complex, organic pattern of green and brown tones, suggesting a natural, perhaps agricultural or forested, environment. The overall mood is serene and expansive.

OUR STRATEGY

A white, stylized graphic element resembling a cross or a four-pointed star. It has a central point where four arms meet, and each arm is slightly curved and has a soft, feathered edge, giving it a hand-drawn or artistic feel. It is positioned in the center of the page, overlapping the green field and the dark blue background.

Building a Thriving Tomorrow

At RHOL, sustainability is embedded in our values, guiding our efforts to create a positive impact on both the environment and society. For over 10 years, we have progressively worked to integrate sustainable and inclusive practices into our operations. As we face increasing environmental and social challenges, we remain focused on taking meaningful steps towards a more sustainable future.

Through our strategy, 'Now for Tomorrow' - "Committed Hospitality for a Sustainable Tomorrow" -, we aim to create a hospitality model that gives back more than it takes. By focusing on biodiversity, energy transition, circular economy, inclusive development, and vibrant communities, we are taking steps to contribute to meaningful change. With evidence-based initiatives and collaborations, we are working to build an ecosystem where guests, team members, stakeholders, and local communities can all thrive. Being in the hospitality industry, we are uniquely positioned to create meaningful connections, inspire sustainable practices and become a force for global transformation.

Sustainability at the Heart of Everything We Do



Launched in August 2021, the **'Now for Tomorrow'** programme reflects Rogers Hospitality's commitment to integrate sustainability into our operations. The programme is structured around five key impact zones (see p.16).

Now for Tomorrow aims to uphold high sustainability standards across our business units by adhering to industry best practices. Over the past three years, the programme has made significant progress, achieving measurable outcomes in energy and water efficiency, waste reduction and diversion, and carbon accounting.

We ensure transparency by regularly communicating our progress to both internal and external stakeholders, supported by verified data.

The programme serves as a guiding framework for sustainability initiatives across all clusters. It enables us to track progress effectively and make adjustments as needed to fulfil our commitments for the benefit of all stakeholders. Developed through a collaborative ideation process, Now for Tomorrow showcases our ability and determination to transform our commitment into concrete actions.

Sustainability Impact Zones

Energy Transition

Shift our operations to renewable energy sources for sustainable a low-carbon economy.

Circular Economy

Engage in sustainable consumption systems and production through producer/importer and consumer responsibility as well as waste minimisation.

Inclusive Development

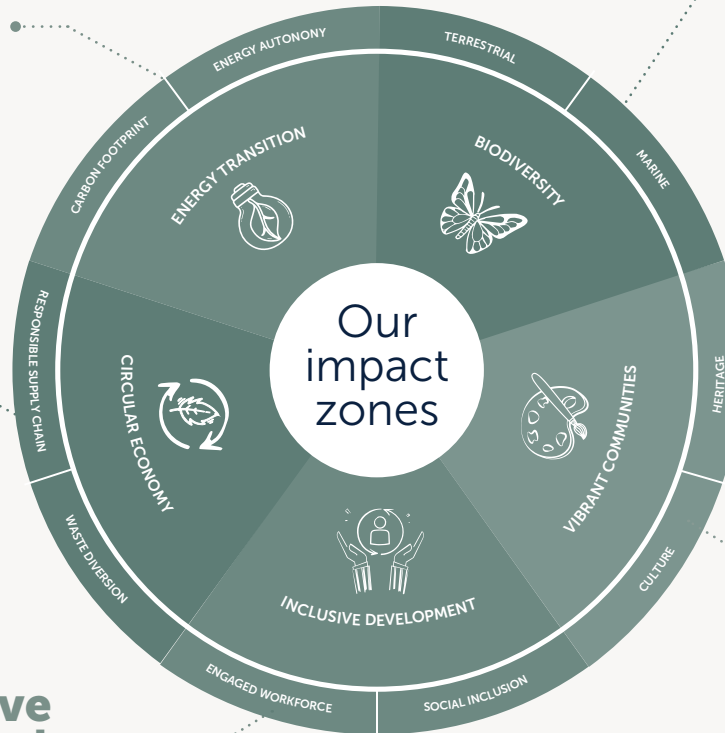
Be a driving force in poverty alleviation and inclusive development.

Biodiversity

Protect our biodiversity and natural heritage through mindful development and adapt to climate change collaboratively.

Vibrant Communities

Ensure our businesses contribute to the thriving spirit that brings people together and cultivates a sense of belonging.





The strategy is currently under review, with the potential addition of a sixth impact zone, namely: Diversity and Inclusion. This addition would reflect the importance of addressing this critical area as highlighted through the impact materiality assessment. While this issue is already taken care of through several ongoing measures, such as our policies to promote family-friendly practices, to support vulnerable team members and recruit persons with disabilities, formally integrating D&I will lead to a more structured and coherent approach.

CAP26

Progress against objectives

While developing our three-year strategic plan (CAP26), our executive team identified five strategic priorities aligned with the five impact zones, outlining the expected impacts and setting clear, measurable objectives for the 2023-2026 period. To implement this strategy, we have established short- and medium-term targets to guide our progress. The table below outlines these strategic priorities, and the achievements as at 30 June 2024.

Strategic priorities	Impacts	Objectives	Progress as at 30 June 2024	Impact zones
Management of pollutants and waste	Mitigate environmental pollution by managing waste and carbon emissions while promoting sustainable waste treatment, reducing carbon emissions, reducing resource consumption, and contributing to healthy ecosystems.	<ul style="list-style-type: none"> Reduce energy consumption by up to 3% per GN compared to 2022 baseline by 2025 Include renewables in the energy mix of Heritage Resorts & Golf by 2025 Divert up to 80% of our waste from landfill by 2026 Reduce plastic consumption by 2025 by eliminating/ substituting plastics compared to baseline year 2023 as per the GTPI methodology 	<ul style="list-style-type: none"> Heritage Le Telfair and Heritage Awali implemented an Energy Management System Updated the procurement checklist to include energy efficiency as a key selection criterion for the purchase of electrical and electronic equipment Construction works set to begin in 2024 for two PV farms (with a combined capacity of 4MW) at Bel Ombre. Expected to be operational in 2025 Diverted 56% of waste from landfill Replaced 20 out of 25 guest-facing single-use plastics items in all our resorts 	 
Working conditions and community	Ensures the well-being of our team members, attracting top talent and fostering a culture of inclusivity. Contribution to the prosperity and vitality of the local community; All team members enjoy better prospects and quality of life, while local communities benefit from improved integration and social equity.	<ul style="list-style-type: none"> Promote work-life balance Invest in Training and Development programmes Provide team members with good working conditions 	<ul style="list-style-type: none"> Introduced the People Experience (PeX) Journey (see p.59) 	  
Enhancing the interaction of visitors with the natural and cultural landscape	Guests enjoy a unique and authentic experience through a regenerative and healthy stay, thanks to the enrichment of biodiversity, expansion of natural areas, and the preservation and enhancement of cultural heritage.	<ul style="list-style-type: none"> Set up a Marine Education Centre in Bel Ombre Conduct a Coral Reef Restoration Programme in Bel Ombre lagoon Develop the concept of Bel Ombre Nature Reserve by partnering with recognised entities Develop new guest experiences around ecosystems regeneration projects at the Heritage Marine Education Centre Ensure Bel Ombre Nature Reserve is recognised as a carbon sink 	<ul style="list-style-type: none"> Design and construction began in February 2024, with the official inauguration scheduled for December 2024 Launch of the Coral Reef Restoration programme scheduled for FY25 Identified partnerships to develop and implement carbon fixation and sequestration projects, with efforts focused on defining a detailed framework to ensure measurable and auditable impact 	 

CAP26

Progress against objectives

Strategic priorities	Impacts	Objectives	Progress as at 30 June 2024	Impact zones
Moving towards a circular economy and short supply chain	Achieve a resilient value chain, leading to optimised resource management, minimised waste and enhanced resource efficiency.	<ul style="list-style-type: none"> Engage with local artisans to transform waste generated by our hotels into valuable commercial products Map and engage suppliers through surveys by 2026 Conduct regular audits and continuous improvement programmes on environmental impacts of the supply chain 	<ul style="list-style-type: none"> Launch of L'Atelier des Artisans Engaged with 17 main suppliers 	
Recognition through certification, operational excellence, and transparency	Boost market value by aligning with conscientious consumer preferences, and foster customer loyalty through transparent and sustainable practices. Operational excellence ensures efficiency, cost savings, and seamless service delivery, solidifying our commitment to a sustainable and exceptional stay.	<ul style="list-style-type: none"> Secure the Top 100 Green Destinations certificate for the Bel Ombre region, in collaboration with the MTPA Ensure 11 business units are Green Key certified by 2025 Obtain GEO Certification for La Réserve Golf Links and Le Château Golf Course Improve performance reporting mechanism and communication (both internal & external) by optimising data capture across all business units 	<ul style="list-style-type: none"> Bel Ombre ranked among the Top 100 sustainable tourism destinations at the Green Destination Summit 2023 7 out of 11 sites are Green Key certified La Réserve Golf Links is GEO-certified Construction phase Improved the data collection platform, which is deployed across all business units Transitioned to Traace (SaaS) platform to improve efficiency and accuracy of our carbon accounting 	

Our Governance

RHOL's governance, risk management, internal control and audit matters are overseen by the Corporate Governance Committee (CGC) and the Risk Management Committee and Audit Committee (RMAC) of Rogers Group. To drive the operationalisation of RHOL's sustainability strategy, the Sustainability and Inclusiveness Committee (SIC), a sub-committee of Rogers Group's Board of Directors, has been established.

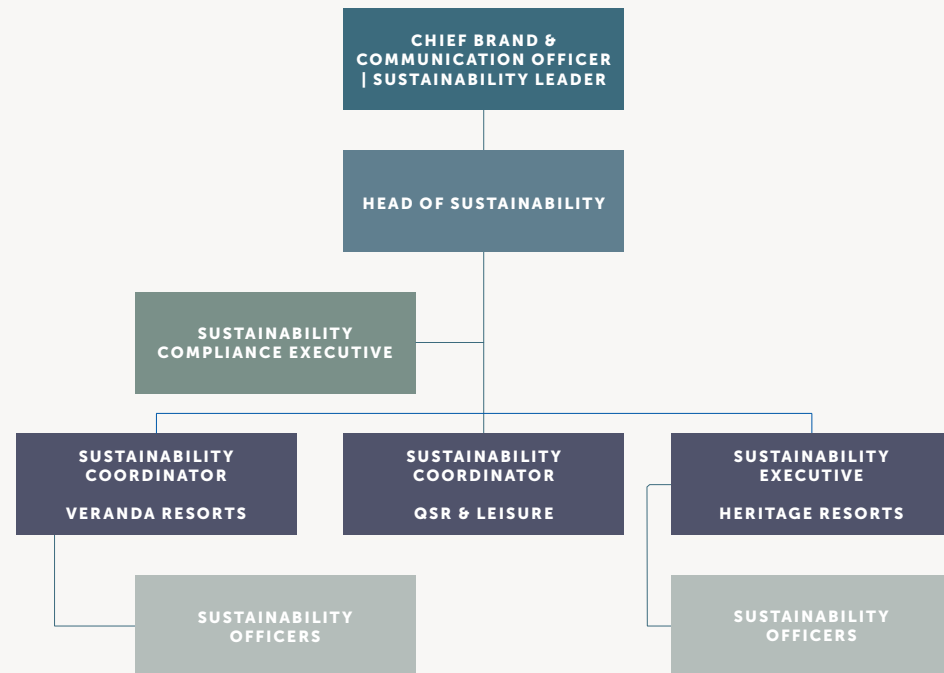
The six main objectives of the SIC to respond to climate change and achieve inclusive growth are:

- Shift the organisation to a low-carbon economy to consolidate resilient development.
- Engage in sustainable consumption and production, including a local agricultural value chain, through producer/importer and consumer responsibility to enhance and optimise resources and by-products.
- Protect our biodiversity and natural heritage through mindful development.
- Make our island safe, pleasant, and enhance cultural and historical heritage for the well-being of communities.
- Adopt inclusive development practices.
- Uphold workplace inclusiveness.

Rogers Hospitality is represented on the SIC by Axelle Mazery, Chief Brand & Communication Officer and Sustainability Leader. The SIC has developed and oversees a comprehensive framework that ensures Rogers, and its subsidiaries conduct their business responsibly, ensuring a sustainable future.

To operationalise the strategy, a sustainability champions network has been created, bringing together team members from the sustainability departments of all Rogers Group subsidiaries, including Rogers Hospitality. The members of this network meet on a quarterly basis to share the SIC's decisions and exchange knowledge and expertise.

At Rogers Hospitality, the Sustainability Department is led by a Head of Sustainability. He is supported by a Sustainability Compliance Executive, along with Sustainability Executives, Coordinators, and Officers, who are assigned to specific clusters and business units. The sustainability strategy, developed at group level, is operationalised by the team, which is responsible for executing climate and social projects to create impact, and raising awareness of sustainability among team members and guests. The team also ensures compliance with certifications and standards, supports departments and businesses in achieving their sustainability targets, and promotes alignment with group-wide objectives.





Now for Tomorrow **Sustainability Fund**

Launched in December 2022, the NFT Sustainability Fund allows guests to voluntarily support initiatives under the Now for Tomorrow programme. Guests are encouraged to contribute MUR 100 per night for 4-star hotels and above, and MUR 50 per night for 3-star hotels, though it is up to them to choose the amount of their contribution. Initially offered to guests of Heritage Resorts & Golf, the fund was extended to Veranda Resorts in FY24, generating contributions totalling MUR 8,705,789 during the reporting year.

In FY24, MUR 2,596,512 were disbursed to benefit the following carefully selected projects and initiatives:

- 1. The Heritage Marine Education Centre (see p. 27)**
- 2. FoodWise's initiatives (see p. 53)**
- 3. L'Atelier des Artisans (see p. 53)**

Disbursements are approved by a dedicated committee comprising the Chief Financial Officer, the Chief People Officer, the Head of Sustainability, and the Chief Brand & Communications Officer and Sustainability Leader. The committee is responsible for ensuring transparency and alignment with the fund's objectives.

Materiality Assessment

Rogers Hospitality conducted its first materiality assessment to identify the environmental, social, and governance (ESG) issues most relevant or “material” to its stakeholders across the value chain. The objective of this exercise is to implement transparent reporting mechanisms, thereby aligning the Group with international standards, to identify and evaluate key sustainability priorities and engage with its stakeholders. The results will also guide us in revisiting and adjusting our strategy, if needed, to better address stakeholder expectations, effectively manage key risks, and capitalise on opportunities.

A value chain mapping was carried out to identify the stakeholders, who were then categorised into groups. The first step was to identify the ESG aspects. To ensure that the aspects cover a wide range of topics, the following sources were used: the GRI Standards, the Sustainability Accounting Standards Board (SASB), the World Sustainable Hospitality Alliance (Framework for Net Positive Hospitality), and Rogers Hospitality’s Now for Tomorrow sustainability programme. The topics have been identified, examined and consolidated into a set of twenty-four (24) aspects.

A comprehensive questionnaire was developed to engage with the participants. Six focus group sessions were held with both internal and external stakeholders, during which they were briefed on the assessment process before completing the questionnaire. A total of 107 stakeholders were identified, but only 75 responded favourably to the invitation. The feedback from both internal and external stakeholders was then analysed and mapped, as shown below.

5
Customers

21
Suppliers

1
Business
Organisation

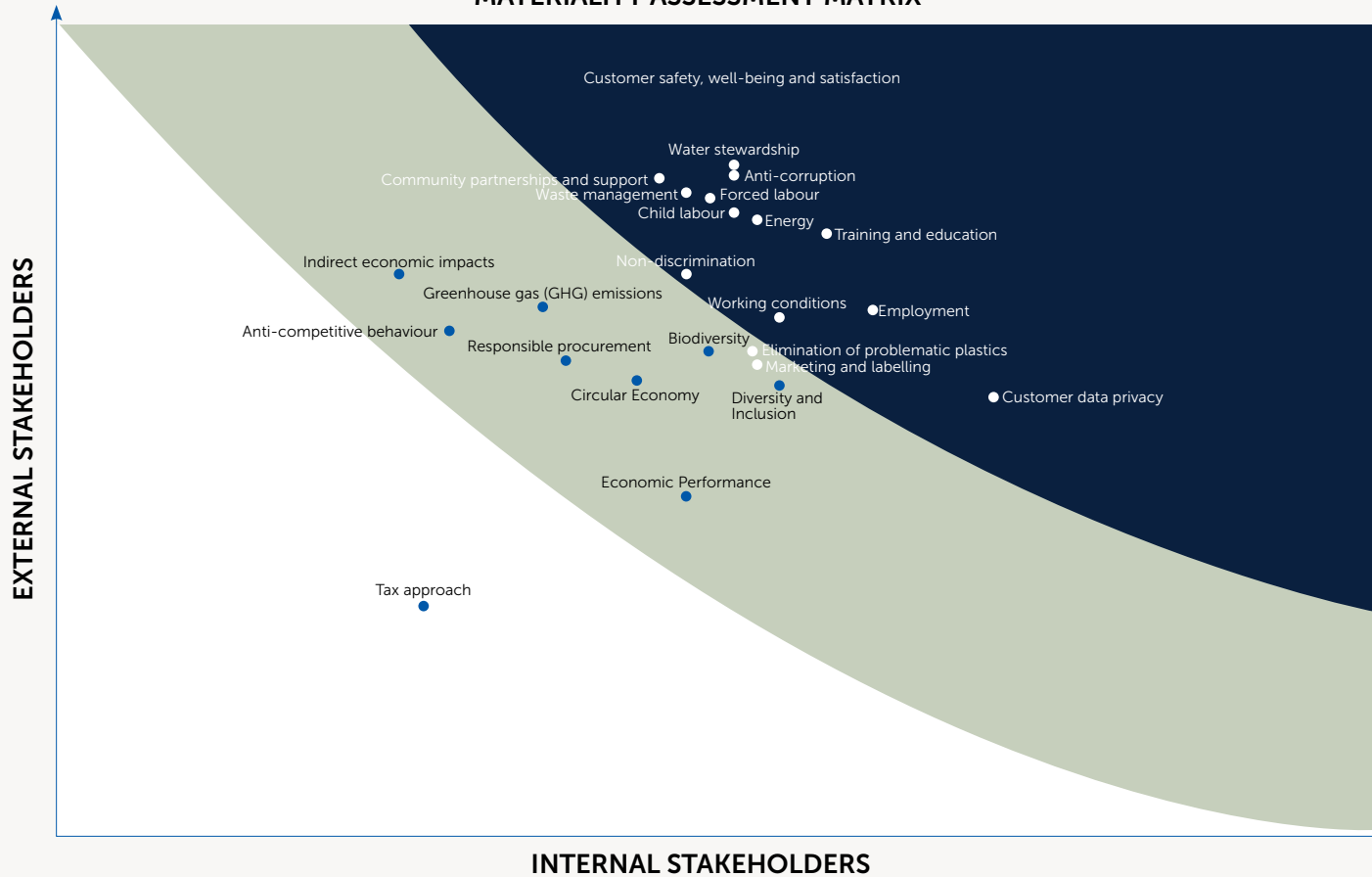
1
NGO

5
Destination Management
Companies

4
Tour Operators

37
Team Members

MATERIALITY ASSESSMENT MATRIX



The materiality matrix provides an overview of the assessment results, highlighting key sustainability topics in alignment with their relevance to both external and internal stakeholders, including RHOL's long-term business strategy. The x-axis indicates the level of importance of each issue to internal stakeholders, while the y-axis reflects their significance to external stakeholders.

Topics mapped in the **dark blue** area are identified high priority, while those in the **green area** indicate areas of increasing relevance. These highlight RHOL's primary focus areas as identified by both stakeholder groups. Topics such as customer safety and well-being, community partnerships, customer data privacy, and waste management have emerged as highly significant.

The results also reveal a growing importance for topics like GHG emissions, responsible procurement, biodiversity, and circular economy. These areas will continue to be central to our strategy and will be reported in our sustainability disclosures to ensure transparency.

While rated highly by stakeholders, some topics are not currently deemed urgent or requiring immediate attention. These include forced labour and child labour within our operations. Although we remain vigilant and fully compliant with all regulations, these issues are considered less critical given our specific operational context. However, these issues hold significance within the broader topic of responsible procurement, underscoring our commitment to uphold sustainability standards across our value chain.

Dark Blue Area: Priority Focus

Represents aspects of highest importance that demand immediate and strategic attention due to their significant impact on stakeholders and business operations.

Green Area: Emerging Focus

Denotes aspects that are increasing in importance and may require future strategic integration as their relevance grows over time.

White Area: Monitor and Assess




Includes aspects of lower importance at present but that should be monitored for potential changes in stakeholder expectations or business impact.









































































































































































The definitions of 18 material ESG aspects identified by Rogers Hospitality are detailed below. Each aspect is linked to the relevant section of our 2024 Sustainability Report, wherein we outline our approach and progress on each topic.

ESG Aspect	Definition	2024 Sustainability Report Section
Customer safety, well-being and satisfaction	Customer expectations on products and services that perform their intended functions without posing a risk to their health and safety.	Operating Responsibly (p.31-51)
Water stewardship	This involves responsible use and management of water resources to ensure sustainable availability. It includes efforts to reduce water consumption, improve water efficiency, and protect water quality in our operations and surrounding communities.	Operating Responsibly (p.31-51)
Anti-corruption	Corruption results in poverty, environmental damage, human rights abuse, harm to democracy and poor investment choices. Ensuring integrity, good governance, and responsible business practices at Rogers Hospitality.	Please refer to Rogers Hospitality's Code of Conduct available on www.rogershospitality.com
Training and education	This involves providing employees with opportunities to develop their skills and knowledge through training, workshops, and educational programs. It includes promoting professional growth and enhancing employee capabilities.	People at Heart (p.57-63)
Energy	Efficient use of energy across our operations and efforts to transition to renewable energy sources. It includes reducing energy consumption, improving energy efficiency, and adopting cleaner, sustainable energy alternatives.	Operating Responsibly (p.31-51)
Employment	This covers the creation of jobs and employment, including hiring, recruitment and retention practices.	People at Heart (p.57-63)
Customer data privacy	Protecting customer privacy and handling data losses or breaches caused by not following laws or standards for safeguarding information.	Operating Responsibly (p.31-51)
Working conditions	This focuses on ensuring employee well-being at work, including health and safety practices, adequate working hours and overall good working conditions.	People at Heart (p.57-63)
Community partnerships and support	This focuses on building positive relationships with local communities by supporting social, economic, and environmental initiatives. It includes partnerships with community organisations, charitable activities, and efforts to contribute to local development and well-being.	Harmonising with Local Communities (p.52-56)
Non-discrimination	This refers to preventing and addressing any form of discrimination in the workplace, ensuring all employees are treated fairly and equitably. It includes equal treatment in hiring, promotions, compensation, and other employment practices.	People at Heart (p.57-63)
Waste management	This involves responsible use and management of water resources to ensure sustainable availability. It includes efforts to reduce water consumption, improve water efficiency, and protect water quality in our operations and surrounding communities.	Operating Responsibly (p.31-51)
Elimination of problematic plastics	This focuses on eliminating plastics that are single use, reducing plastic consumption, as well as materials that are difficult to recycle. It includes efforts to replace these plastics with sustainable alternatives and improve waste management practices.	Operating Responsibly (p.31-51)
Diversity and Inclusion	It includes efforts to create an inclusive culture that embraces differences in gender, ethnicity, age, and other demographics. It also includes ensuring equal opportunities for all.	People at Heart (p.57-63)
Biodiversity	This relates to the protection and enhancement of ecosystems (marine and terrestrial) in and around our operations. It involves minimising our impact on natural habitats, conserving local species, and promoting the restoration of ecosystems.	Protecting our Biodiversity (p.26-30)
Circular Economy	This involves an economy where the products and materials are kept in circulation through processes like maintenance, reuse, refurbishment, re-manufacture, recycling and composting.	Operating Responsibly (p.31-51)
Greenhouse gas (GHG) emissions	This focuses on the measurement, reduction, and management of emissions that contribute to climate change, such as carbon dioxide (CO ₂) and methane (CH ₄). It includes efforts to lower emissions across operations and the value chain to mitigate environmental impact.	Operating Responsibly (p.31-51)
Responsible procurement	Collaborating with responsible suppliers who actively engage in sustainability practices. It includes choosing suppliers who adhere to ethical practices, support sustainability, and ensure fair labor conditions throughout the supply chain.	Operating Responsibly (p.31-51)
Economic Performance	This refers to the financial health and growth of the organization, including profitability, revenue generation, and cost management. It also includes the long-term sustainability of the business and its ability to provide value to stakeholders.	Please refer to pages 113–115 of the Rogers Group Integrated Report 2024.

Stakeholder Priority Map

The stakeholder priority map provides a visual representation of the importance of various sustainability topics as perceived by different stakeholder groups. Each category—such as customers, suppliers, team members, and NGOs—is assessed on its priorities, with topics rated as Imperative, Very Important, or Important. This chart highlights the expectations and focus areas of each stakeholder group.

-  Imperative
-  Very important
-  Important

	Customers	Tour Operators	Suppliers	NGOs	DMCs	Business Associations	Team Members
Energy							
Greenhouse gas emissions							
Water stewardship							
Biodiversity							
Waste Management							
Elimination of problematic plastics							
Circular economy							
Employment							
Working conditions							
Training and education							
Diversity and inclusion							
Non-discrimination							
Child Labour							
Forced Labour							
Community partnerships and support							
Responsible procurement							
Economic performance							
Customer data privacy							
Indirect economic impacts							
Anti-corruption							
Anti-competitive behaviour							
Tax approach							
Customer safety, well-being and satisfaction							
Marketing and labelling							

Way Forward

The materiality assessment revealed that several key topics align closely with those identified in our annual risk assessment, reinforcing their relevance to our business strategy. While confirming that RHOL effectively manages several issues, the assessment also highlighted areas where a more formalised and structured approach could enhance our impact.

We also recognise that the materiality assessment depicts stakeholder perspectives at a specific point in time. Rogers Hospitality is committed to evaluating the validity of the materiality assessment annually and conducting assessments every 2-4 years. The next

exercise will involve expanding the number of respondents and ensuring that all relevant stakeholders are encouraged to participate in the survey. This will help ensure that our programmes continue to align with the evolving needs and expectations of key stakeholders.

By disclosing our efforts on these material topics, we aim to keep our stakeholders well-informed and actively engaged. We are committed to progressively expanding our engagement scope and deepening our analysis in future assessments to support continuous improvement.



PROTECTING OUR BIODIVERSITY



Responsible Tourism, Resilient Ecosystems

Given their inherent nature, tourism-related activities can place considerable pressure on marine and terrestrial ecosystems, particularly when they are as fragile as ours. At RHOL, we recognise the urgent need to strengthen these ecosystems' resilience and adaptability in the face of climate change. That is why we are committed to safeguarding our biodiversity through the development and implementation of targeted initiatives and projects. We are committed to ensuring that our operations and activities are carried out with the utmost respect for our surroundings, striving to minimise our impact wherever possible.



Sustaining Biodiversity

The Heritage Marine Education Centre

During the reporting period, RHOL made substantial progress in the development and setting up of the Heritage Marine Education Centre in Bel Ombre. A dedicated space at the entrance of the C Beach Club was identified to host this facility, which was inaugurated in December 2024. The centre aims to provide guests and the local community with scientific insights into marine life while raising awareness of the importance and fragility of marine and coastal ecosystems. It showcases the ongoing initiatives to preserve and protect these vital ecosystems in the region.

The Heritage Marine Education Centre features a wet laboratory where scientific tests will be conducted, supporting research and deepening our understanding of marine biodiversity. RHOL collaborates with Reef Conservation for the management of the centre. Two marine biologists from the NGO engage with visitors through on-site workshops and off-site activities, such as informative beach walks, guided glass-bottom boat tours, mangrove visits and coral discovery.

Coral Restoration Project

Rogers Hospitality recognises the vital role of coral reefs in marine ecosystems, providing shelter for marine species and acting as natural coastal barriers. To address concerns over coral health and climate resilience, the Group engaged in a two-year Coral Restoration Project in Bel Ombre in 2023 in collaboration with a local NGO. This UNDP-supported initiative focuses on restoring coral reefs with thermally tolerant species to mitigate climate impacts on local communities and ecosystems.

The Group has committed **MUR 1.9 million** to the project, with MUR 850,000 spent on training and equipment as at 30 June 2024. In FY24, Heritage Resorts & Golf established a small-scale coral nursery, training 10 team members in restoration techniques and safety at sea. Plans for FY25 include setting up a 50m² coral nursery in the Bel Ombre lagoon, cultivating 1,500 coral nubbins, and restoring 200m² of reef. These efforts aim to enhance reef resilience, preserve biodiversity, and maintain critical ecosystem services.

Nature-Based Solutions for Protecting Coastal Zones

Seagrass is essential to marine ecosystem as it provides habitat for diverse marine species, stabilises the seabed, preventing erosion, and acts as a carbon sink. Since FY23, Heritage Resorts & Golf support the national project titled **Nature-Based Solutions for Protecting Coastal Zones**. Primarily funded by the European Union, this project focuses on four monitoring sites around Mauritius, including Bel Ombre. The goal is to identify and evaluate the ecosystem services provided by seagrass restoration, contributing to both human well-being and biodiversity conservation in Mauritius.

In July 2023, Heritage Resorts & Golf provided an additional financial contribution of **MUR 300,000** to the project, in addition to its initial commitment of MUR 1 million until 2026. During the first phase of this partnership, an environmental DNA analysis was conducted to assess the biodiversity profile of the Bel Ombre lagoon monitoring site. The analysis revealed the presence of the five most common seagrass species in Mauritius, confirming a healthy ecosystem that supports 367 species, with no invasive organisms detected.

Towards a Lagoon Management Plan at Bel Ombre

Heritage Resorts & Golf, in collaboration with neighbouring hotels, has contributed to a feasibility study aimed at developing and implementing a lagoon management plan that involves all relevant community stakeholders. The objective of this project is to reassess current activities and adopt sustainable practices. A comprehensive habitat survey was conducted, alongside assessments of socio-economic, environmental, governance, and educational issues. Meetings with stakeholders identified multiple challenges and opportunities, leading to a collaborative, multi-stakeholder approach to preserving the lagoon's biodiversity, promoting sustainable community well-being, fostering resilience, and creating a thriving environment in Bel Ombre. Ongoing discussions with all stakeholders aim to reach a consensus on the way forward.

The SOS Mangrove Program (Phase 2)

Mangroves are more than just trees. They protect coastlines, provide habitat for diverse species and are vital to our ecosystems. To safeguard these resources, Reef Conservation launched the SOS Mangrove Program in 2020. This programme comprises three components: monitoring, education, and restoration.

As part of the education component, citizen science workshops and field surveys are regularly conducted. In FY24, **40 team members** from Veranda Resorts and Voilà Hotel Bagatelle followed these comprehensive training sessions. Leveraging the "Mangrove Matters" citizen-science app, they contributed to mangrove preservation by capturing geo-localised photos of the plants, thereby providing data on mangrove health and structure, and on pollution levels in mangrove forests.

Octopus Closure Season in Mauritius

RHOL has taken the deliberate decision not to serve octopus, whether fresh or imported, in its restaurants from 15 January to 15 March and from 15 August to 15 October, aligning with the octopus fishing closure season in Mauritius. This initiative, which reflects the group's commitment to sustainability and environmental stewardship, aims to help this species reproduce and, more broadly, to raise awareness of the critical need to support marine biodiversity regeneration.



Raising Environmental Awareness

As part of our initiatives, we engage with both our guests/clients and our team members to raise awareness of the importance of our actions. We deem it necessary to motivate them in taking an active part in our efforts. To this end, our business units organised several activities around global sustainability events, such as international/world days.

World Mangrove Day

To mark World Mangrove Day in July 2023, two team members and two guests from Heritage Resorts & Golf participated in a mangrove planting activity at Le Morne Public Beach. Organised by the Ministry of Blue Economy, Marine Resources, Fisheries, and Shipping, in collaboration with the Ministry of Tourism, the event brought together around 200 participants, including hotel representatives, fishermen, Members of Parliament, and residents of Le Morne village. Together, they planted nearly 500 mangrove seedlings.

World Ocean Day & World Wetlands Day

To celebrate World Wetlands Day, an educational activity was organised at the kids' club to raise awareness of the importance of wetlands among children. For World Ocean Day, a special kids' workshop was held. During this activity, facilitated by L'Atelier des Artisans, the participants created marine-themed jewellery using polymers. Alongside the creative activity, the children were sensitised to marine life and the importance of ocean conservation.

Earth Day & World Environment Day

To mark Earth Day 2024, Veranda Resorts and Chamarel 7 Coloured Earth planted endemic trees with team members and guests and for World Environment Day 2024, Veranda Resorts joined the global movement by planting trees, promoting the global theme "Our land. Our future. We are #GenerationRestoration."

World Bee Day

To celebrate World Bee Day 2024, Chamarel 7 Coloured Earth installed beehives in its precincts. The aim of this initiative is to raise awareness of the critical role of bees in providing essential ecosystem services and highlight the threats they face.

Expansion of Tortoise Park

The tortoise park at Chamarel 7 Coloured Earth has been expanded to enhance the well-being of the Aldabra tortoises, providing them with a more spacious and enriched environment, ensuring their continued health and comfort.

Bel Ombre

Charting a New Path towards sustainability

Launched in May 2022, the territorial brand “Bel Ombre. Lamer. Later. Lavi” reflects Rogers Group’s ambition to position the region as a global leader in sustainable tropical lifestyle destinations. The initiatives undertaken by our parent company stem from a long-term vision and commitment to create “meaningful change”. As a key economic player in this region, RHOL has embraced this vision from the very outset as it aligns with what we have been doing over the years via our well-established business units.

In FY24, many projects were completed or have reached advanced stages of development. Earlier in this chapter, we reported the progress made on the following projects: the Heritage Marine Education Centre (p.27), the Coral Restoration Project, the Nature-Based Solutions for Protecting Coastal Zones and the Lagoon Management Plan (p.28).

In December 2023, our efforts culminated in the official opening of La Réserve Golf Links, which earned the GEO (Golf Environment Organisation) Certified® Development ‘Designed and Built’ status. During the certification process, led by RHOL’s teams, the golf course successfully fulfilled the essential assessment criteria through environmental planning and conservation, sustainable water and soil management, and active community engagement (p.46).

As part of our ambition to reduce our carbon footprint and increase the share of renewable energy in our mix, two 2 MW solar farms will be constructed in Bel Ombre and Case Noyale. According to plan, the first farm should be operational in FY25 (p.35). Once fully operational, both farms will cover about 80% of Heritage Resorts & Golf’s energy requirements.

In August 2024, Rogers Group secured a grant from the Fonds Business-Biodiversité Océan Indien under the VARUNA Programme, which is implemented by Expertise France and financed by the Agence française de développement (AFD). This funding will support the implementation of technical projects that aims to protect and restore the region’s biodiversity over the coming two years. Specific activities will be undertaken, serving as models for sustainable local ecosystem restoration.

Bel Ombre remains a cornerstone of our strategy as we continue to learn, adapt and optimise our resources to achieve the best possible outcomes.



Bel Ombre listed in The Green Destinations Top 100 Stories

Bel Ombre has earned international recognition for its steadfast commitment to foster an eco-conscious future, embodying its vision of becoming a benchmark for Sustainable Tropical Art de Vivre. Led by the Tourism Authority, the initiative was actively supported by RHOL. It was announced that the Tourism Authority will seek accreditation for Bel Ombre with the Global Tourism Council. This process is expected to be completed by December 2025.



OPERATING
RESPONSIBLY



Embedding Sustainability in Every Step

Operating responsibly is central to our commitment to sustainability. This approach not only supports RHOL in achieving its long-term business goals but is also essential for building trust with key stakeholders, including clients and guests. It ensures our business operations across all clusters align with the highest standards of environmental and social responsibility.

We view sustainability not as a constraint but as a strategic opportunity to continuously reassess and improve our operations, ultimately enhancing the guest experience. RHOL has implemented a range of initiatives designed to optimise resource consumption, such as water and energy; minimise environmental impact through significant waste diversion from landfills; measure and mitigate our carbon footprint, prioritise responsible sourcing, and embed sustainability throughout the guest journey.

Carbon Accounting

At Rogers Hospitality, measuring and managing our carbon footprint is integral to our sustainability strategy and long-term growth. Accurately assessing our greenhouse gas emissions allows us to understand our climate impact, identify key emission sources, and devise targeted actions to manage our risks across our operations.

In FY23, we collaborated with WillChange Ltd to conduct our second carbon accounting exercise using the Bilan Carbone® methodology. This exercise increased team members' awareness of climate change and carbon emissions while integrating carbon accounting principles into our operations and fostering in-house expertise. This exercise provided valuable insights and underscored the need for more streamlined data collection methods, thus ensuring continuous improvements and more efficient tracking throughout the year.

In FY24, we conducted our third annual carbon accounting exercise, building on the processes introduced in 2022. We transitioned to Traace, a Software-as-a-Service (SaaS) platform. This tool significantly improved the efficiency of our carbon assessment, streamlining data collection from 36 team members and reducing the process timeframe from three months to one. For this exercise, we utilised the GHG Protocol methodology, which provides a comprehensive overview of emissions across Scopes 1, 2, and 3, in line with international standards and reinforcing our commitment to continuous improvement.

According to the GHG Protocol, greenhouse gas emissions are categorised into three scopes:

Scope 1	Scope 2	Scope 3
Direct emissions from owned or controlled sources.	Indirect emissions from the generation of purchased energy.	All indirect emissions (not included in scope 2) that occur in the value chain of the reporting company, including both upstream and downstream emissions.

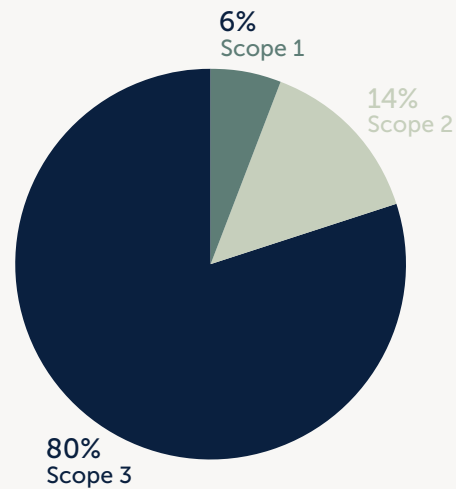
The carbon footprint for Rogers Hospitality in FY24 stands at 234,183.96 tCO₂e (84,908.23 tCO₂e excluding client air travel), reflecting an increase from the previous year. This increase is attributed to the following factors:

- Enhanced accuracy in refrigerant data (now including emissions from refrigerators in the QSR and Leisure clusters);
- Enhanced waste production data, thanks to improvement in monitoring procedures;
- Increased business travel and updated calculation methodology;
- Addition of 3 business units, namely Veranda Grand Baie, La Réserve Golf Links and Dominos Trianon; and,
- Renovation works at 2 business units.

	FY22	FY23	FY24
Total Carbon Footprint (tCO ₂ e) ¹	32,791	41,030	84,908
Scope 1	2,714	3,130	5,002
Scope 2	11,593	13,442	12,092
Scope 3	18,484	27,553	67,813

¹These figures do not include emissions generated by customer air travel, which amounted to 163,920 tCO₂e for FY23 and 149,276 tCO₂e for FY24.

Carbon emissions by scope (FY24)



Scope of Assessment

We collect and report emissions data from all our business units, including Veranda Grand Baie, La Réserve Golf Links, and Heritage Golf Management. The emissions data are captured throughout our entire value chain and reported according to the categories outlined in the GHG Protocol. The following categories are not applicable to Rogers Hospitality: Others (franchises, Investments and Other indirect missions, Self products and services).

Carbon Emissions (%) by Category

The table gives an overview of the emissions in tCO₂e and its corresponding percentage of emissions per category.

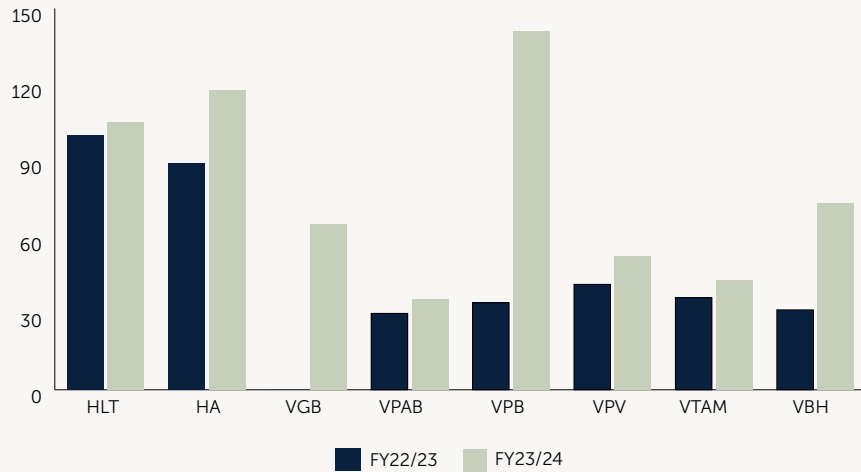
Sources of GHG Emissions	Emissions FY 24	Relatives
Scope 1 (Direct Emissions)		
Fuel emissions from mobile and stationary sources	1,956	1%
Other direct emissions (Direct fugitive emissions)	3,046	1%
Scope 2		
Purchased electricity	12,092	5%
Scope 3		
Assets	2,745	1%
Direct waste	12,209	5%
Fuel- and energy- related activities (not included in scope 1 or scope 2)	3,296	1%
Purchased goods and services	44,009	19%
Business Travel	288	0%
Employee Commuting	5,267	2%
Travel by customers and visitors	149,276	64%



Carbon Footprint per Guest Night

The increase in the carbon intensity ratio for Veranda Palmar, Veranda Paul et Virginie, and Voila Bagatelle is attributed to renovation works conducted during the reporting period. It is also important to note that differing methodologies were applied in FY23 and FY24, which influenced the calculations. In accordance with the GHG Protocol, emissions related to newly purchased assets are accounted for in the year of acquisition, thus further contributing to the increase.

Carbon Emissions, Kg/GN



Carbon Pledge at Heritage Resorts

In FY22/23, Rogers Hospitality, purchased 23,426 carbon credits for a total amount of 99,196 USD to honour its 'Carbon Neutral Stay' pledge at Heritage Resorts, initiative in October 2021. These credits, certified by reputable standards, originated from projects in Mauritius and Burundi to offset the residual emissions of Heritage Resorts, covering Scopes 1, 2, and 3 (excluding guest travel emissions).

While carbon offsetting was recognised as means to combat climate change, the growing understanding of climate change science has led Rogers Hospitality to reassess this approach. Recognising that compensation alone is insufficient to address the climate crisis, the Group has shifted its focus towards investing and developing carbon sequestration and fixation projects within Mauritius. These projects aim to generate long-term value by fostering biodiversity while aligning with measurable and auditable standards.

To this end, discussions are ongoing with specialised partners capable of designing such initiatives. The scope includes conducting a carbon mapping of the Bel Ombre region to identify opportunities for carbon sinks. Although the specific projects and their potential sequestration capacities are yet to be determined, Rogers Hospitality remains committed to this forward-looking approach.

Going Forward

Looking ahead, Rogers Hospitality is committed to further refining its carbon accounting process by enhancing accuracy and efficiency. Efforts will focus on bridging existing data gaps. Optimising the data collection process remains a priority to streamline operations. Additionally, the identification of carbon emissions mitigation measures are being assessed, such as newly acquired air conditioning units and their associated refrigerant gases, less carbon-intensive meal options and carbon capture initiatives. These initiatives will guide us in implementing effective emission reduction strategies that support our long-term goals: achieving a 50% reduction in all three scopes by 2030 and reaching net zero by 2050.

Energy Transition

We recognise energy as a critical material issue due to its strategic significance across our operations. Effective energy management not only reduces our environmental impact but also drives efficiency, cost savings, and contributes to a more resilient company. Our approach focuses on continuously monitoring and optimising energy consumption through the adoption of responsible and innovative energy practices and the integration of renewable energy sources.

As part of our long-term strategy, we have set a target to reduce electricity consumption per Room Night by 3% by 2025 based on the FY22 baseline. Furthermore, we aim to integrate renewable energy into Heritage Resorts' energy mix by commissioning two 2MW photovoltaic farms in Bel Ombre and Case Noyale. Expected to be operational in FY25, these two farms will supply approximately 80% of Heritage Resorts' total electricity requirements.

Energy Management Initiatives

In FY24, we improved energy monitoring across our operations. Veranda Resorts installed energy meters at strategic points in its hotels to improve data accuracy, while Heritage Resorts partnered with a service provider to implement an Energy Management System at Heritage Le Telfair and Heritage Awali. This system includes advanced hardware, such as smart meters installed at critical points for electricity monitoring, and a cloud-based platform that facilitates real-time follow-up and analysis. A dedicated team of Energy Managers oversees the process, ensuring optimal performance.

Daily monitoring by facilities teams helps identify and address deviations promptly, ensuring efficient consumption and alignment with reduction targets. Data analysis highlights opportunities for energy savings, supported by initiatives to educate team members on adopting energy-efficient practices at work and at home.

In FY24, efforts were made to enhance our energy monitoring systems. At Veranda Resorts and Heritage Resorts & Golf, the facilities teams closely monitor daily energy consumption to ensure it matches established targets. Any deviations or increases in consumption are promptly addressed,

preventing overconsumption and maintaining operational efficiency. The data is used to identify opportunities for energy savings, helping achieve our consumption reduction targets.

Similarly, the QSR and Leisure clusters have recently initiated energy monitoring supported by newly implemented tools and a dedicated team. This advancement enables more effective tracking and management, contributing to our broader energy optimisation strategy.

Energy Efficiency Measures

All our Green Key certified hotels have implemented energy-efficiency measures. The heating, ventilation, and air-conditioning (HVAC) system is fully automated and programmed to optimise room comfort. It adjusts temperature, air-conditioning, and ventilation settings based on occupancy, and can only be activated with the room key card. To ensure environmental safety, the system is serviced regularly to prevent refrigerant leaks and maintain energy efficiency.

Over 75% of our lighting is energy-efficient, of which at least 70% are LED bulbs. We minimise outdoor lighting to maximise the use of natural daylight, and automatic occupancy sensors have been installed to regulate lighting. Grease filters in the exhaust are cleaned regularly, and refrigerators, cold storage units, heating cupboards, and ovens are routinely inspected to ensure that door seals remain in optimal condition, preventing cold air leakage. All newly acquired freezers are frost-free, while older refrigerator models are regularly defrosted to maintain efficiency.

A formal procedure governs energy usage in vacant guest and meeting rooms. These rooms are systematically powered down and ventilated only when necessary. All newly acquired electronic devices in guest rooms are energy-efficient, as energy efficiency is now a key criterion in our procurement evaluation process.

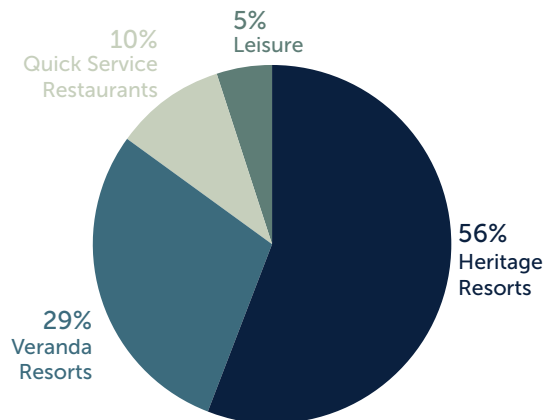
Total Energy Consumption

In FY24, RHOL's total energy consumption rose by 36%, reaching 84,432 GJ. This increase is attributed to two factors:

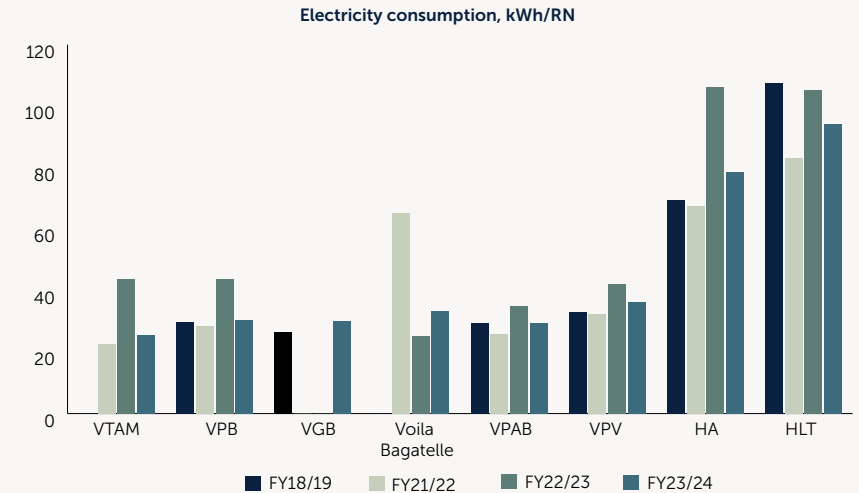
- The addition of two new business units, namely Veranda Grand Baie and La Réserve Golf Links.
- A higher occupancy rate compared to last year.

Energy Consumption	FY23	FY24
Electricity from non-renewable sources (GJ)	41,177	56,624
Electricity from renewable sources	0	0
Gas consumption (GJ)	17,026	22,431
Diesel consumption (GJ)	810	2,615
Petrol consumption (GJ)	528	2,762
Total Energy consumption (GJ)	61,980	84,432

Energy Consumption by Cluster



Electricity Consumption per Room Night



We noted a general reduction in electricity consumption per RN across all our hotels. However, data for Veranda Grand Baie is unavailable as the hotel was under renovation during FY23. Similarly, data for Voila Bagatelle for FY19 is not featured since the hotel was not part of RHOL at that time.

Circular Economy

At RHOL, we are focused on shifting from a linear economy (take-make-waste model) to a circular economy (reduce-reuse-recycle-recover model). Our waste management strategy prioritises waste reduction by optimising recycling processes and repurposing materials wherever feasible. This commitment is further reinforced through strategic partnerships that actively engage our stakeholders. By enhancing communication and sustainability touchpoints, we ensure that both visitors and team members are well-informed, actively involved and motivated to drive continuous improvements in waste diversion.

Waste Management across RHOL

The materiality assessment highlights waste management as a key priority for our stakeholders, reflecting its growing significance as a national topic. RHOL proactively developed a waste management system in 2021. The company is committed to diverting up to 80% of its total waste from landfills by 2025. In FY24, the group diverted 56% of its waste (excluding green waste) through recycling, reuse, composting and upcycling initiatives.

Heritage Resorts & Golf

In September 2022, Heritage Resorts innovated by establishing a dedicated Waste Management Division (WMD). The WMD plays a critical role in overseeing the effective implementation of waste management processes across all operations. Waste is segregated at source and the division is responsible for its effective disposal through recycling, reuse and composting streams. The WMD also identifies and flags inconsistencies, such as improper waste sorting or insufficient quantities of specific waste. Collaborating closely with the operations teams, the WMD also manages non-standard waste items, such as curtains, cushions, and furniture, thus ensuring they are properly diverted.

In FY24, the WMD managed **1,393.9 tonnes of recyclable waste** generated by the 7 business units of Heritage Resorts in Bel Ombre. Classified into 14 categories, the waste is then weighed and stored before being either donated to NGOs, sold/given to recyclers or sent for composting at Agria, a sister company.

Veranda Resorts

Veranda Resorts has implemented a waste management process to promote effective sorting and recycling practices. Infrastructure enhancements, such as the strategic placement of waste bins, combined with targeted training and awareness programs, have improved operational efficiency. Recyclable waste is managed through a formal agreement with a third-party waste management service, which ensures that waste is delivered to authorised recyclers and traceable until its end-of-life.

The service provider supplies detailed reports on the total volume of collected waste, allowing Veranda Resorts' operations team to monitor waste generation and identify opportunities for improvement. This data-driven approach ensures the implementation of corrective measures to meet our target. These efforts resulted in the collection of **303 tonnes of recyclable waste** across Veranda Resorts' five properties in FY24.

Leisure

The implementation of a waste management system at Le Chamarel Restaurant and Chamarel 7 Coloured Earth has been challenging. In FY24, a waste audit was conducted at the coffee shop of Chamarel 7 Coloured Earth. This exercise showed that a significant proportion of the waste was contaminated, and therefore not recyclable. Discussions are underway to explore solutions to address this issue. In FY24, the team engaged with potential service providers to manage this waste, but the relatively remote location made it challenging to find the right partners.

Quick Service Restaurants

A waste management process has been implemented at the Domino's commissary to enable waste segregation into three categories: food waste, metal and cardboard. By centralising ingredient processing and preparation at the commissary before distribution to outlets across the island, Domino's significantly reduces waste generation at individual outlet locations. Aligned with RHOL's waste diversion strategy, Domino's is also exploring opportunities to recycle pizza boxes.

While the QSR outlets and restaurants have explored the possibility of implementing a waste management system, operational constraints, particularly limited kitchen space, have prevented the installation of sorting bins in some locations. Despite these challenges, we are committed to identifying and implementing practical, effective solutions for waste management across our QSR outlets.



Waste Management Performance

The tables below provide detailed information on (1) waste diverted from disposal and (2) waste directed to disposal. The information is categorised by waste type, disposal methods and weight per cluster (in tonnes).

Data for the QSR and Leisure clusters is currently unavailable as a waste monitoring system has not been fully implemented across the relevant business units, except at Domino's Commissary, where a waste management system is in place.

Waste diverted from Disposal		Total Waste in tons				
Waste Category	Diverted from Disposal	Heritage Resorts	Veranda Resorts	Quick Service Restaurants	Leisure	Total RHOL
Organic waste (Food waste)	Pig Farming	392.84	133.68	-	-	526.52
Carton waste (includes carton and paper)	Recycled	30.7	35.9	0.37	-	66.97
Glass waste	Recycled	92.24	7.88	0.09	-	100.21
Batteries	Collected & exported	0.08	0.05	0	-	0.13
Plastic	Recycled locally/Transformed into pellets for export	1.46	0.85	0.07	-	2.38
Metal wastes (cans)	Recycled	0.07	1.77	-	-	1.84
Coffee pods	Scott Nespresso Recycling Program	1.85	-	-	-	1.85
Scrap (includes scrap metals, Reused linen etc, as defined by the CAPEX and OPEX disposal policy)	Donations/Sold	1.63	4.23	-	-	5.86
Waste Electronic and Electrical Equipment (TVs, computers, fridge, air cons, etc.)	BEM Recycling	5.1	2.16	-	-	7.26
Waste Kitchen oil	Bioil	4.31	0.68	-	0.22	5.21
Green waste (includes branches, leaves, etc.)	Composting	858.72	-	-	-	858.72
Waste directed to Disposal						
Maintenance waste (e.g., construction waste, piping, etc. which cannot be recycled)	Landfill	235.32	-	-	-	235.32
Green waste (includes branches, leaves, etc.)	Landfill	-	116.47	-	-	116.47
Other Waste (non recycled waste)	Landfill	492.69	393.15	-	-	885.84
Waste Diversion Ratio	FY23	FY24				
Waste diversion ratio	64%	56%				
Total waste generated (in tonnes)	2,423	2,815				
Total Waste Diverted from landfill (in tonnes)	1,550	1,577				

The waste diversion ratio is 56%, showing a decrease in the overall ratio. The increase in total waste produced is attributed to the addition of two new business units during the reporting period, namely Veranda Grand Baie and La Réserve Golf Links. While a waste management system has been implemented, it is yet to be optimised, as the proportion of waste sent to landfill is still higher than that of recycled waste.

Eliminating and Substituting Unnecessary and Problematic Plastics

In October 2022, Rogers Hospitality became the first African hotel group to sign the United Nations Global Tourism Plastics Initiative (UNGTP), demonstrating its commitment to eliminate and replace unnecessary and problematic plastics within its operations. Since endorsing this initiative, significant progress has been made, despite the challenges of finding substitutes that meet the unique qualities that make plastics ideal for certain applications. In addition to practical considerations, health, safety, and operational requirements must also be factored in to strike the right balance.

In FY24, various measures were implemented to further reduce plastic usage, including the ban on plastic soap packaging, the supplier’s recycling of coffee pouches, and the introduction of biodegradable cling film, and sanitary bags in guest rooms. Additionally, butter is now served in dishes or ramekins to eliminate individual butter packets. The installation of water dispensers at Veranda Resorts has also contributed significantly to reducing the use of plastic bottles. All these measures were in place as at 30 June 2024.

During FY24, our hotels replaced 20 out of 24 guest-facing single-use plastic items, marking an improvement of an additional 5 items compared to the FY23 assessment. The replacement of certain plastic products posed certain challenges, including the limited availability of suitable, cost-effective alternatives, the need for specialised disposal and recycling infrastructure, which is currently unavailable. For example, our hotels attempted to substitute sugar packs with sugar cubes in jars; however, the quality of the sugar quickly deteriorated due to the humid climate. These constraints add complexity to the transition. Nonetheless, Rogers Hospitality remains committed to finding effective solutions.



Identified Plastic Products	Recyclable/Reusable Substitutes	Replaced/Eliminated
Plastic keycards	Wooden keycards	Completed
Pens & pencils	No plastic packaging	Completed
Water bottles	Glass water bottles	Completed
Single-use plastic cups	Paper cups	Completed
Plastic bin bags	Cloth bin bag/Biodegradable bin bag	Ongoing
Sanitary bags	Biodegradable bags	Completed
Door hanger	Textile pouch/paper note	Completed
Plastic packaging of slippers	Carton packaging	Completed
Laundry plastic bags	Baskets/Linen bags	Completed
Plastic coffee capsules	Aluminium pods/granulated coffee	Ongoing
Plastic Toothbrush	Wooden toothbrush (provided on demand)	Completed
Comb	Wooden comb	Completed
Straws	Cornstarch or paper straws	Completed
Stirrers	Wooden stirrers	Completed
Cling film	Biodegradable cling film	Completed
Plates & cutlery for picnics	Wooden cutlery for outdoor and no plates	Completed
Sauce sachets	Served in ceramic wares or glass jars	Completed
Meal box & wrappings	Paper boxes	Completed
Single-use drinks containers	Soda & tonic glass bottles at bar	Ongoing
Single packaging (salt/pepper)	Served in dispensers	Completed
Pre-portioned milk cups/sachets	Served in jugs	Completed
Single tea bag wrappings	Paper packaging or loose tea leaves	Ongoing
Single packaged sweets, cookies, nuts & others	Local snacks in non-plastic containers	Completed
Body care liquids/soaps/gels/oils	Refillable containers	Completed



United Nations Global Tourism Plastic Initiative

The United Nations Global Tourism Plastics Initiative unites the tourism sector around a common vision to address the root causes of plastic pollution. It empowers businesses, governments and other tourism stakeholders to lead by example by transitioning to a circular economy for plastics. Over 200 organisations have signed the GTPI, thereby committing to eliminate unnecessary single-use plastics, transition to reuse models and adopt reusable, recyclable, or compostable plastic packaging and items.

The signatories make the following actionable commitments:

- Eliminate problematic or unnecessary plastic packaging and items.
- Transition from single-use to reuse models or reusable alternatives.
- Engage the value chain to ensure 100% of plastic packaging is reusable, recyclable, or compostable.
- Increase the amount of recycled content across all plastic packaging and items used.
- Collaborate and invest in efforts to improve recycling and composting rates for plastics.
- Report publicly and annually on progress towards these targets.

As a signatory, Rogers Hospitality is committed to taking concrete actions by 2025 to reduce plastic waste across its operations and to inspire guests and stakeholders to do the same. The Group aims to reduce waste at source by minimising single-use plastics, enhancing recycling efforts through improved sorting systems, reducing packaging waste via bulk food purchases, promoting awareness campaigns on responsible disposal for both internal and external audiences, and supporting local initiatives to combat marine plastic pollution from rivers and beaches.

Plastic Metrics

Plastic Category	Total Weight (t)		Weight per GN (g)	
	2022	2023	2022	2023
I	4.3	6.2	10.5	13.0
<i>Garbage bags, mini toiletry bottles, packaging (dry room amenities), stirrers, straws, takeaway containers, takeaway cups, takeaway cup lids, takeaway cutleries, toothbrushes & water bottles</i>				
II	8.5	6.1	20.8	12.7
<i>Bags and packaging for chips and sweets, cling film, disposable plastic plates, laundry bags, plastic beverage bottles, sachets/packets for single-serve condiments, takeaway bags, takeaway condiment containers & toothpaste</i>				
III	3.8	3.9	9.3	8.1
<i>Others</i>				
Total	16.6	16.2	40.6	33.8

Water Management

Water is a critical resource to our operations, impacting guest experience, facility maintenance, and our environmental commitments. Water management has been prioritised as a key element of our strategy. Our approach is centered on reducing overall water consumption, optimising its efficiency through technological advancement, and maximising the use of treated water wherever feasible. Through the implementation of focused conservation initiatives, we aim to minimise our environmental impact, preserve natural resources, and contribute to the ongoing improvement of sustainability practices within the hospitality industry. We are committed to achieving a 5% reduction in water consumption per guest night by 2025, based on our FY23 baseline.

To reduce and optimise water consumption, RHOL implements a range of measures, including daily monitoring and analysis of water usage, with immediate investigation and corrective actions for unexpected increases. Some facilities are also equipped with separate water meters in high-consumption areas, allowing for more accurate identification of opportunities for improvement.

RHOL also invests in water-efficient fixtures, including dual-flush toilets, water efficient fixtures, low-flow taps and showers. All hotels are fitted with low-flow showerheads, limiting water flow to 9 litres per minute, while tap aerators ensure a flow of no more than 8 litres per minute, achieving water savings without sacrificing guest comfort. Additionally, newly purchased dishwashers consume no more than 3.5 litres of water per basket.

Wastewater treatment is a key component of our sustainability initiatives at Heritage Resorts, Veranda Resorts and Le Chamarel Restaurant. These business units treat their wastewater for reuse in irrigation of green spaces. At La Réserve Golf Links and Heritage Golf Le Château, rainwater is collected in retention ponds for irrigation, alongside treated wastewater, helping to conserve potable water resources.

Water Consumption

In FY24, RHOL's total water consumption rose by 19%, due to the addition of three operational business units, namely Heritage Golf La Reserve, Veranda Grand Baie and Domino's Pizza Trianon.

	FY22	FY23	FY24
RHOL Total Water Withdrawal in m³	312,767	405,500	481,699

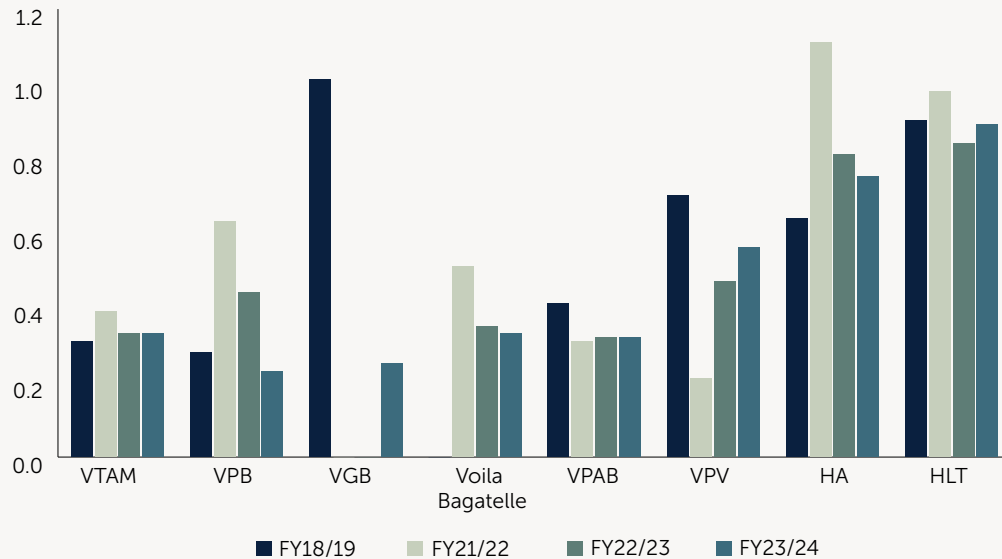
303-3 Water withdrawal FY24					
Water Withdrawal by source	Total RHOL	HR	VR	Leisure	QSR
Third party waste in m ³ (Water supplied by the CWA network)	318,865	192,879	104,760	1,707	19,519
Groundwater in m ³ (Borehole water)	1,273	-	-	1,273	-
Surface water (total) in m ³ (Water from ponds, for irrigation of golf reserves)	161,561	161,561	-	-	-
Total Water Withdrawal in m³	481,699	354,440	104,760	2,980	19,519

303-4 Water discharge					
Water Discharge	Total RHOL	HR	VR	Leisure	QSR
Third party water in m ³ (Water carried away by a third-party carrier for treatment/disposal)	26,860	-	10,100	1,145	15,615
Surface water in m ³ (Treated water is used for irrigation)	223,487	167,447	55,819	221	-
Total Water discharge, in m³	250,347	167,447	65,919	1,366	15,615

All onsite wastewater is managed through established systems, either via a wastewater treatment plant—where treated water is reused for irrigating green spaces—or a sewage tank serviced by a third-party carrier.

Water withdrawal per guest night (m³/GN) is a metric that allows us to assess the efficiency of our water usage across different sites, normalising fluctuations in guest numbers and ensuring a fair comparison among facilities of varying sizes.

Water withdrawal m³/GN



At Veranda Palmar Beach, water withdrawal decreased from 0.44 to 0.23, surpassing the 5% reduction target. This improvement is attributed to the renovation works undertaken onsite. Heritage Awali achieved the 5% target by reducing its water withdrawal from 0.81 to 0.75.

At Veranda Grand Baie, the reduction in FY24 compared to FY19 resulted from the installation of a more efficient water infrastructure during renovation works. However, no data is available for this hotel for FY22 and FY23 as the facility was not operational during that period.

Water withdrawal at Veranda Tamarin and Veranda Pointe aux Biches remained stable between FY23 and FY24.

An increase in water withdrawal was observed at Veranda Paul & Virginie (from 0.47 to 0.56) and Heritage Le Telfair (from 0.84 to 0.89). Despite these increases, the water withdrawal levels at Heritage Awali and Veranda Paul & Virginie remained within the limits set by the Environmental, Health, and Safety Guidelines for Tourism and Hospitality Development.

Hotel Category	Water withdrawal per GN, FY22/24	IFC, Environmental H&S guidelines* m ³ /GN
Luxury Serviced hotels		
HA	0.81	Excellent (<0.9)
HLT	0.84	Excellent (<0.9)
Mid-range serviced		
VPAB	0.32	Excellent (<0.7)
VPV	0.56	Excellent (<0.7)
Small serviced hotels		
VPB	0.23	Excellent (<0.29)
VTH	0.33	High (0.3 - 0.46)
VGB	0.25	Excellent (<0.29)
Voila	0.33	High (0.3 - 0.46)

*Environmental, Health, and Safety Guidelines for Tourism and Hospitality Development

Responsible Procurement

Responsible Procurement plays a central role in RHOL's sustainability strategy. During the year under review, the policy was reviewed, further reinforcing our commitment to environmentally and socially responsible sourcing. This policy serves as a framework for decision-making when purchasing products and equipment, with a focus on suppliers who align our values and sustainability objectives.

To support this strategy, the purchasing team has received training on procurement procedures, with a particular emphasis on electrical and electronic equipment. The training was designed to deepen their understanding of energy efficiency labels and promote sustainable product selection.



Supplier Engagement

RHOL is strengthening its sourcing strategy by building partnerships with suppliers and service providers that align with our commitment to sustainability. The Central Procurement Office (CPO) team, responsible for sourcing a wide range of products—from food and beverages to furniture and fixtures—is laying greater emphasis on supplier and product evaluation, especially on the sustainability credentials of the products being procured.

As part of this transition, special attention is being paid to certifications, particularly eco-labels, to ensure that products meet the established environmental standards. In collaboration with the Sustainability team, the CPO is integrating sustainability criteria into procurement processes, representing a significant step towards aligning our supply chain with RHOL's broader sustainability objectives.

Every year, RHOL shares its sustainability commitments with its service providers, actively encouraging them to adopt these practices. Service providers are regularly updated on the initiatives being implemented and informed about Green Key standards.

Through our recent materiality assessment exercise, we engaged with 17 suppliers. Going forward, we aim to broaden our commitment by integrating sustainable procurement principles into our operations and implementing actionable steps. This approach ensures that our influence extends beyond our direct operations, influencing the broader network of partnerships.

Strategic Supplier Collaborations

In FY24, RHOL partnered with several suppliers to source environmentally-friendly products. These collaborations focused on promoting the use of sustainable materials, reducing waste and implementing circular economy principles.

Eco-labelled Cleaning Solutions with Archemics

As part of our Green Key commitment, we partnered with Archemics to ensure that the daily chemical cleaning products used are eco-labelled. To date, over 84% of these products have been certified with the AISE eco-label, asserting that they are free from harmful chemicals.

Eauzonnet by Oxigiene at Le Chamarel Restaurant

Le Chamarel Restaurant has adopted Eauzonnet, a cleaning solution that uses trioxygenated water as a chemical-free alternative for hygiene and disinfection. This product has significantly reduced the reliance on chemical-based cleaning products within the establishment. As a result, 8 cleaning products have been replaced.

Launch of the EcoTote Container

Through a partnership with Grays Inc. and ecoSPIRITS, Veranda Resorts became the first local hotel group to offer Gecko Bay rum in EcoTote containers, which are refillable and reusable. These eco-friendly containers replace single-use glass bottles, effectively reducing waste generation at the source.

Exclusive Local Sugar Packs with Omnicane

The 'Sugar Trail' was introduced as part of Veranda Resort's rebranding. It is a unique guest experience that allows visitors to explore and savour local sugar. In collaboration with Omnicane, the packaging was designed to minimise plastic usage. However, this effort was limited by cost constraints and the imperative to conserve product quality and freshness. Nonetheless, this collaboration emphasises Veranda Resorts' dedication to source local sustainable produce while enriching guest experience.

Sustainable Landscaping Practices with ESP Landscapers

Through our collaboration with ESP landscapers, RHOL ensures that no chemical phytosanitary products are used in the upkeep of the green spaces at Heritage Resorts and Veranda Resorts. When their use is deemed inevitable, ESP Landscapers may apply them, provided that prior approval is obtained from RHOL. The objective is to ensure the responsible application of such products.

Celebrating Mauritian Flavours at Veranda Resorts

Veranda Resorts takes pride in featuring local Mauritian products, including pickles, chillies, salt, sugar, and rum. Each afternoon, guests can enjoy freshly prepared local snacks and engage with team members to learn more about the origins of these items. During teatime, a selection of traditional Mauritian treats, such as *napolitains* and other delicacies crafted by the beneficiaries of 'Fondation Fami-Unie', are served, providing guests with an authentic experience of Mauritius' rich culinary heritage.

Local Sourcing

Farm-to-fork: Kitchen Garden at Le Château de Bel Ombre

For the past two years, the kitchen garden of the Château de Bel Ombre has focused on cultivating fruits and vegetables through eco-friendly methods, free from chemical inputs. Each week, between 15 and 20 kg of fresh produce are harvested and delivered to the kitchens of Heritage Resorts & Golf's hotels and the Château's restaurant. The garden's soil is naturally enriched with compost made from its own organic waste. To promote soil regeneration, approximately 20% of the area is left fallow and crop rotation follows the natural vegetation cycle.

The garden is divided into two sections: one dedicated to spices and condiments, and the other to fruits and vegetables. In addition to supplying fresh ingredients, the garden serves as a collaborative space where the chefs work with the gardeners to revive traditional recipes and develop new dishes, embracing the farm-to-fork philosophy and adhering to locavore principles.



Golf Management

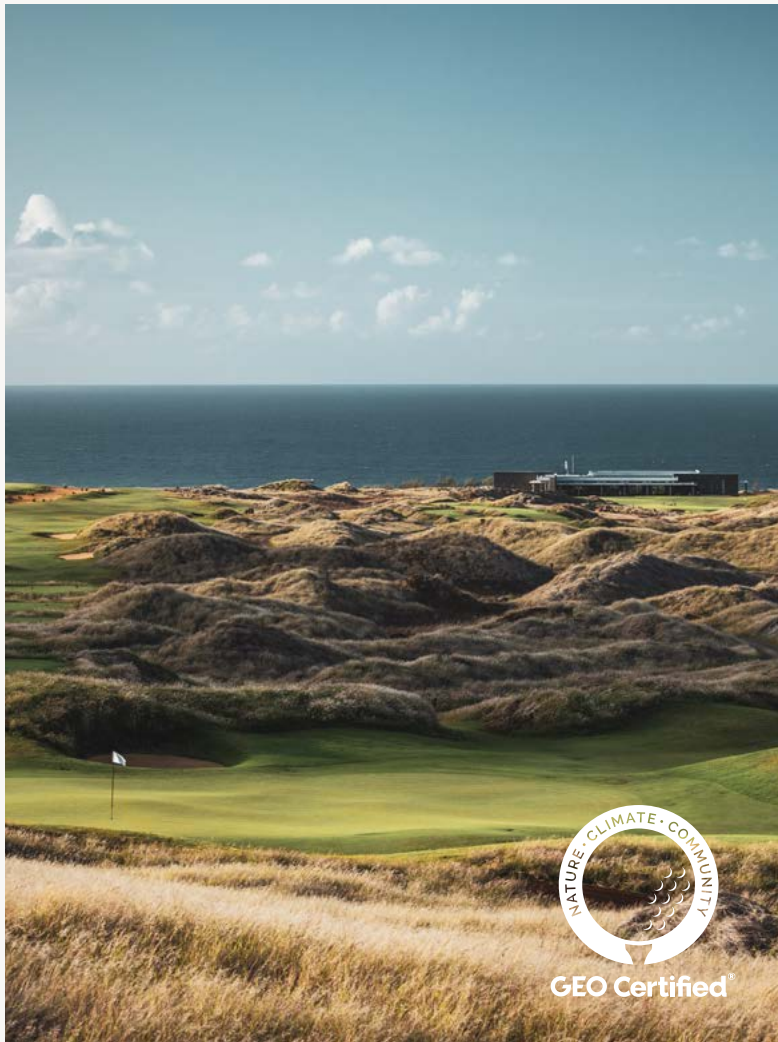
GEO-certified La Réserve Golf Links

La Réserve Golf Links, the second golf course at Heritage Resorts, was officially launched in December 2023. It has become the first golf course in Mauritius to obtain the GEO Certified Development status, underscoring the integration of sustainability principles throughout its design and operational processes. As highlighted in the Sustainability Summary report by the GEO Foundation, *"it is a project embedded in its place, restoring the native landscape, and supporting local communities with skills and jobs."*

The initial challenge of this project was the rehabilitation and regeneration of several hectares of land previously cultivated with sugarcane, situated within a UNESCO Biosphere Reserve. Approximately 104 hectares of former sugarcane monoculture have been transformed into habitats for many species. From its inception, the project was designed to preserve the natural topography, minimising earthworks and facilitating the restoration of native habitats. The overarching goal is to create a diverse range of ecosystems across the site, including forested areas, wetlands, open grasslands, and riparian zones along rivers and streams, thereby enhancing biodiversity and ecological resilience.

Throughout the construction phase, most of the materials were sourced locally, minimising transportation emissions and supporting local businesses. The course layout was designed to capture water runoff for irrigation, with the site's natural topography facilitating gravity-fed water distribution, thereby reducing energy consumption. Additionally, an on-site turf nursery was established, which not only reduced transportation emissions but also optimised acclimatisation time for the turf, as it was grown under the same environmental conditions. This approach contributed to both sustainability and operational efficiency.

The project also emphasised community impact. During the construction phase, priority was given to employing local workers, resulting in the creation of over 100 construction jobs. Training, equipment, and skill development opportunities were provided, allowing workers to gain valuable experience and expertise in the specialised field of golf course construction and maintenance, hence facilitating long-term career growth and capacity building within the local community.



Fostering a culture of sustainability

Cultivating a culture of sustainability is essential to achieve our goals at Rogers Hospitality. By embedding sustainable practices into daily operations and fostering awareness among our team members, we empower them to act as ambassadors of sustainability both within the organisation and in their personal lives.

To support this, we have implemented a formal training and awareness program designed to build capacity and deepen understanding of sustainability across all levels. This includes internal sessions aligned with our strategic objectives and external opportunities that expose team members to best practices. Training topics range from resource efficiency and waste management to biodiversity preservation and guest engagement strategies. These efforts ensure that our teams are equipped with the knowledge and skills needed to contribute effectively to Rogers Hospitality’s sustainability commitments while encouraging them to champion responsible practices in the wider community.

Training Category	Team members trained	No. of hours
Fresque du Climat	75	225
Fresque du Numérique	9	27
Fresque de la Biodiversité	10	30
Fresque du Plastique	10	30
La Biodiversité dans nos assiettes	82	246
Food Waste - Foodwise	30	45
Waste Management – Green Impact	35	35
Now for Tomorrow Training	1182	1485



Guest Engagement

Guest engagement is a key component of RHOL's sustainability strategy. We believe that committed and informed guests can actively contribute to our efforts to drive a positive environmental and social impact. Throughout the year, various initiatives have been implemented to sensitise and encourage them to actively take part in our sustainability journey.

Sustainability Coffee Time at Heritage Resorts

Launched in FY24, Sustainability Coffee Time engages guests at Heritage Le Telfair Golf & Wellness Resort and Heritage Awali Golf & Spa Resort. Held weekly, these informal sessions invite guests to join a member of the sustainability team for discussions on Heritage Resorts' initiatives in Rogers Hospitality's Now for Tomorrow programme. Topics are tailored to guest interests and include broader sustainability topics.

Now for Tomorrow Newsletter

The annual newsletter, *Now for Tomorrow*, offers an overview of key projects, showcasing their environmental and social impact throughout Rogers Hospitality. This publication is available to our guests/customers in all our business units.



Installation of educational signages at Chamarel 7 Coloured Earth

Twenty-seven educational signages were installed at Chamarel 7 Coloured Earth, enhancing guests' understanding of the park's unique biodiversity and geological features. These panels are strategically placed to deliver informative content and enrich the visitor experience.

The Gourmet Corner at Le Chamarel Restaurant & Resorts Boutiques

The Gourmet Corner at Le Chamarel Restaurant, along with Resort boutiques, showcases locally sourced products crafted by artisans. Offerings include Café de Chamarel, artisanal pickles, and other handmade goods. These outlets support the local economy by providing a platform for artisans to sell their creations, fostering sustainable livelihoods while enriching the guest experience with authentic, locally inspired items.

Quality Management

While considerable progress has been made to engage customers in our sustainability efforts, we recognise that there is still room for improvement as reflected in the Customer Satisfaction Index (CSI).

Figures and comments are analysed monthly.

Our Quality Management System (QMS) aims at (i) enforcing a culture of Excellence across the Group; (ii) providing Quality Tools, Reports & Analytics to maintain and/or improve Guest Satisfaction; and (iii) Keeping the hospitality standards & image of each cluster, brand and business unit. Our QMS model rests on strong pillars to aim for Excellence at all levels. Over the years, these pillars have proven to be effective, bringing solid results.

The 5 key pillars:

(1) Service Standard

We have established functional organigrams for each business unit. These are complimented by main & sub-processes, which are linked to Department Procedures Manuals (SOPs), Work Instructions and Checklists.

(2) Guest Feedback

We use Customer Alliance digital platform to track and analyse the Customer Satisfaction Index (CSI) for each business unit. Feedback from both our Internal Guest Survey Questionnaire (GSQ) and On-line Reputation are captured via this digital tool.

For FY24, the Group achieved an Overall CSI of 90.9%.

Sustainability Satisfaction Index: We are particularly mindful of our guests' appreciation of our sustainability commitments.

We gather their feedback in a specific section of the GSQ on four key criteria:

1. Our Sustainable Development initiatives;
2. Guest engagement and participation in our Sustainable initiatives;
3. Information provided on reducing their environmental impact, and;
4. Our effectiveness in encouraging them to support local economies and surrounding communities.

For FY24, we recorded a Sustainability Guest Satisfaction Index of 93.7%.

(3) Internal & External Audits

We consider audits as one of our priority tools to ensure consistency and continuous improvements of our operation & hygiene standards and to sense the authentic Mauritian moments as experienced by our guests.

Our internal audits are conducted by our Quality Team, while external ones are carried out by independent third-parties, including mystery shoppers.

In FY24, more than 460 internal audits, 50 mystery audits and same number of third-party food hygiene audits were carried out across Rogers Hospitality.

In line with our commitment, audits cover Sustainability Practices and Initiatives in all our business units.

(4) Performance Measurements & Metrics

We have established measurements & metrics to analyse performance trends and deviations in our operations and services. Our digital Applications, such as Customer Alliance; iAuditor, Jolt System, contribute to capture and analyse data while promptly generating customised reports.

We celebrate excellence during our annual Rogers Hospitality Excellence Award Ceremony where best performing business units are praised and rewarded.

(5) Continuous Improvement

Performance metrics and comments derived from guest feedback and audits are all subject to corrective and preventive actions. Food Safety/Hygiene/Quality Standard training remains a key component in our continuous improvement process. Innovative and online training are widely used. More than 170 training sessions were delivered by our Quality Team in FY24.

The digitalisation of our QMS is underway.

Customer Data Privacy

RHOL is governed by the Data Privacy Act and the General Data Protection Regulation (GDPR), operating as a Data Controller. We collect personal data in strict compliance with applicable regulations and data protection laws. Our data processing is based on lawful grounds, mainly consent, contractual, legal obligations, and legitimate business interests.

We have implemented robust data retention and erasure policies, ensuring that data is stored only for the period necessary to fulfil the purposes for which it was collected.

All data processing activities are documented in a comprehensive Record of Processing Activities (ROPA), which outlines the organisation's data processing methods. This document serves as an essential tool for demonstrating compliance with data protection laws and regulations, reinforcing accountability. To further ensure compliance, RHOL conducts regular internal and external audits of its data management systems. Team members receive ongoing training and updates on data protection policies to maintain awareness and adherence.

In FY24, **no substantiated complaints were filed** regarding breaches of customer privacy or data losses.

Customer Health and Safety

RHOL ensures customer health and safety through a structured approach that aligns with regulatory requirements and industry standards. Our Health & Safety (H&S) framework addresses potential risks across operations, supported by tailored assessments for specific business units and sites (excluding the QSR cluster). These assessments comply with the Tourism Accommodation S&H Technical Guide of the Association of British Travel Agents (ABTA), covering critical areas such as fire safety, pool safety, water management, and security. Additionally, RHOL adheres to the criteria set by the Tourism Authority, which are consistently evaluated during the Star Rating Evaluation under the Quality, Health, Safety, Security, and Environment (QHSSE) framework.

Incident management processes are structured to ensure effective notification, stakeholder coordination, follow-up actions, tailored to the specific needs to each business cluster and operational unit. In the event of an incident, H&S conducts thorough investigations, resulting in recommendations and necessary process updates. Furthermore, external audits conducted by Destination Management Companies (DMCs) and Tour Operators and third-party H&S experts, where applicable, assess and evaluate properties against established standards.

In FY24, RHOL recorded **no major incidents of non-compliance** related to the health and safety impacts of its services. This structured approach aims to maintain consistent safety standards for all customers.



Data Reporting and Structuring

For RHOL, sustainability reporting is essential to track progress against our goals and reinforce the Group's commitment to responsible practices and transparency. The systems and procedures established for data collection and analysis ensure compliance with current and future regulatory requirements. We actively disclose relevant data to internal and external stakeholders, upholding accountability in our operations and responsible business practices.

In FY24, we focused on enhancing the quality of data we collect and addressing existing gaps. Moreover, we have implemented processes to ensure that all assessments are auditable and verifiable by third party entities.

In FY23, we adopted new technologies to enhance our data collection processes, resulting in the development of a customised, in-house platform. This initiative led to a significant increase in the number of data contributors across the Group, rising from 18 in the previous financial year to **40 in FY24**. Throughout the year, the platform evolved based on user feedback, improving its usability and better aligning with the needs of Rogers Hospitality. As a result, we have advanced our data maturity, reducing errors, improving accuracy and enhancing our ability to assess key performance indicators (KPIs).

40
data contributors
(FY23: 18)



HARMONISING WITH LOCAL COMMUNITIES



Building Stronger Communities Together

Sustainable development and community well-being are interconnected, which is why RHOL focuses on community empowerment through our **Now for Tomorrow** programme. Our commitment to foster inclusive development is centred around poverty alleviation, education, and sports. To drive meaningful change, we collaborate with local NGOs and associations that have a direct impact on communities. We also support initiatives that promote employability and foster entrepreneurship. We further ensure that basic needs are met, with a particular emphasis on food security. Additionally, we actively support arts and culture projects as well as beautification efforts that enhance the local environment.

Inclusive Development

Partnership with FoodWise

Addressing food waste and promoting food security is part of Rogers Hospitality's social and environmental commitments. To strengthen these efforts, the Group has consistently deepened its partnership with FoodWise, a local social enterprise dedicated to this cause. In FY24, RHOL donated MUR 1,795 million to support the organisation's initiatives across Mauritius. Through this partnership, **57,056 kg of food** were saved, equivalent to approximately **57,056 meals**, benefitting **21 NGOs**. The expertise of Foodwise is regularly leveraged by our sustainability officers to raise awareness among our team members. During the year under review, 25 team members from the QSR and Leisure clusters participated in training sessions facilitated by FoodWise.

Over the years, the Group has partnered with FoodWise to implement impactful educational and awareness initiatives, including the MEAL Programme—a six-week, teacher-led course on nutrition and food waste for children aged 12 to 17. We may also highlight the publication of *Recettes5**, a cookbook featuring 30 simple, budget-friendly recipes aimed at reducing food waste. These recipes, crafted by renowned chef Patrick Vitry and his team to promote sustainable cooking practices and are designed to be accessible to all.



Empowering women through Fam-Unie Foundation

Founded in 2022, the Fam-Unie Foundation is dedicated to empowering women and fostering community development. Based in Cité La Cure, the NGO offers a range of training workshops, including sewing and baking, enabling participants to generate an income.

Rogers Hospitality has supported this foundation by purchasing products made by beneficiaries of the Fam-Unie Foundation, including napolitaines, cheese sticks, and Christmas decorations. In FY24, the Group spent MUR 1,463,989 on these products. Additionally, Veranda Resorts contributed MUR 214,600 to equip the foundation's kitchen with a professional oven.

Furthermore, the women involved in the foundation benefitted from the expertise of In Situ to enhance the quality of their Christmas decorations. This collaboration, made possible through the L'Atelier des Artisans initiative, ensured that their products met the required standards for display in the Group's resorts.

L'Atelier des Artisans

In the year under review, Rogers Hospitality launched L'Atelier des Artisans, an initiative designed to encourage local craftsmanship and empower local talents. Twelve local craftsmen were selected for their creativity and dedication to participate in this project. Supported by the expertise of In Situ Visual Merchandising, Rogers Hospitality offered these craftsmen valuable guidance and support, enabling them to refine their skills and create distinctive, functional pieces. These items are showcased in our boutiques, offering artisans' a platform to reach a broader audience while providing them with a sustainable source of income.



Vibrant Communities

Ensam Kont Plastik campaign

Launched by Veranda Resorts in July 2022, Ensam Kont Plastik is an initiative aimed at raising awareness about plastic pollution and encourage recycling within local communities. This initiative involves the collection of plastic bottles and waste are collected from households alongside clean-up activities in collaboration with community members. These efforts not only reduce waste but also educate participants about nearby plastic recycling points.

In FY24, two clean-up campaigns were conducted in Grand Baie and Grand Gaube, engaging 50 participants, including team members and community members. Together, they successfully collected 33 kg of plastic waste and 88 kg of general waste.

Sponsoring the École de Boxe de Bel Ombre

As part of its commitment to fostering vibrant communities, Heritage Resorts & Golf has supported École de Boxe de Bel Ombre, founded by a team member from Heritage Le Telfair. A seasoned savate boxer and multiple-time champion of Mauritius, he established the school in 2014 to provide boxing training to the youth of Bel Ombre, aiming to address social challenges while offering a safe and healthy extracurricular activity.

In FY24, Heritage Le Telfair sponsored the purchase of boxing equipment, including gloves and skipping ropes, worth MUR 90,000. The resort also grants children access to its sports and leisure facilities every Wednesday for training sessions led by their coach. Guests are encouraged to attend these sessions, and those interested in trying the sport can participate in an introductory boxing class with the coach. To further promote the sport within the community, Heritage Resorts & Golf hosted a Boxing Tournament at La Place du Moulin, in Bel Ombre.

Veranda Paul & Virginie partners with Abaim

Veranda Paul & Virginie has established a long-term partnership with Abaim, providing both financial and non-financial support to the NGO. During the review period, five team members volunteered regularly on Saturdays, supporting the staff in preparing lunch for the beneficiaries and assisting with music lessons. These activities are part of the Saturday

Care Programme, which has been running since 1995. In total, our team members dedicated **357 hours** during the financial year.

In addition to volunteer hours, our non-financial support included providing day passes to the hotel and extending invitations for Abaim beneficiaries to perform at special events. These initiatives allowed guests to engage with local music and traditional games in a meaningful way. During the reporting period, three events were organised to celebrate and showcase Mauritius' rich cultural heritage. Veranda Paul & Virginie also supported Abaim's initiatives through financial sponsorships.

La Boutique Solidaire

Initiated by Heritage Resorts & Golf, La Boutique Solidaire is a pop-up shop created to promote circular economy principles. Team members were encouraged to bring unused clothes or other items in good condition, which were then sold to other team members at affordable prices. Belongings left behind by guests, along with unused hotel items, were also put up for sale. Two editions were held in December 2023 and April 2024 at La Place du Moulin, Bel Ombre and around 74 team members participated in this initiative.

The proceeds from the first edition were used to fund Christmas lunch and gifts for 20 children of the Southern Handicapped Association School.

Promoting Arts & Culture

Sponsoring team member's music video

Veranda Tamarin financially supported a team member from the maintenance department in the production of a music video for a song he composed. The hotel sponsored the production with MUR 33,000 and allowed the shooting to take place on its premises. This sponsorship reflects the Group's commitment to nurturing talents within its team, while also contributing to the local arts and culture scene.

Live painting at Chamarel 7 Coloured Earth

Chamarel 7 Coloured Earth hosted a live painting session by GaillArts group in May 2024. 22 artists took part in this event.

Community Engagement Initiatives

In addition to ongoing collaborations with NGOs and community-based organisations, the RHOL's business units actively engaged with local communities throughout the year, offering both financial support and in-kind donations.

Christmas celebrations

During the festive season, several initiatives were organised for underprivileged communities. A food sponsorship supported a children's party in Grand Baie, while 30 children in Grand Gaube enjoyed a special celebration along with donations of school supplies. Additionally, 35 children from Caritas Pointe aux Piments received gifts as part of the holiday festivities. Domino's and Mokaz also partnered to provide a Christmas lunch to 75 beneficiaries of L'Atelier Zanfan Père Laval from Caritas in Sainte Croix.

Slice of Happiness

As part of its CSR strategy, A Slice of Happiness project, Domino's Pizza Port Louis outlet organised a pizza-making workshop for 30 children from SOS Poverty during school holidays.

Sports and Culture

In Grand Gaube, the Regatta tradition, a longstanding sailing event, was sponsored by Veranda Paul & Virginie, who provided prizes worth MUR 10,000 for the first and second place. This sponsorship reflects the hotel's commitment to preserving the island's invaluable cultural heritage.

A Pétanque tournament was organised by Veranda Paul & Virginie for the villagers of Grand Gaube, Melville and Roche Terre to foster community spirit and friendly competition.

For Independence Day, Veranda Paul & Virginie hosted 25 children from Grand Gaube Village for a special celebration.

Community Contributions/Donations

In collaboration with the Lions Club of Moka, Domino's donated food to Link 2 Life on International Childhood Cancer Day, benefitting 50 children.

Veranda Grand Baie donated 12 wall fans worth MUR 25,200 to the Grand Baie Government School to improve classroom comfort and learning environment for students.

Across Veranda Resorts, 55 kg of clothes were collected throughout the year in support of The Good Shop.

Veranda Resorts made other financial donations totalling MUR 64,500 to SOS Children's Village to support its activities and projects.

In collaboration with Foodwise, a lunch donation was provided to three special-needs schools under the Children Foundation in Vacoas, alongside the implementation of a volunteering programme with the Human Resources department and managers of Ocean Basket.

Heritage Golf & Resorts donated MUR 80,000 to St Francois Xavier RCA School, which covered the costs of the furniture, tiles and paintworks for an IT room, benefitting 336 students.

To mark International Women's Day, Veranda Resorts offered 90 entrance tickets to World of Seashells to the beneficiaries of the Association Femmes de Bel Ombre. This allowed them to discover Africa's largest seashells collection, featuring over 8,000 specimens.

Impact in Figures

24

Number of NGOs and/
or community-based
organisations supported
(FY23: 6)

32

Number of poverty alleviation,
arts & culture, sports, creativity,
neighborhood aesthetics &
safety projects supported
(FY23: 12)

1,570

Total number of community
members supported (end
beneficiaries)
(FY23: 437)

MUR **1,967,439**

Total amount spent (for
support given in cash)
(FY23: MUR 369,000)

MUR **637,860**

Total equivalent value of
in-kind donations
(FY23: MUR 1,281,182)



PEOPLE AT
HEART

A Commitment to our People

At Rogers Hospitality, our team members are at the heart of everything we do. We recognize that their well-being, growth, and satisfaction are essential to fostering a thriving workplace culture and achieving our collective goals. By providing supportive working conditions, opportunities for personal and professional development, and a strong sense of belonging, we aim to empower each team member to contribute meaningfully while feeling valued and respected. This commitment reflects our aspiration to be an employer of choice and a steward of positive change within our community.

Our Workforce at a Glance

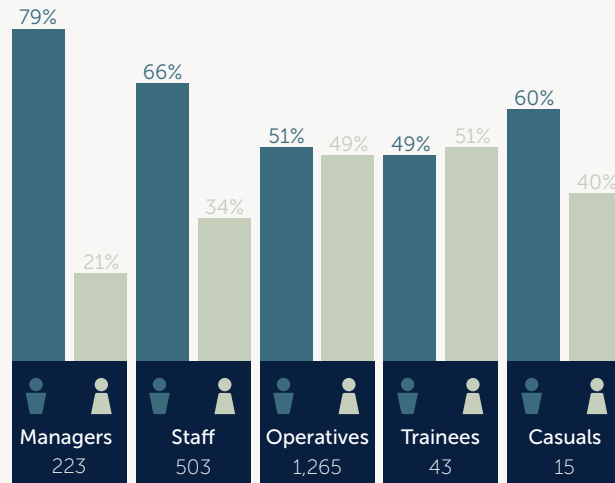
Total headcount

2,049
Team members

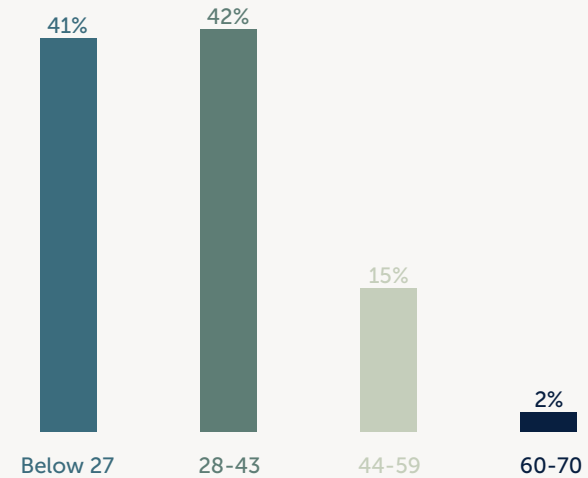
Headcount gender distribution

Male **58%** Female **42%**

Gender distribution per category



Team members age distribution



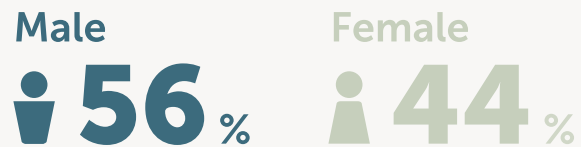
Talent Acquisition and Retention

Amidst the challenges of attracting and retaining talent in the hospitality industry, Rogers Hospitality adopts a forward-thinking approach to employee engagement and satisfaction. A key initiative in FY23 was the launch of the People Experience (PeX) Journey, developed through extensive consultations, focus groups, and workshops across the Group. This initiative reflects our commitment to enhancing team members' experience, aligning with our brand essence, 'Live Moments Worth Sharing', and our core pillars of Togetherness, Creativity, and Excellence.

The PeX Journey offers benefits designed to meet the evolving needs of our workforce. Enhanced leave policies, including extended maternity and paternity leave, additional vacation leave for long-serving team members, and birthday leave, reflect our focus on work-life balance. Newly implemented incentives, such as the revised referral scheme and discounts at partner outlets, add value to the employee experience. Additionally, the PeX Maument, a monthly initiative celebrating achievements, fosters a culture of recognition and engagement.

This journey is not static but a dynamic program, continuously evolving through feedback from our team members. It underscores RHOL's dedication to creating an environment where talent thrives, challenges are embraced, and successes are celebrated as we collectively build a vibrant future.

No. of new hires gender distribution



Average employee retention/attrition rates (FY23-24)



FlexJob Programme

The FlexJob Programme at Rogers Hospitality supports team members seeking a better work-life balance by offering part-time roles with flexible hours. Participants in this programme benefit from various perks, including fortnightly paychecks, access to training opportunities, and complimentary meals during working hours.

Les Métiers de l'Hôtellerie campagne

At RHOL, we recognise that addressing the talent shortage requires a proactive and comprehensive strategy at national level. In May 2024, the Group partnered with key players in the hospitality sector to launch the "Les métiers de l'hôtellerie" campaign. This initiative aims to change the perception of hospitality careers, particularly among young people, by highlighting the value and opportunities these professions offer.

The campaign seeks to challenge outdated views of the industry, which were further amplified by the impact of the Covid-19 pandemic. By sharing authentic stories from industry employees, the initiative aspires to inspire and attract new talent. Leveraging both social and traditional media, the campaign includes targeted advertising and press engagements to communicate its message to a wide audience.

Engagement Survey

Rogers Hospitality conducts an annual engagement survey to assess team members' satisfaction and gain insights into their experiences within the organisation. This survey serves as a vital tool for understanding their needs and identifying areas for improvement. The feedback collected helps shape actionable initiatives aimed at fostering a positive work environment and enhancing overall team member engagement, ensuring their voices are heard and valued.

Engagement Score



People Development

At RHOL, we recognise that training and development are essential for driving growth, enhancing employee engagement, and ensuring organisational sustainability. By consistently investing in learning opportunities, we empower our workforce to adapt to evolving industry trends, while helping each team member to reach their full potential. This commitment cultivates a culture of empowerment and belonging, which, in turn, strengthens employee retention and loyalty.

	FY23	FY24
Total No. Man Days Trained	6453	5865
Team members Trained	5342	4385
Managers Trained	741	558
Number of trainings conducted	194	328

Adult Literacy Programme: 15 Volunteer Team Members Become Certified Trainers

Many adults face challenges in their daily lives due to lack of basic literacy skills. In 2019, RHOL identified this issue when several team members were unable to complete training feedback forms. A survey conducted to assess the situation revealed that approximately 70 team members lacked essential these skills.

In response, RHOL launched the Adult Literacy Programme, spearheaded by Martine Agathe, RHOL's Head of People Development. In FY24, 15 team members benefited from this initiative. Since its inception, the programme has supported a total of 40 team members in acquiring essential literacy skills.

To amplify the programme's impact, Martine Agathe completed Caritas' Train the Trainer programme, enabling her to train volunteer team members to deliver the literacy curriculum. In FY24, 13 team members completed this



training and became certified educators, fully prepared to lead groups and teach the fundamentals of reading and writing. This initiative aims to provide literacy skills to all RHOL team members across all business units, with plans to extend the programme to the Bel Ombre community in the near future.

Diversity and Inclusion

As an equal opportunity employer, RHOL has adopted an Equal Opportunities Policy. This policy governs all aspects of our employment practices, including recruitment, selection, employment, promotion, learning and development, and termination or dismissal.

Through this policy, RHOL is committed to addressing inequalities and ensuring fair treatment for all team members. The company guarantees that no

employee or potential employee will be discriminated against or harassed on grounds of the following protected characteristics: age, race, gender, sexual orientation, impairment, religion and political opinion. RHOL is also committed to periodically reviewing its criteria, requirements, conditions, provisions and procedures to ensure everyone is treated fairly based on their performance, merits and abilities.

The policy encourages team members to report any incidents of discrimination against individuals or groups to their immediate superior or the General/Hotel Manager or Head of Human Resources of the respective entity. All complaints and grievances will be promptly investigated, and any breaches will be treated as disciplinary matters, potentially leading to formal proceedings. In FY24, no incidents of discrimination were reported.



Employee Wellbeing & Health and Safety

As an employer of choice, RHOL's goal is to provide a supportive environment that promotes personal growth, enhances overall physical and mental wellbeing and ensures a healthy work-life balance. In FY24, we organised awareness campaigns and screening initiatives focusing on two significant health issues in Mauritius: breast cancer, diabetes and endometriosis. Moreover, RHOL offers free on-site medical consultations with a company doctor.

Diabetes awareness and screening 'Mo la santé ena valer'

RHOL is committed to combating diabetes, a significant health issue in Mauritius, where the prevalence of this non-communicable disease is among the highest globally. In FY24, in collaboration with the Mauritius Diabetes Association, Veranda Resorts organised several sensitisation and screening activities at Veranda Paul et Virginie, Veranda Grand Baie, Veranda Pointe aux Biches and Veranda Palmar Beach. As part of this initiative, around 200 team members underwent screening tests and were sensitised on the risks of this disease, and the importance of making healthier choices. Moving forward, we plan to extend this initiative to other Veranda Resorts properties.

	FY22-23	FY23-24
Accidents with injury leaves	188	96
Near Misses	1	1
Reported accident without injury leaves	40	166
Total number of injury leaves reported (days)	2109	938



Malpractice Reporting Policy

Rogers Hospitality Operations Ltd upholds high standards of ethical conduct, encouraging team members to report any concerns related to questionable practices or potential wrongdoings. To support this, RHOL has implemented a Malpractice Reporting Policy, which provides a clear process for reporting concerns while protecting whistleblowers from retaliation, including suspension or harassment.

Team members are encouraged to raise concerns on those matters with their direct manager or, if necessary, with the Chief People Officer who will further escalate the matter to the Rogers Group CEO for approval before any investigation is initiated, which includes internal reviews, independent external audits or external bodies. Following an investigation, RHOL will communicate the outcomes and corrective actions will be taken. Team members dissatisfied with the outcome, or whistleblowers who feel their concerns were not adequately addressed, may escalate the issue to the Chief Human Resources Executive at Rogers Group.

This policy applies to all RHOL team members, including full-time, part-time, temporary staff, and those in subsidiary and joint venture companies in Mauritius and abroad. It will be periodically reviewed to align with best practices and legal requirements.

In FY24, **no incidents of malpractices** have been reported.





COMMITMENT

Sustaining our Momentum

Sustainability is an ongoing journey. It is a continuous process of learning, adapting, and evolving to address environmental and social challenges while considering economic imperatives and operational constraints. Since we embarked on this journey, we have learned the importance of agility, which is the ability to question our approach to refine our strategies to make a meaningful impact on both people and the planet.

In FY24, we progressed further down this path. Several key projects have taken shape and are set to be implemented in the months ahead, such as the Heritage Marine Education Centre and the photovoltaic farms in Bel Ombre and Case Noyale.

To enhance our efforts, we focused on strengthening our monitoring and evaluation processes. The adoption of Traace was an important step in this direction. It will allow us to further reduce data gaps, thereby improving our overall data maturity.

We also completed our first materiality assessment, the findings of which are detailed in this report. Thanks to this critical exercise, we have aligned our priorities with the issues that matter most to our stakeholders. This initiative contributes to greater transparency through more comprehensive disclosures on material ESG topics and fosters deeper collaboration with like-minded stakeholders, including suppliers, to amplify impact across our value chain.

Sustainability is now strongly embedded into our organisational culture, as reflected in our team members' eagerness to embrace new operational procedures and participate in initiatives, such as cleanup campaigns and La Boutique Solidaire. We have also strengthened our collaboration with civil society, particularly through partnerships with NGOs like FoodWise and Fam-Unie Foundation.

I am deeply grateful to all our team members across our business units and clusters for their dedication to making RHOL a more sustainable organisation. My sincere thanks go to the sustainability team for their hard work and creative solutions throughout the year.

Alexandre Piat

Head of Sustainability



GRI Content Index

Statement of use Rogers Hospitality Operations Ltd has reported the information cited in this GRI content index for the period July 2023 to June 2024 With Reference to the GRI Standards.

GRI 1 used GRI 1: Foundation 2021

GRI STANDARD	DISCLOSURE	LOCATION	
GRI 2: General Disclosures 2021	2-1 Organizational details	Rogers Hospitality Operations Limited Headquarters: Village Labourdonnais, Mapou, 31803, Mauritius SR p.10	
	2-2 Entities included in the organization's sustainability reporting	SR p.4, SR p.12	
	2-3 Reporting period, frequency and contact point	SR p.4	
	2-4 Restatements of information	None	
	2-5 External assurance	No external assurance sought	
	2-6 Activities, value chain and other business relationships	SR p.10	
	2-7 Employees	p.58-59	
	2-8 Workers who are not employees	-	
	2-9 Governance structure and composition	SR p.19	
	2-10 Nomination and selection of the highest governance body	Rogers IR 2024 p.24	
	2-11 Chair of the highest governance body	Rogers IR 2024 p.25	
	2-12 Role of the highest governance body in overseeing the management of impacts	Rogers IR 2024 p.26	
	2-13 Delegation of responsibility for managing impacts	Rogers IR 2024 p.20 - 26	
	2-14 Role of the highest governance body in sustainability reporting	SR p.19	
	2-15 Conflicts of interest	RH CoC p.2	
	2-18 Evaluation of the performance of the highest governance body	Rogers IR 2024 p.40	
	2-22 Statement on sustainable development strategy	SR p.14-18	
	2-23 Policy commitments	SR p.16-18	
	2-24 Embedding policy commitments	SR p.19 - 21	
	2-28 Membership associations	SR p.15	
	GRI 3: Material Topics 2021	3-1 Process to determine material topics	SR p.21-22
		3-2 List of material topics	SR p.23-34
		3-3 Management of material topics	SR p.25







GRI STANDARD	DISCLOSURE	LOCATION
GRI 101: Biodiversity 2024	101-1 Policies to halt and reverse biodiversity loss	SR p.20, SR p.30
	101-2 Management of biodiversity impacts	SR p.27-30
	101-5 Locations with biodiversity impacts	SR p.28
GRI 304: Biodiversity 2016	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	SR p.30
	304-3 Habitats protected or restored	p.30
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Rogers IR 2024 p. 113 - 114
	201-2 Financial implications and other risks and opportunities due to climate change	Rogers IR 2024 p.64
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	RH CoC p.1-2
GRI 302: Energy 2016	302-1 Energy consumption within the organization	SR p.36
	302-3 Energy intensity	SR p.34
	302-4 Reduction of energy consumption	SR p.35
	GRI 303: Water and Effluents 2018	303-2 Management of water discharge-related impacts
	303-3 Water withdrawal	SR p.45
	303-4 Water discharge	SR p.45
	303-5 Water consumption	SR p.45
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	SR p.32,33
	305-2 Energy indirect (Scope 2) GHG emissions	SR p.32,33
	305-3 Other indirect (Scope 3) GHG emissions	SR p.32,33
	305-4 GHG emissions intensity	SR p.34
	305-5 Reduction of GHG emissions	SR p.35
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	SR p.38
	306-2 Management of significant waste-related impacts	SR p.38
	306-3 Waste generated	SR p.38
	306-4 Waste diverted from disposal	SR p.38
	306-5 Waste directed to disposal	SR p.38
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	SR p.44
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	SR p.58,59
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	SR p.59
	401-3 Parental leave	SR p.59 As part of the People Experience (PeX) Journey, maternity leave is extended by one week, and paternity leave by five days.





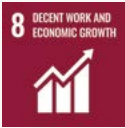
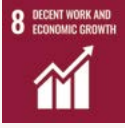
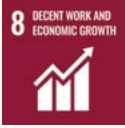
GRI STANDARD	DISCLOSURE	LOCATION
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	SR p.62
	403-5 Worker training on occupational health and safety	SR p.62
	403-6 Promotion of worker health	SR p.62
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	SR p.62
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	SR p.60
	404-2 Programs for upgrading employee skills and transition assistance programs	SR p.60
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	SR p.61
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	SR p.61
GRI 411: Rights of Indigenous Peoples 2016	411-1 Incidents of violations involving rights of indigenous peoples	Not applicable
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	p.52-56
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	p.49
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	SR p.50

Rogers Group Integrated Report 2024 can be accessed online via the following link: https://rogers.mu/sites/default/files/rogers_group_-_integrated_annual_report_2024.pdf

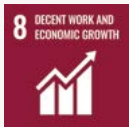




Rogers Hospitality's Code of Conduct (CoC) can be accessed online via the following link: <https://rogershospitality.com/wp-content/uploads/2025/01/Code-of-Conduct-2024.pdf>

SDG Mapping

Material Topics	GRI Mapping	SDG goals	SDG Targets	Description	Page number
ENVIRONMENT					
Energy	GRI 302: Energy 2016		7.2	By 2030, increase substantially the share of renewable energy in the global energy mix.	34-36
			7.3	By 2030, double the global rate of improvement in energy efficiency	34-36
Greenhouse Gas Emissions (GHG)	GRI 305: Emissions 2016		12.4	By 2020, achieve the environmentally sound management of chemicals and all wastes throughout their life cycle, in accordance with agreed international frameworks, and significantly reduce their release to air, water and soil in order to minimize their adverse impacts on human health and the environment	32-34
				13.1	Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries
Water stewardship	GRI 303: Water and Effluents 2018		6.3	By 2030, improve water quality by reducing pollution, eliminating dumping and minimizing release of hazardous chemicals and materials, halving the proportion of untreated wastewater and substantially increasing recycling and safe reuse globally	41-42
			6.4	By 2030, substantially increase water-use efficiency across all sectors and ensure sustainable withdrawals and supply of freshwater to address water scarcity and substantially reduce the number of people suffering from water scarcity	41-42
Biodiversity	GRI 101: Biodiversity		14.1	By 2025, prevent and significantly reduce marine pollution of all kinds, in particular from land-based activities, including marine debris and nutrient pollution	27-28
				15.1	By 2020, ensure the conservation, restoration and sustainable use of terrestrial and inland freshwater ecosystems and their services, in particular forests, wetlands, mountains and drylands, in line with obligations under international agreements

Material Topics	GRI Mapping	SDG goals	SDG Targets	Description	Page number
Waste Management	GRI 306: Waste 2020		12.2	By 2030, achieve the sustainable management and efficient use of natural resources	38
Circularity	GRI 306-2: Waste 2020		12.5	By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse	37
			12.4	By 2020, achieve the environmentally sound management of chemicals and all wastes throughout their life cycle, in accordance with agreed international frameworks, and significantly reduce their release to air, water and soil to minimize their adverse impacts on human health and the environment	37
Elimination of problematic plastics	GRI 301: Materials 2016		8.4	Improve progressively, through 2030, global resource efficiency in consumption and production and endeavour to decouple economic growth from environmental degradation, in accordance with the 10-Year Framework of Programmes on Sustainable Consumption and Production, with developed countries taking the lead	39-40
PROCUREMENT					
Responsible procurement	GRI 204: Procurement Practices 2016		12.6	Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle	43-45
				8.3	Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalization and growth of micro-, small- and medium-sized enterprises, including through access to financial services
LABOUR & SOCIAL PRACTICES					
Workforce management	GRI 401 Employment 2016		8.5	By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value	57-59
Employment	GRI 402 Labour and Management Relations 2016		8.8	Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment	57-59

Material Topics	GRI Mapping	SDG goals	SDG Targets	Description	Page number
Working conditions	GRI 403 Occupational Health and Safety 2018		8.8	Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment	62
Training and education	GRI 404 Training and Education		4.7	By 2030, ensure that all learners acquire the knowledge and skills needed to promote sustainable development, including, among others, through education for sustainable development and sustainable lifestyles, human rights, gender equality, promotion of a culture of peace and non-violence, global citizenship and appreciation of cultural diversity and of culture's contribution to sustainable development	47 & 60
Diversity and Inclusion	GRI 405 Diversity and Equal Opportunity 2016		8.5	By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value	61
Non-discrimination	GRI 406 Non-discrimination 2016		5.1	End all forms of discrimination against all women and girls everywhere	63
Child labour	GRI 408: Child Labor 2016		8.7	Take immediate and effective measures to eradicate forced labour, end modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labour, including recruitment and use of child soldiers, and by 2025 end child labour in all its forms	63
Forced or compulsory labour	GRI 409 Forced or Compulsory Labor 2016		8.7	Take immediate and effective measures to eradicate forced labour, end modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labour, including recruitment and use of child soldiers, and by 2025 end child labour in all its forms	63
Community partnerships and support	GRI 413 Local Communities 2016		8.9	By 2030, devise and implement policies to promote sustainable tourism that creates jobs and promotes local culture and products	52-56

Material Topics	GRI Mapping	SDG goals	SDG Targets	Description	Page number
GOVERNANCE					
Economic performance	GRI 201 Economic Performance 2016		8.1	Sustain per capita economic growth in accordance with national circumstances and, in particular, at least 7 per cent gross domestic product growth per annum in the least developed countries	113-114 (Rogers Group IR 2024)
Indirect economic impacts	GRI 203 Indirect Economic Impacts 2016		9.1	Develop quality, reliable, sustainable and resilient infrastructure, including regional and transborder infrastructure, to support economic development and human well-being, with a focus on affordable and equitable access for all	52-56
Anti-corruption	GRI 205 Anti-corruption 2016		16.5	Substantially reduce corruption and bribery in all their forms	1-2 (RH CoC)
Anti-competitive behaviour	GRI 206 Anti-competitive Behavior 2016		15.3	Promote the rule of law at the national and international levels and ensure equal access to justice for all	-
Customer safety, wellbeing and satisfaction	GRI 416 Customer Health and Safety 2016		16.3	Promote the rule of law at the national and international levels and ensure equal access to justice for all	50
Marketing and labelling	GRI 417: Marketing and Labeling 2016		12.8	By 2030, ensure that people everywhere have the relevant information and awareness for sustainable development and lifestyles in harmony with nature	48
Customer data privacy	GRI 418 Customer Privacy 2016		16.3	Promote the rule of law at the national and international levels and ensure equal access to justice for all	50

Sources:

United Nations SDGs: <https://sdgs.un.org/goals>

Linking the SDGs and GRI Standards: <https://www.globalreporting.org/media/lbvxnb15/mapping-sdgs-gri-update-march.pdf>

SUSTAINABILITY REPORT 2024



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If you have any feedback or queries regarding this report,
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