



III.
Sustaining
Responsible Operations



Sustaining Responsible

Operations

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

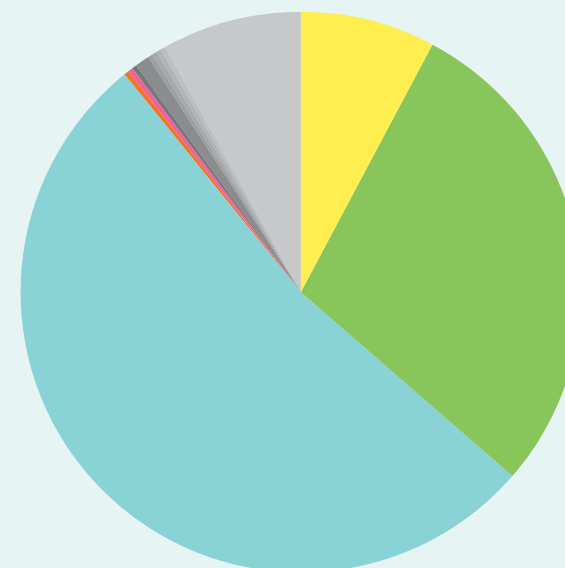
As at June 2022, **the total waste diversion ratio amounted to 47%**. It implies that 47% of all the waste which has been generated by our operations has been recycled, composted, upcycled or reused.

How is the waste management program set up?

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

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

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



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

Waste



Key facts achieved on

waste elimination



100%

hotels with Waste management program



47%

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



20,000 Kg

is given monthly to pig farmers.



14

categories of wastes are recycled



Elimination

of superfluous packaging of

dry goods

Waste

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



Reducing, Reusing, Recycling ...

Eliminating!

15

out of 25 guest-facing plastic products have been substituted

Over

509,000

plastic containers avoided, thanks to reusable and recyclable containers

Use of

30 Tons

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



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

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

Looking forward, our main objectives are to:

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



Responsible Procurement *Practices*

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

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

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

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

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



75%
of our main suppliers have acknowledged and comply to our Responsible Procurement Policy and Guidelines.



Case Study:

Local Food Sourcing

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

The deployment framework included:

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

Figure 1 Local - Mauritius Imported - Indian Ocean



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



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

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

*Alexandre Piat,
Head of Sustainable
Development*



Case Study: The Pledge™ on

Food Waste

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

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

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

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

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

The Pledge™



ABOUT THE PLEDGE™



The Pledge™ Certification

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

2
certified
restaurants

Impact using the Food Intel Tech (FIT) software

Impacts measured during implementation:



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



Reducing our *carbon footprint*

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

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

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

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

Scope percentage breakdown

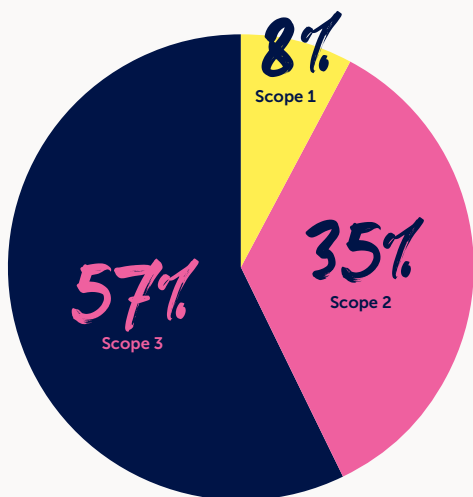


Figure 1: Piechart representing each scope as a percentage of the total carbon footprint



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



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

Next Step: Formalizing our GHG Emissions reduction initiatives.

Going Forward, Rogers Hospitality seeks to:

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

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

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



Energy transition

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

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

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

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

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

Key facts of what Rogers Hospitality does about GHG reduction

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

Water Management

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

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

Table 3 - Water usage in 2022

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

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

Water Consumption in m³

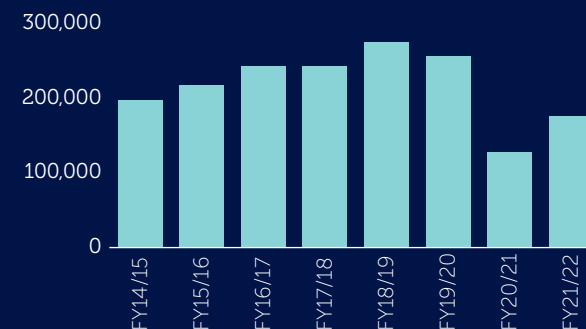


Figure 1: Barchart showing the water consumption in m³ from financial year 14/15 to 21/22

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

Water Consumption intensity ratio, m³/Guest Night

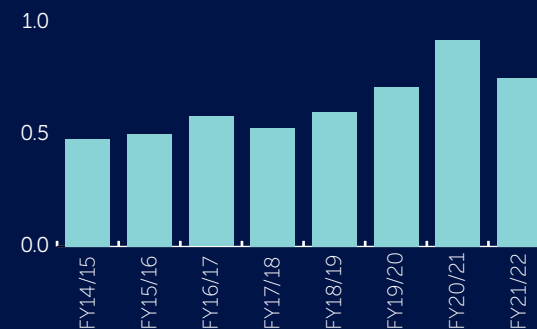


Fig 2 Barchart showing water consumption intensity ratio from FY14/15 to FY21/22



Sustainable Guest *Experiences*

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

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

Their Food

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

Their Accommodation

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

The local activities engaged in

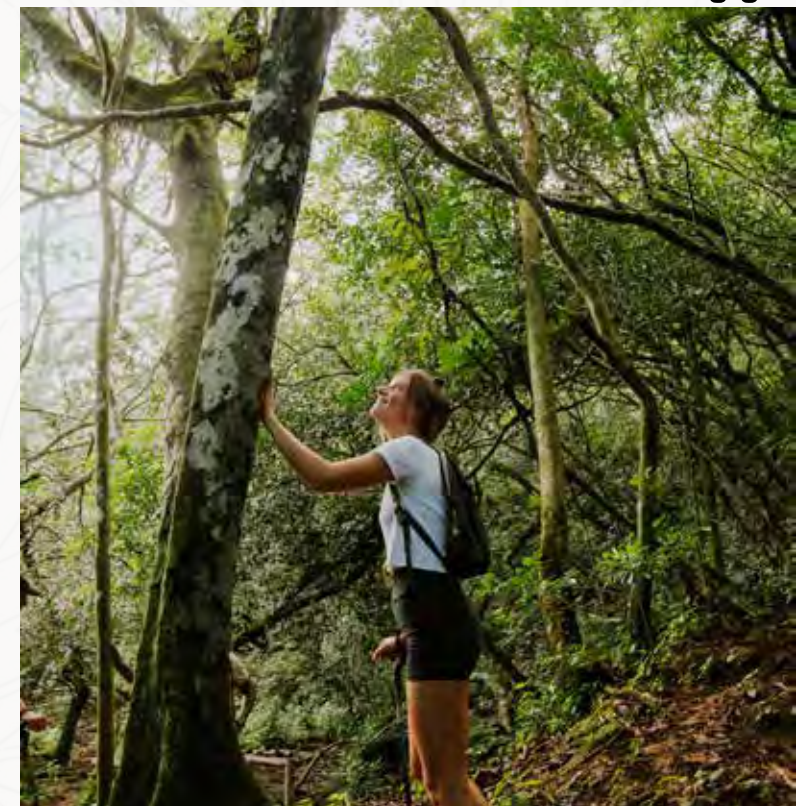
The Explorer Program of Veranda Tamarin encourages guest to discover the West of Mauritius by cycling, and to taste the local art of living through immersive interactive experiences.

Motor-Free nautical activities

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

Local shopping

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



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

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



Case Study: Carbon Neutral Stay at Heritage Resorts

A first in Mauritius!

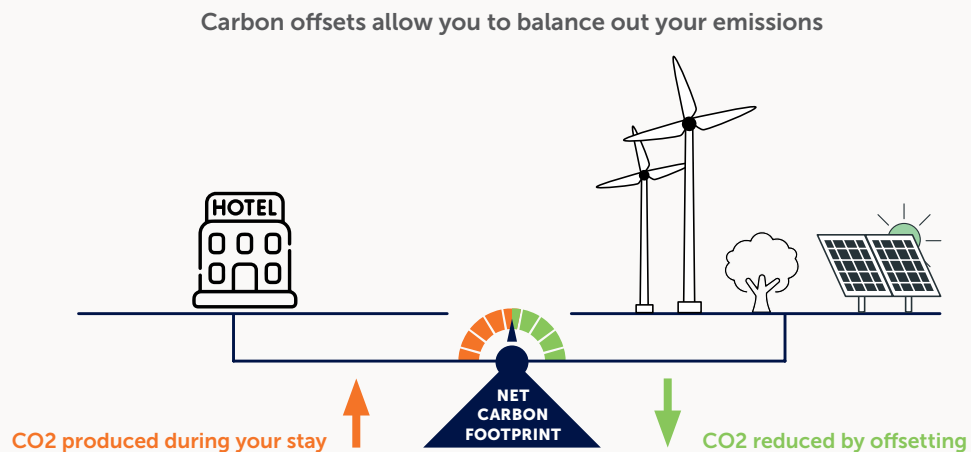
With our expanding presence and activities, we have a growing responsibility to operate sustainably across land and water. According to the Sustainable Hospitality Alliance's analysis of development projections for the industry, hotels will need to reduce their carbon emissions by 66% per room by 2030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

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

Carbon-Neutral Stay: What does it mean?

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

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



The carbon footprint
calculated was

10,239 tCO₂e

Amount of carbon offset
in 2021 – 2022: is

10,239

carbon
credits

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

55,700

solar
panels