

now *for tomorrow*

**Sustainability
report
2024/25**



Table of contents

| | | | |
|---|-----------|--|-----------|
| 00 Introduction | 3 | Chapter 03 Responsible Operations | 31 |
| 1. About this report | 4 | 1. Energy Management | 32 |
| 2. Key aspects of the report | 5 | 2. Carbon Accounting | 35 |
| 3. ER Hospitality: who are we? | 4 | 3. Water management | 38 |
| 4. Message from our Chief Executive Officer, Thierry Montocchio | 7 | 4. Waste management | 41 |
| 5. Message from our Chief Sustainability Officer, Corinne Stoutenbe | 8 | 5. Unnecessary and Problematic Plastics | 45 |
| 6. Our operating environment | 9 | 6. Responsible sourcing | 46 |
| 7. ER Hospitality commits | 10 | | |
| Chapter 01 Our strategy | 11 | Chapter 04 Support for local communities | 49 |
| 1. Now for Tomorrow programme | 12 | 1. Our partnership with FoodWise | 50 |
| 2. The CAP26 strategy | 14 | 2. The Club Terre | 51 |
| 3. Sustainable governance within ER Hospitality | 20 | 3. The Club Solidaire | 52 |
| 4. How our actions are funded | 22 | | |
| 5. Materiality assessment | 23 | Chapter 05 Our Team Members at heart | 53 |
| Chapter 02 Biodiversity | 25 | 1. Team members wellbeing at the heart of our vision | 54 |
| 1. Heritage Marine Education Centre | 26 | 2. Training and development | 55 |
| 2. Our conservation projects | 29 | 3. Team Members Health and Wellbeing | 56 |
| | | 4. Ethical conduct and professional integrity | 57 |
| | | Annexes | 58 |
| | | 5. GRI Correspondence Index | |
| | | 6. The UN's Sustainable Development Goals (SDGs) | |

About this report

ER Hospitality Property Limited (“the Company”) is a public company limited by shares incorporated in Mauritius. It is a subsidiary of ER Group and forms part of the Group’s Hospitality & Travel division. The Company, its subsidiaries and its business units are hereafter referred to as “ER Hospitality” or the “Group”.

Since its establishment, the Company has pursued a balanced approach to long-term value creation, integrating economic performance with environmental responsibility, positive social impact, and a commitment to diversity and inclusion. This report is the fourth published since the launch of the Now for Tomorrow programme in October 2021. It aims to provide all stakeholders with relevant and meaningful information on the Company’s sustainability initiatives, covering both climate and social actions conducted between 1 July 2024 and 30 June 2025.

The information contained herein provides a comprehensive overview of the results and impacts of these initiatives.

Scope of the report

This report highlights the direct impacts identified across the value chain and presents consolidated figures for all ER Hospitality groups and subsidiaries, namely Heritage Resorts, Veranda Resorts, quick service restaurants, and leisure activities. It covers all of the Company’s business units.

Reporting frameworks & standards

This report has been prepared with reference to the Global Reporting Initiative (GRI) standards.

At the same time, ER Hospitality complies with these reporting frameworks:

Compliance with Amethis reporting requirements

Amethis is an investment company focused on sustainable development in Africa. Its reporting requirements cover a wide range of sustainability measures and indicators, including environmental impact, social responsibility, governance, and financial viability. They also involve setting specific sustainability targets and providing guidelines for reporting and disclosure.

Amethis is an impact private equity firm. It aims to ensure the financial, environmental, and social sustainability of its partners, helping them accelerate their growth. The equity funds it manages are dedicated to Africa, Europe, and the Middle East, with a mission to support companies that provide quality goods and services to businesses and populations across these regions.

ER Group’s internal reporting standards

ER Hospitality is a subsidiary of ER Group, an entity listed on the Stock Exchange of Mauritius Sustainability Index (SEMSI). ER Hospitality therefore complies with the same reporting standards as its parent company. In addition, ER Group has adopted a proactive approach to sustainability and social responsibility, implementing policies that address the key issues covered by the United Nations Global Compact.

Forward-looking statements

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

Feedback

For further information about this report or to share your feedback, please contact our Sustainability Compliance Manager, Reshma Ramgoolam, at: reshma.ramgoolam@erhospitality.mu.

Key aspects of the report

Heritage Marine Education Centre



December 2024

Inauguration of the
centre in Bel Ombre



+4,500
visitors



Rs 2,8 M

Committed to
marine conservation

ER Hospitality strengthens its commitment

1

department
dedicated to
sustainability

8

Team
Members

**Single Use
Plastics**



26

Items removed from the
guest journey and operations
within our hotels since 2022

Club Terre

3,600 m²
of permaculture
13 beneficiaries
Rs 1,5 million



Club Mer

8 beneficiaries
Rs 600,000



Club Solidaire

70 beneficiaries



ER Hospitality: who are we?



A major player in the travel, hospitality, dining and leisure sectors, Rogers Hospitality took on a new identity in 2025, following the strategic merger of the ENL and Rogers groups. Our parent company, Rogers, became ER Group – an entity bringing together decades of shared expertise, values and ambitions.

As part of this transformation, Rogers Hospitality is now ER Hospitality. This marks the beginning of an exciting new chapter for our operations, reflecting our forward-looking vision, rooted in authenticity and driven by a commitment to innovating in ever more responsible ways.

ER Hospitality is a diverse portfolio of over 15 brands. Our Group operates a wide range of establishments – from resort hotels to boutique hotels, as well as guesthouses, spas, quick-service and fine dining restaurants, leisure activities, golf courses and beach clubs. These 15 brands are each an invitation to experience, to shared moments and to discovering Mauritius at its most authentic. Each brand has its own distinct identity and contributes to the cultural richness and economic vitality of the destination.

Guided by our values, we are committed to crafting unforgettable moments for our visitors and guests. Our promise is simple: to create moments that awaken the senses and leave a lasting impression. To achieve this, we pour our passion and dedication into everything we do, bringing to bear our unique expertise, our distinctly Mauritian sense of hospitality, and our commitment to sustainable development.

Our values



Togetherness

We share our ambitions and join forces to achieve shared success.



Excellence

We are committed to delivering exceptional work every day.



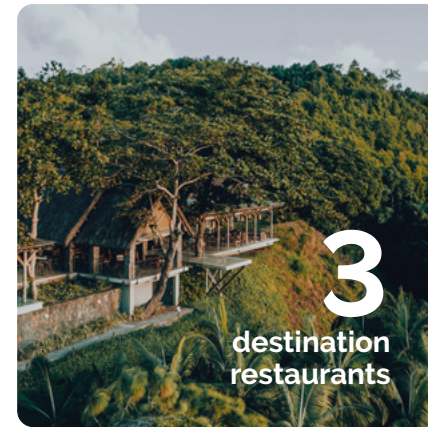
Creativity


We infuse creativity into everything we do, driven by a desire to generate new ideas.

ER Hospitality in figures

15
brands

 **+2000**
Team Members




5145 M
Group revenue (FY24-25) in Rs

 **1** Green Key certified restaurant

7 Green Key certified hotels




1,432,172
clients and visitors per year

Message from our Chief Executive Officer, Thierry Montocchio



At ER Hospitality, we view sustainability through the same lens that guides every sound business decision: value creation, disciplined execution, risk management and long-term performance.

In a business such as ours, sustainability is not a parallel agenda. It is a strategic lever. It strengthens resilience, improves operational efficiency, protects the assets and ecosystems on which our hospitality model depends, reinforces our market positioning, and enables us to respond with greater agility to evolving stakeholder expectations. For us, it is both a responsibility and a business imperative.

During the year under review, we continued to embed this approach across our operations through our “Now for Tomorrow” programme and our CAP26 roadmap, with a clear ambition: to integrate sustainability into the way we invest, operate, measure performance, and build future growth.

This year has been marked by tangible and measurable progress. We strengthened our sustainability governance, reinforcing accountability at all levels of the organisation, and improving the alignment between

strategy and execution across our business units. We also enhanced our performance framework through more consistent monitoring, improved data quality, and a more disciplined evaluation of outcomes, because sustainable performance, like business performance, must be measured, managed, and continuously improved.

We also delivered a series of concrete initiatives with meaningful impact. The Heritage Marine Education Centre, inaugurated in December 2024, welcomed more than 4,500 visitors in its first year, strengthening our contribution to marine education and conservation. We improved our waste management performance, diverting 61% of waste from landfill, while continuing to expand our plastic reduction initiatives across our guest-facing and operational areas. In renewable energy, our photovoltaic infrastructure at La Réserve Golf Links became operational, generating over 193 MWh for the year ended 30 June 2025, while our larger-scale solar projects progressed toward commissioning.

At the same time, we continued to invest in our people, our most critical asset, with more than 45,000 hours of training delivered across the Group. This reflects our conviction that operational excellence, service quality, and long-term performance are ultimately driven by engaged, skilled and empowered teams.

Beyond our operations, we remain committed to creating shared value within our ecosystems. Through the Now for Tomorrow Fund, with contributions reaching Rs 2.48 million this year, we supported initiatives spanning marine conservation, youth development, food security and regenerative agriculture. These actions reflect our belief that stronger communities and healthier ecosystems are essential foundations for sustainable business growth.

Our progress is also reflected in the recognition we continue to receive. Our sustained commitment to responsible hospitality is demonstrated through certifications such as Green Key, GEO Golf, and the continued inclusion of Bel Ombre among the Top 100 Green

Destinations globally, benchmarks reinforcing both our credibility and our ambition to lead by example.

At the same time, this report reflects transparency about the work still to be done. In some areas, particularly energy performance and emissions, results remain mixed and require further focus, sharper execution, and continued investment. We see this not as a setback, but as part of a disciplined transformation journey. Sustainable progress requires rigour, clarity, and the willingness to confront complexity.

As we approach the completion of CAP26 and prepare for the next phase with CAP29, our focus is clear: to scale what works, accelerate what matters, and embed sustainability even more deeply into our business model. This includes advancing resource efficiency, strengthening responsible sourcing, improving carbon management, and leveraging innovation and digital capabilities to enhance both performance and impact.

Ultimately, our ambition is to position ER Hospitality as a leading force in responsible hospitality, where operational excellence, guest experience, and sustainability are fully integrated, and where every action contributes to creating meaningful, lasting value.

I would like to thank our teams, partners, investors, guests, and communities for their continued trust and engagement. Their commitment and collaboration are essential to our progress. Together, we are building an ER Hospitality that is more resilient, more responsible, and better equipped to deliver on its purpose: creating meaningful experiences while contributing positively to the world around us.

Thierry Montocchio

Chief Executive Officer
ER Hospitality

Message from our Chief Sustainability Officer, **Corinne Stoutenbeek**



Our commitment to ensuring the sustainability of our operations has never been stronger. With this in mind, two major milestones have marked this pivotal financial year, bringing us one step closer to realising our vision.

First, the rebranding from Rogers Hospitality to ER Hospitality – following the merger of Rogers and ENL – served to reaffirm our values, our commitments and our vision. This is an exciting topic we explore in greater detail in the first section of this report. Alongside this, the creation of a dedicated sustainability department within ER Hospitality, which I have the honour of leading, stands as a powerful statement: it reflects the Group's strategic ambition in the area of sustainable development.

I am proud to have taken the helm of this department from its very inception. Yet this places me in a somewhat particular position when it comes to signing this sustainability report – one that looks back in detail on initiatives that were already underway before I joined. But because this transition built on the pioneering work of the team that came before me, I am glad to present their achievements and to carry the torch following all the efforts they invested: they laid the groundwork, established the frameworks, and drove the first initiatives with real conviction.

Building on their legacy, our team is now equipped with greater resources and an ambition equal to the challenges ahead. The stakes are high: the level of commitment we will need to deploy in the years to come will be exponential. Ultimately, my ambition comes down to one idea – that our guests choose their hotel in Mauritius with a clear awareness of the environmental cost associated with their stay.

While a sustainability report focuses concretely on the environmental and social actions taken over a given period, it is also a reflection of a greater human journey – one shared by all the stakeholders who have made considerable efforts to move in the right direction. I would like to acknowledge my team, as well as everyone who played a part in this transition: from operations and finance, to procurement, communications and beyond. I am firmly convinced of one thing: strengthening our sustainability can only be achieved together. While our department's role is to support, train, and provide reliable data and tools, every department has a part to play. Every employee has a role. This is a shared responsibility.

I believe deeply in a hospitality industry that is engaged and accountable – one capable of facing the reality of its impacts and doing everything in its power to reduce them. The tourism sector is among the most polluting and socially impactful industries in the world; acknowledging this is essential. And it is precisely because our footprint is significant that our capacity to make a difference is too.

Our commitment is grounded in conviction, but also in concrete choices. The small, everyday actions matter, just as much as the larger, structural decisions. Today, data – environmental and social, quantitative and qualitative – allows us to prioritise and act where the impact is real. We will therefore continue our efforts to make the demanding choices that matter most.

This work will take shape gradually. I hope it will inspire action – first internally, and then among our partners, suppliers and fellow actors across the hospitality and tourism industry. Together, we can help make Mauritius a better, more responsible and more sustainable destination.

Corinne Stoutenbeek

Chief Sustainability Officer
ER Hospitality

Our operating environment

The national and global context in which ER Hospitality operates is unprecedented. It is shaped by critical environmental, social, and economic challenges, which continue to evolve over time.

At the local level, the Mauritian territory is highly vulnerable to the impacts of climate change. Rising temperatures, shifting rainfall patterns, and sea-level rise all pose significant risks to coastal ecosystems and the tourism-driven economy. The country committed to addressing these issues in September 2025 through its third Nationally Determined Contribution (NDC) – a climate action plan updated every five years that is binding on the signatory countries of the Paris Agreement, with the aim of reducing greenhouse gas emissions on a global scale.

ER Hospitality is intrinsically tied to the health of the natural environments surrounding its sites and to the resilience of their local communities. Its activities – spanning the management of hospitality brands, restaurants, and leisure operations – are concentrated along the Mauritian coastline, and are therefore directly exposed to the pressures it faces: coastal erosion, energy-related impacts, climate-related disruptions, as well as evolving customer expectations around sustainability. These realities make it essential for the Group to integrate climate considerations and responsible resource management into every aspect of its operations and its investment decisions.

Our sustainability programme, “Now for Tomorrow”, aims to contribute, within the Group’s scope, to national climate objectives. We are making every effort to enhance the overall sustainability of our sites by improving energy efficiency, investing in renewable energy, strengthening waste management and circular economy, and protecting biodiversity. At the same time, we adapt our approach to operational needs in order to ensure that sound environmental governance remains compatible with the level of service and guest experience we aim to deliver, as well as with the Group’s long-term financial outlook. This strategy is guided both by material issues and business priorities, and we work to reconcile responsible operations with the realities of the hospitality sector in Mauritius and beyond.

For ER Hospitality, aligning with national objectives means anticipating regulatory and market shifts, investing in resilience, and reducing our emissions. It also means reconciling these ambitions with the high service standards we have set for ourselves. Ultimately, it involves enhancing the appeal of our country – a destination that has so much to offer. This approach enables the Group to manage its risks and performance while contributing positively to national and global sustainable development goals.



ER Hospitality commits

Green Key certification



This sustainability certification assesses the environmental impact of our hotels and sites. It is renewed annually on the basis of third-party audits, which evaluate compliance across 125 criteria covering sustainable governance, social management and environmental stewardship. The certification is administered by the Foundation for Environmental Education and is endorsed by the United Nations World Tourism Organization. It is also recognised by the Global Sustainable Tourism Council (GSTC) for the role it plays in promoting sustainable hospitality practices worldwide. This year, it was once again renewed across all of our hotel destinations.

GEO Golf certification



This label, awarded by the GEO Sustainable Golf Foundation, recognises the commitment of golf courses around the world to the sustainable management of their sites – particularly in terms of natural resource management and community engagement. La Réserve Golf Links course at Heritage Resorts has proudly held this certification since its construction, and was the first golf course in the Indian Ocean to have obtained it.

Green Destination Top 100



This annual competition, organised by Green Destinations, supports sustainable destinations along with their associated businesses and local communities. It is held with the backing of the Future of Tourism Coalition, as well as ITB Berlin, QualityCoast, Good Travel Guide and Travelife. Its aim is to share experiences and stories that champion innovation and effective resource management, in service of more responsible development. This year, Bel Ombre was once again ranked among the Top 100 sustainable tourism destinations worldwide.

Global Tourism Plastic Initiative (United Nations)



For the third consecutive year, ER Hospitality is a signatory of the United Nations Global Tourism Plastics Initiative (UN GTPI). The Group is the first African hospitality group to take part in this campaign, whose aim is to reduce plastic pollution in the tourism sector and encourage the adoption of a more responsible approach to our industry, by rolling out sustainable practices across the hospitality sector as a whole.

Small Luxury Hotels of the World



The Small Luxury Hotels of the World community is one of the most sought-after in the world, both by travellers and independent hotels alike. For over ten years, Heritage Le Telfair Golf & Wellness Resort has been among the pioneers of the Considerate Collection – an exclusive collection that recognises the efforts of luxury hotels actively committed around the world to the sustainable management of their operations.

The United Nations Global Compact (UNGC)

This voluntary initiative aims to encourage businesses to align their strategies and operations with ten principles covering human rights, labour, the environment and anti-corruption. ER Group is listed on the UNGC programme as a single entity, encompassing all of its subsidiaries. This affiliation enables ER Hospitality to align its approach to business development with responsible business practices.

The Association of Hoteliers and Restaurateurs of Mauritius (AHRIM)



Founded in 1973, the Association of Hoteliers and Restaurateurs of Mauritius (AHRIM) works to support the interests of this industry, which is crucial to the country's economy. Its objective is to promote tourism by fostering a favourable business environment and atmosphere for all those who work, directly or indirectly, in this sector. ER Hospitality is a proud member of this association, whose goal is to enhance the quality of life of all Mauritians by championing the economic prosperity of these essential industries.

01

Our strategy

The hospitality industry must now, more than ever, reconcile performance, responsibility, and the creation of long-term value to generate a positive impact. ER Hospitality's ambition is clear: we want each of our strategic and operational decisions to be guided by this approach.

This first chapter aims to introduce the analyses presented throughout this report. It outlines the "Now for Tomorrow" programme and our CAP26 strategy, which serve as the guiding threads of our sustainability policy. It also explains how we finance our initiatives, how we measure and assess their outcomes, and how we are strengthening our governance to build a more resilient, inclusive model that is better aligned with the expectations of our stakeholders and the territories in which we operate.

Now for Tomorrow programme

Shaping a more resilient hospitality industry. This is the mission we have set for ourselves through our “Now for Tomorrow” sustainability programme, launched in 2021.

We, at ER Hospitality, are driven by a strong belief: for sustainability to deliver meaningful results, it must be embedded at the very core of each of our operational departments and carried forward by our teams. This is why we work closely with all our Team Members and stakeholders (guests, partners, and local communities) to reduce our carbon footprint and support local populations. Our practical, measurable solutions improve our teams’ day-to-day work with a clear objective: to generate positive change, from the smallest to the largest actions, and to contribute meaningfully to the well-being of local communities and the preservation of our planet.

“Now for Tomorrow” is built around five impact areas that structure our sustainability approach and ensure that all aspects of our business are addressed. These pillars guide both our strategic decisions and our everyday actions: energy transition, circular economy, biodiversity, support for local communities, and inclusive development.



Now for Tomorrow



The "Now for Tomorrow" wheel

Our actions for the climate

Energy transition

We monitor the Group's energy consumption through:

- Targeted energy efficiency initiatives
- The progressive integration of renewable energy solutions



Circular economy

We ensure effective waste management and strengthen the food value chain through:

- Amount of waste generated and share of valorisation (diversion from landfill, recycling and reuse)



Biodiversity

We support initiatives related to water use and the reduction of water consumption, as well as reforestation:

- Volume of water consumed
- Share of water that is recovered



Our social actions

Support for local communities

We support initiatives promoting arts and culture, sport, creativity, and neighbourhood safety



Inclusive development

We support efforts to alleviate poverty within local communities, focusing on education, housing, employability, health, food, and nutrition.



Diversity & inclusion

Policies, procedures, and projects implemented internally to ensure:

- Family friendly practices
- Gender equality
- Inclusion in recruitment and in the workplace
- Support for the most vulnerable employees
- Recruitment of people with disabilities
- Respect for human rights (within the Group and across its value chain)



The CAP26 strategy

CAP26 sets out ER Group's strategic roadmap for 2023/2024 to 2025/2026. Developed through a coordinated process led by the Strategy and Investment department, each business segment including ER Hospitality, formulates its own CAP26, which is then reviewed, consolidated, and approved at Group level.

CAP26 vision at ER Hospitality

This roadmap integrates operational, financial, human and sustainability priorities alike. It is shaped by:

- The assessment of past performance;
- The economic ambitions & growth objectives of ER Hospitality;
- The specific challenges facing the tourism and hospitality sector;
- Key risks and opportunities (energy, resources, market developments, talent attraction and retention, reputation, guest satisfaction, etc.);
- The Group's broader sustainability ambitions.

CAP26 encompasses all key functions within ER Hospitality. From general management to procurement, finance, human resources, sustainability and operations, every department plays its part in serving this strategy and delivering tangible results.

The implementation of this roadmap rests on a cross-functional approach. We ensure that every department, at its own level, contributes to the achievement of our strategic objectives – particularly those relating to sustainability, resource efficiency and human development.

A rigorous review process

To track progress made under CAP26, we use predefined performance indicators. Periodic reviews are conducted to monitor the implementation of our actions, assess their outcomes and, where necessary, adjust our plans accordingly.

Nos progrès, chez ER Hospitality, sont évalués par les personnes ou entités suivantes :



- Internally, by the management team and the relevant business functions;
- By the ER Group Strategy department;
- At board level, by the Group's governance authorities.

Financial year 2024/2025 marks the halfway point of our roadmap. In terms of sustainability, the results reviewed are in line with the objectives set. Certain areas still require further consolidation and maturation, such as our energy impact (see the dedicated section in chapter 03).


The final CAP26 review will take place in July 2026 and will feature in our next sustainability report, alongside CAP29.

The CAP26 roadmap in detail for ER Hospitality


Below is the detail of the CAP26 roadmap as applied to ER Hospitality's operations. Two progress updates are to be noted: achievements recorded as at 30 June 2024, and as at 30 June 2025. It should be noted that certain initiatives presented in this report (such as our partnership with Foodwise, the "Now for Tomorrow" fund, the Club Programmes) are being carried out in parallel with this framework and therefore do not appear in this table.

| Strategic priorities | Impacts | Objectives | Progress as at 30 June 2025 | 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. | Reduce electricity consumption by up to 3% per guest night by 2025 compared to 2022 baseline | Electricity consumption rose by 5% per guest night from FY22/23 to FY24/25, representing an absolute increase of 1,412 MWh. The increase reflects higher occupancy and the inclusion of VGB, which was closed in FY22/23. | Electricity consumption increased by 8% from FY22/23 to FY23/24 which reflects an absolute value of 1,313 MWh. |  Energy Transition |
| | | | <ul style="list-style-type: none"> Energy management systems implemented at Heritage Le Telfair and Heritage Awali, with initial energy audits completed and priority efficiency measures identified. Energy efficiency requirements are integrated into all new equipment procurement. | <ul style="list-style-type: none"> Integrated energy saving measures in Standard operating procedures of operations. Conducted awareness training of team members. | |
| | | Include renewables in the energy mix of Heritage Resorts & Golf by 2025 | | 2 MW solar PV farm at Case Noyale and Ste Marie under construction, commissioning planned in 2026. | |
| | | Divert up to 80% of our waste from landfill by 2026 | Diverted 61% of waste from landfill (Improved internal processes and measurement processes with service contractors who are more diligent) | Diverted 64% of waste from landfill. | |
| | | Reduce plastic consumption by 2025 by eliminating/substituting plastics compared to 2023 baseline as per the GTPI methodology | <ul style="list-style-type: none"> In FY24/25, the scope of the single-use plastics assessment was expanded from guest-facing items to include back-of-house operations. A new survey identified 42 additional items, of which 34 have viable substitution or elimination pathways. Work to phase them out will continue through FY2026, subject to technical and supply-chain constraints. | |  Circular Economy |


The CAP26 roadmap in detail for ER Hospitality

| Strategic priorities | Impacts | Objectives | Progress as at 30 June 2025 | Progress as at 30 June 2024 | Impact zones |
|----------------------------------|---|---|---|---|--|
| Working conditions and community | <ul style="list-style-type: none"> Ensure the well-being of our team members, attracting top talent and fostering a culture of inclusivity. | Ensure work-life balance & provide team members with good working conditions. | Launched the People Experience Program | A number of well-being-focused activities were organised during this period, including initiatives promoting physical health, mental wellbeing and team cohesion. |  Diversity and Inclusion |
| | <ul style="list-style-type: none"> Contributes 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 | Invest in Training and Development programmes | To strengthen Sustainability understanding and integration - dedicated sustainability training held including Climate Fresque, Biodiversity Fresque | Training and development programmes strengthened, with increased focus on skills development, leadership and employability. | |


The CAP26 roadmap in detail for ER Hospitality

| Strategic priorities | Impacts | Objectives | Progress as at 30 June 2025 | Progress as at 30 June 2024 | Impact zones |
|---|---|--|---|---|---|
| <p>Enhancing the interaction of visitors with the natural and cultural landscape</p> | <p>Enables guests to enjoy a unique and authentic experience immersed in a regenerative and health-focused stay, driven by enrichment of biodiversity, expansion of natural areas, and the preservation and enhancement of cultural heritage.</p> | <p>Create a marine education centre in Bel Ombre</p> | <p>Design of the Centre with the aim of strengthening education and awareness of marine ecosystems</p> | <p>The Centre became operational in December 2024 with two dedicated marine biologists and has welcomed around 4,500 visitors</p> |  Biodiversity |
| | | <p>Develop new visitor experiences centred on ecosystem restoration projects at the Heritage Marine Education Centre</p> | | <p>Four guided tours have been designed and offered by the Heritage Marine Education Centre, highlighting ecosystem regeneration initiatives and raising visitors' awareness of issues relating to local biodiversity</p> | |
| | | <p>Establish a coral reef restoration programme in the Bel Ombre lagoon</p> | <p>Start of collaboration with Reef Conservation to protect the coastal zone: restoration of seagrass beds and coral reefs at Bel Ombre</p> | <p>The restoration programme has been temporarily suspended due to external constraints relating to stakeholders; alternative approaches are being explored</p> | |
| | | <p>Develop the concept of the Bel Ombre nature reserve in partnership with recognised organisations</p> | <p>A feasibility study assessed the potential for a voluntary marine conservation area at Bel Ombre; inconclusive results, to be reviewed</p> | <p>An initial assessment has been launched to explore opportunities for terrestrial biodiversity conservation within the Bel Ombre Nature Reserve</p> | |
| | | <p>Have the Bel Ombre nature reserve recognised as a carbon sink</p> | <p>Partnerships identified to develop and implement carbon capture and sequestration projects.</p> | <p>A preliminary assessment of carbon sequestration potential has been carried out with a specialist consultant. A roadmap is currently being developed</p> | |

The CAP26 roadmap in detail for ER Hospitality

| Strategic priorities | Impacts | Objectives | Progress as at 30 June 2025 | Progress as at 30 June 2024 | Impact zones |
|---|---|---|--|---|---|
| Moving towards a circular economy and short supply chain | Achieves a resilient value chain, leading to optimised resource management, minimised waste and enhanced resource efficiency. | Engage with local artisans to transform waste generated by our hotels into valuable commercial products | No further development in FY24/25 following the FY23/24 pilot, which highlighted constraints related to material availability, demand consistency and product standards. | 'Atelier des Artisans' was launched in 2024 in collaboration with objective to repurpose hotel waste into artisanal products which will be purchased by the hotels. The initiative had limited success due to the irregular availability of waste materials and inconsistent demand from hotels, some of products did not fully adhere to hotel product standards. Ocean basket plates were transformed into decorative plates. |  Circular Economy |
| | | Map and engage suppliers through surveys by 2026 | Supplier mapping and engagement were integrated into the Responsible Procurement programme, with 52% of key suppliers engaged through the materiality assessment. | Launch of "L'Atelier des Artisans" – an initiative aimed at transforming "waste" into reusable products. | |
| | | Conduct regular audits and continuous improvement programmes on environmental impacts of the supply chain | This initiative is not pursued separately and is incorporated into the Responsible Procurement programme, launched in Feb 2025. The programme includes the Supplier Code of Conduct, Procurement Policy, and supplier self-assessments, ensuring ongoing oversight and improvements across the supply chain. | Commitment from 17 key suppliers to the initiative, notably through their participation in the surveys | |

The CAP26 roadmap in detail for ER Hospitality

| Strategic priorities | Impacts | Objectives | Progress as at 30 June 2025 | Progress as at 30 June 2024 | Impact zones |
|--|--|---|---|---|--|
| 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. | Secure the Top 100 Green Destinations certificate for the Bel Ombre region, in collaboration with the Tourism Authority | Collaboration with the Tourism Authority in engaging the Green Destination Certification for the village of Bel Ombre | Bel Ombre ranked among the Top 100 sustainable tourism destinations at the Green Destination Summit 2023 |  |
| | | Ensure 11 BUs are Green Key certified by 2025 | 7 out of 11 sites are Green Key certified | 8 out of 11 sites are Green Key certified |  |
| | | Obtain GEO Golf Certification for La Réserve Golf Links and Le Château Golf Course | La Réserve Golf Links is GEO-certified Construction phase | Preparations are underway for certification at the operational stage |  |
| | | Improve performance reporting mechanism and communication (both internal & external) by optimising data capture across all business units | Adoption of international reporting standards, in line with GRI guidelines | <ul style="list-style-type: none"> Publication of the third annual sustainability report. Transparency and accountability regarding sustainability data: streamlining data collection and integrating all ER Hospitality business units into the internal dashboard |    |

Notre pilier n°6 (diversité et inclusion) n'était pas encore créé lorsque la feuille de route CAP26 a été réfléchi. Par conséquent, il ne figure pas sur ce tableau.

Sustainable governance within ER Hospitality

ER Hospitality relies on a structured governance framework to steer the implementation of its sustainability strategy and support ongoing improvement.

During this financial exercise, the Group strengthened its governance structure with the appointment of a Chief Sustainability Officer – a newly created role designed to sharpen our strategic direction, enhance alignment across our various activities and reinforce each division's accountability in sustainability matters.

The creation of this role marks a pivotal milestone in our journey. It affirms our commitment to greater responsibility by bringing renewed momentum and a clearer sense of purpose to our social and environmental actions. The Chief Sustainability Officer oversees the integration of sound sustainability practices across all our operational departments, ensures alignment with the Group's strategic priorities and reports directly to the Chief Executive Officer.

Within this strengthened structure, the Sustainability department works closely with both the management and operational teams of each of the Group's properties, as well as our restaurants, golf clubs and leisure activities. Its purpose is to translate the sustainability strategy into clear and measurable actions. This structure streamlines

our operations by enabling clearer communication and strengthening stakeholder engagement at every level of the Group.

To this end, regular performance assessments are carried out across various strategic pillars – as outlined above in the “Now for Tomorrow” section. In this spirit, sustainability decisions are reviewed quarterly at a management committee and formally endorsed by Group management.

Coordination between the Sustainability department and the wider teams then ensures that our sustainability objectives are effectively embedded into the day-to-day management of our operations. Through these assessments, we gather higher-quality data and are able to exercise more precise oversight of the progress made by the Group on a daily basis.

The Group's organisational structure

Strategic & Operational Leadership

ER HOSPITALITY

A strategic committee at ER Hospitality level meets quarterly to discuss the division's strategic actions.

Operational Steering

ER HOSPITALITY

This strategic and operational department lays the groundwork for ER Hospitality's sustainability strategy while ensuring its effective day-to-day implementation across the Group's departments and business units.

Operational Deployment

ER HOSPITALITY

The Group's various departments and business units are all involved on a daily basis in the management and execution of sustainability operations.

The SIC
Committee

ER GROUP

The Sustainability and Inclusiveness Committee (SIC) aims to strengthen governance within ER Group to enable it to meet its social and environmental responsibility objectives. It convenes on a quarterly basis.

How our actions are funded

Funding from our operating budget

ER Hospitality integrates sustainability into its financial planning by allocating part of its operating budget to related initiatives. These resources are used to support energy transition projects, biodiversity conservation projects, as well as environmental and social programmes across its business units.

The “Now for Tomorrow” fund

The “Now for Tomorrow” fund, managed by ER Hospitality, supports the Group’s sustainable development objectives. Established in 2022, it is financed through voluntary, opt-in contributions from hotel guests, added to their end-of-stay bills. These contributions are directed towards local environmental and social initiatives that contribute to ecosystem preservation and the well-being of surrounding communities.

The fund is governed by a defined framework ensuring that resources are allocated transparently and exclusively to initiatives generating positive environmental or social impact. Projects are selected based on predefined criteria, including their relevance to local needs, alignment with the Group’s impact areas, and the capacity of implementing partners to deliver tangible and measurable outcomes.

Over the course of the financial year 2024/2025, the “Now for Tomorrow” fund enabled us to carry forward a number of ongoing partnerships. The total contribution to all projects over the year amounted to Rs 2,481,641.

Among these projects:

The **FoodWise** association, which we support in addressing food insecurity through the redistribution of food;

The **Club Mer**, which raises awareness among younger generations about marine conservation;

The **Heritage Marine Education Centre**, which provides environmental education and supports activities aimed at protecting the lagoon;

The **Club Solidaire**, which supports youths in sports from the village of Tamarin.

Further details on these initiatives and their impacts are presented in Chapters 2 and 4 of this report.

The “Now for Tomorrow” fund serves as a mechanism for engaging guests in the Group’s sustainability approach while providing sustained support to local partners working on long-term environmental and social challenges.

Materiality assessment

The materiality assessment is a fundamental tool in the construction of our report. It allows us to cross-reference our internal sustainability vision with the expectations of our various stakeholders, thereby identifying the key issues that generate value for all our partners and clients, while ensuring the consistency of our actions.

The assessment used to build this report is based on the previous financial year. During 2024/2025, we re-evaluated and refined the process in order to improve stakeholder representation while strengthening the consistency of our information and methodology.

In total, 168 stakeholders were invited to take part in the assessment. We received 129 responses (a response rate of 77%). The stakeholder groups involved included guests, tour operators, destination management companies (DMCs), team members, suppliers, the management team, investors, NGOs and professional associations.

During this period, greater attention was given to guests and tour operators, having been identified as groups with high interest and high impact in the Group's value chain. As such, 60 internal guests were invited to participate, of whom 47 responded (a response rate of 78%), and 16 tour operators were invited, with 10 responses received – a response rate of 63%.

Each respondent was invited to assess and prioritise a defined list of ESG topics according to the importance they genuinely attributed to them. In parallel, our management team carried out the same exercise, incorporating its strategic perspective. The results were then consolidated to confirm the relevance of the material topics identified and their alignment with the Group's strategic direction.

The results of this assessment are presented in the matrix below. On this matrix, the horizontal axis reflects the level of importance attributed to each topic by our internal stakeholders, while the vertical axis analyses the importance attributed by external stakeholders.

IMPACT MATERIALITY ASSESSMENT FY 25



Materiality assessment

Topics situated in the upper right quadrant are considered highly important by both internal and external stakeholders and have therefore been identified as the most material topics for ER Hospitality. These include safety, guest wellbeing and satisfaction, responsible water and energy management, anti-corruption, biodiversity preservation and fair working conditions – all areas in which stakeholder expectations and management priorities are strongly aligned.

The matrix confirms that the overall prioritisation of the identified topics remains broadly consistent with the results presented in the previous cycle. The increased participation of stakeholders, particularly among guests and tour operators, has thus reinforced the relevance of the Group's existing sustainability priorities.

In parallel, certain topics placed in the upper left quadrant have also been identified as material. Based on the analysis conducted by Group management, these are topics relevant to our overall strategy – even though their relative importance among internal stakeholders was lower during the assessment exercise. These include waste management, the elimination of problematic plastics, greenhouse gas emissions, community support and responsible sourcing. All were deemed important by our external stakeholders and are therefore retained as primary material considerations for ER Hospitality.

The materiality assessment will be conducted periodically to ensure it remains in step with evolving stakeholder expectations and the Group's operational context.

02

Biodiversity

ER Hospitality operates in close connection with coastal and natural ecosystems, particularly along the Mauritian coastline where many of its activities are concentrated. The preservation of these environments is closely linked to the resilience of our operations, the attractiveness of our destinations, and the well-being of surrounding communities. Protecting biodiversity therefore remains an essential component of our sustainability approach.

Biodiversity is one of the foundational pillars of our “Now for Tomorrow” strategy. Our approach is centered on understanding how our activities interact with these natural ecosystems, reducing pressures where we can, and contributing to conservation efforts that support their long-term health. To this end, we aim to identify the significant impacts; to work with our partners and stakeholders to implement practical solutions; and to support initiatives that strengthen both marine and terrestrial environments.

In this chapter, ER Hospitality presents the measures taken during the 2024/2025 financial year, focused on preservation and awareness. We also introduce our partners, and outline the steps planned to further strengthen our contribution to biodiversity management across all our sites.

Heritage Marine Education Centre

Opened at C Beach Club in December 2024, the Heritage Marine Education Centre (HMEC) is designed to provide a dedicated space for education on coastal and marine ecosystems, open to all. Staffed by two full-time marine biologists, the centre brings together education and conservation at the heart of Heritage Resorts' activities.

By offering hands-on, science-based learning experiences, the HMEC broadens access to knowledge about Mauritius's marine ecosystems – for hotel guests, students, Team Members and the wider community alike – while supporting our “Now for Tomorrow” sustainability programme and contributing to our biodiversity impact zone.

A space for education and civic engagement

The HMEC is home to two aquariums: one representing a shallow lagoon, and the other a deeper reef system. Both offer visitors a direct window into Mauritian marine biodiversity – its inhabitants, its dynamics and how it functions. The centre's laboratory, equipped with microscopes and scientific tools, enables research-based learning and a level of engagement that goes well beyond passive observation.

The educational programme follows a ridge-to-reef approach, highlighting the connections between terrestrial and marine systems. Seven types are covered: forests, rivers, wetlands, mangroves, rocky shores, seagrass beds and coral reefs, with each station in the centre showcasing a conservation or restoration project linked to that ecosystem.

Finally, the Heritage Resorts marine conservation team has been actively involved in regional and international networks. The HMEC is notably represented at the United Nations Ocean Conference (UNOC3), ensuring that its programmes remain aligned with global standards and best practices.



Heritage Marine Education Centre

Les actions du HMEC

The HMEC is committed to four stakeholder groups :

| Stakeholders | Scope as at 30 June 2025 |
|---|--------------------------|
| <p>Guests at our hotels</p> <p>The experience of guests at our hotels is enhanced by their interaction with the centre's marine biologists, who help raise awareness of conservation issues</p> | Approx. 3,249 clients |
| <p>Employees</p> <p>HMEC supports learning about sustainable development. The centre enables them to understand local natural ecosystems and to complement existing training programmes, whilst informing operational decisions at our sites</p> | Approx. 65 employees |
| <p>Visitors</p> <p>From the local community and the general public</p> | Approx. 750 visitors |
| <p>Students</p> <p>School visits offer a structured learning experience that complements the educational curriculum whilst introducing pupils to career opportunities in the fields of marine science and conservation</p> | Approx. 500 students |

Heritage Marine Education Centre

Key figures of the centre



+4,500
Visitors



+1,000

Mauritians involved
in community and
educational programmes

4 Awareness-raising
events

65 Staff trained in
marine conservation

10 Staff trained
in coral restoration

367 Marine species
identified

Rs 2,8
millions



Involved in marine
conservation projects

Rs 1,8 million*
For coral restoration

Rs 1 million*
For seagrass beds

*Since FY 2023/2024

During its first year of existence, the centre focused on establishing its programme, with particular emphasis on observation to inform future activity planning.

Its second year has been dedicated to integrating empirically-driven research, alongside the development of specialised thematic programmes. A genetic connectivity analysis is currently underway for

commercially traded fish species and those associated with seagrass beds, and a research and monitoring programme is being developed.

As part of this approach, ER Hospitality will implement a structured programme placing emphasis on monitoring and research initiatives. Phase 2 of the programme is expected to launch on 1 January 2026.

Our conservation projects

Two significant marine conservation projects were on the agenda this year: a coral restoration programme and a seagrass initiative. Both have been put on hold while the relevant stakeholders work towards a shared agreement.

The coral restoration programme

A coral restoration project was launched by the Group in 2023. Running over two years, this initiative – carried out in collaboration with local NGO Reef Conservation and with the support of the United Nations Development Programme (UNDP) – aims to restore reefs using heat-resistant species, while building the climate resilience of ecosystems and, in turn, of local communities.

Heritage Resorts' contribution to the project, formalised through an agreement between the hotels and Reef Conservation, is based on a contribution of over Rs 1.8 million paid over two years from the 2023/2024 financial year, to ensure the project's delivery. To support operations, ten Heritage Resorts Team Members were trained in coral restoration techniques, emergency first aid and freediving – strengthening internal capacity for the project's future implementation.

Plans for the 2025 financial year included the creation of a 50 m² coral nursery in the Bel Ombre lagoon, the cultivation of 1,500 coral cuttings and the restoration of 200 m² of reef. However, due to deployment delays, these planned activities have yet to be carried out.

The seagrass project

The EU-funded national project “Nature-Based Solutions for Coastal Zone Protection” is supported by Heritage Resorts. Built around four monitoring sites across the country, including Bel Ombre, it aims to assess the impact and benefits of our natural ecosystems. In this spirit, seagrass restoration serves a dual purpose: enhancing biodiversity conservation and improving the well-being of local communities.

In July 2023, Heritage Resorts contributed Rs 300,000 – adding to its initial commitment of Rs 1 million pledged through to 2026. Environmental DNA analysis carried out across the four national monitoring sites led to the identification of 367 species, with no invasive marine species recorded.

Our biodiversity awareness initiatives

Through its educational activities and biodiversity engagement opportunities, ER Hospitality encourages its guests, Team Members and the local community to build awareness and deepen their understanding of biodiversity – a key part of the Group's commitment.

Environment Week

Throughout Environment Week, a range of educational and participatory activities were on offer, including mural workshops, awareness sessions at the marine centre and other themed events. These initiatives made it easy to explore the links between biodiversity, ecosystems and human activity, while encouraging more responsible everyday behaviours.

Through this dedicated week, ER Hospitality seeks to embed environmental awareness into both the guest experience and the company's internal culture, recognising that broad public ownership of biodiversity issues is a powerful lever in supporting long-term preservation efforts.

The Club Mer

The Club Mer programme was launched at Veranda Paul & Virginie in September 2024 in partnership with the NGO Reef Conservation. Designed for youths aged 15 to 17, the initiative aims to strengthen marine awareness while supporting personal development and social inclusion through practical, ocean-based learning experiences.



The programme combines theoretical and hands-on activities, including snorkelling sessions, swimming, first aid and Emergency First Response (EFR) training, educational workshops, and field visits. Through this approach, participants develop knowledge of the marine environment alongside practical and interpersonal skills that can support their confidence, autonomy, and future employability.

During Phase 1, which ran from September 2024 to April 2025, eight participants completed 32 weekly learning sessions held every Saturday. ER Hospitality invested Rs 600,000 in the programme, complemented by an in-kind contribution valued at Rs 300,000.

Building on the success of the first phase, a second phase was launched in September 2025, with an increased focus on sea safety, first aid, swimming, and awareness of hazardous marine species. The programme continues to support young participants in developing a stronger connection with the marine environment while fostering skills relevant to sustainable ocean-related activities and careers.

03

Responsible Operations

Managing the environmental impacts associated with our operations is a key component of ER Hospitality's sustainability approach. Across our hotels, restaurants and leisure activities, we seek to strengthen resource efficiency, reduce operational impacts, and progressively embed more responsible practices into our day-to-day activities.

Our efforts are structured around five key focus areas:

- Energy and Carbon management
- Water
- Waste
- Elimination of Problematic Plastic
- Responsible sourcing

During the 2024/2025 financial year, our priorities focused on strengthening environmental monitoring and improving the reliability of operational data across our sites. This included implementing corrective measures, conducting site-specific assessments of environmental impacts, and deploying operational initiatives aimed at reducing our footprint. In parallel, we continued to raise awareness among Team Members, partners and guests through training sessions and engagement initiatives, while reinforcing collaborations with stakeholders who share our sustainability objectives.

While further efforts remain necessary to meet our long-term targets, the actions undertaken during the year reflect our commitment to continuous improvement and support the Group's broader sustainability transition.

Energy Management

Responsible energy management is a key priority for ER Hospitality. Across our operations, we seek to improve energy efficiency, optimise consumption patterns, and progressively reduce the Group's reliance on electricity from the national grid.

Our energy approach is structured around two main objectives:

- increasing the share of renewable energy within our energy mix through investment in photovoltaic (PV) systems;
- reducing and optimising energy consumption across our sites through enhanced operational efficiency and monitoring measures.

To achieve these goals, a range of initiatives have been put in place. Energy management systems have been deployed to monitor and optimise our consumption in real time. Through periodic energy audits, we are able to identify and prioritise opportunities to improve efficiency in this area. A comprehensive energy management system guides our continuous improvement approach, ensuring that findings are systematically acted upon. The Group has also strengthened its procurement practices by introducing specific energy performance requirements for all new equipment purchases.

On the operational side, a series of measures have been adopted to increase efficiency and eliminate unnecessary consumption. Heating, ventilation and air conditioning (HVAC) systems are all optimised and regularly maintained to prevent energy losses. Some of our cold rooms have been fitted with sensors to ensure doors are not left open longer than necessary, and all refrigeration units are routinely inspected to verify the integrity of door seals. Energy-saving procedures have also been introduced for the management of unoccupied rooms and spaces – including ensuring that lighting and air conditioning are switched off when not in use.

During the year, certain business units operated temporarily on backup generators in support of national grid stability, resulting in increased diesel consumption.

The Group remains committed to its objective of reducing total energy consumption by 3% compared with the 2022 financial year baseline, in support of its broader operational resilience and long-term decarbonisation ambitions.

Energy Management

Renewable energy

Since its opening in December 2023, Heritage Golf La Réserve has integrated photovoltaic installations across the rooftops of its clubhouse and workshops, representing a total installed capacity of 156 kWp. During the 2024/2025 financial year, these systems generated 193.34 MWh of electricity, including 74.94 MWh exported to the national grid, contributing to the increased integration of renewable energy within the Group's operations.

ER Hospitality has also initiated the development of photovoltaic parks at Case Noyale and Sainte-Marie, in the south of Mauritius. While implementation timelines have been affected by external permitting and authorisation processes, these projects represent an important step in the Group's energy transition strategy. Once operational, they are expected to strengthen the share of renewable energy within the Group's energy mix and reduce reliance on electricity from the national grid.

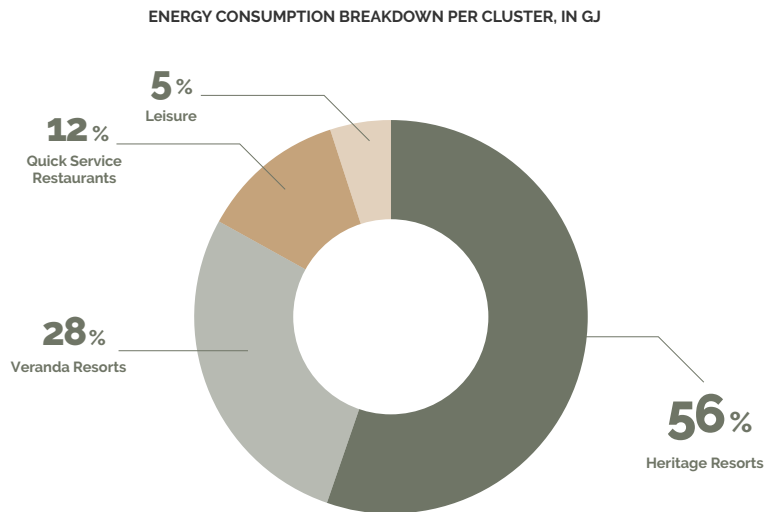
Energy consumption within the organisation:

| | FY23 | FY24 | FY25 |
|---|--------|--------|--------|
| Electricity consumption from non renewable sources (GJ) | 41,177 | 56,624 | 57,269 |
| Electricity consumption from renewable sources (GJ) | 0 | 0 | 118.4 |
| Gas consumption (GJ) | 17,026 | 22,431 | 16,531 |
| Diesel consumption (GJ) | 810 | 2,615 | 3,041 |
| Petrol consumption (GJ) | 528 | 2,762 | 2,256 |
| Total energy consumption within the organisation (GJ) | 61,980 | 84,432 | 79,097 |

** The figure for the 2023–2024 financial year has been revised from 167 kWh (as stated in the 'Highlights' section (p. 4) of the 2023–2024 report) to 0 kWh following a data verification. Although the photovoltaic system was installed during this financial year, electricity generation did not commence until July 2024. Consequently, no renewable energy was generated or consumed during the reporting period.*

Energy Management

Analysis of energy consumption by cluster:

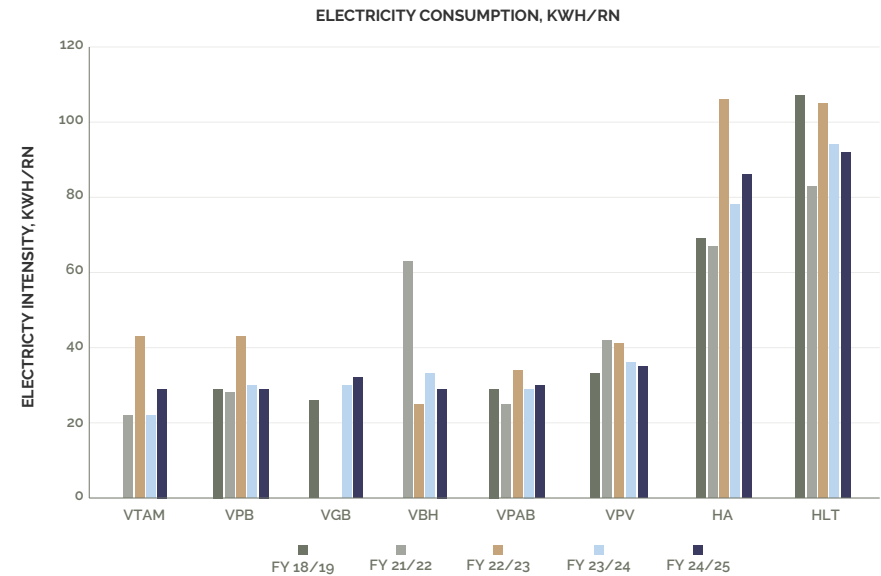


Within the Group, Heritage Resorts represents the largest share of energy consumption across the ER Hospitality portfolio. This is primarily linked to the scale and operational profile of the entity, which includes two five-star hotels, two golf courses, restaurants, a beach club, and extensive supporting infrastructure across a large estate.

Given the scale and intensity of its operations, Heritage Resorts remains a key focus area for the Group’s energy efficiency and consumption reduction initiatives.

During the 2024/2025 financial year, energy audits were conducted at Heritage Awali and Heritage Le Telfair to assess the energy performance of both properties and identify opportunities to optimise consumption and improve operational efficiency.

Energy consumption (kWh/RN):



Over the 2024/2025 financial year, energy consumption across the Group’s sites remained relatively stable compared to the previous year. A notable improvement was recorded at Voilà Bagatelle (-12.5%), alongside slight reductions at Veranda Palmar Beach, Veranda Paul & Virginie and Heritage Le Telfair. However, the increases observed at Veranda Tamarin (+16%) and Heritage Awali (+10.5%) highlight areas requiring targeted intervention.

The Group’s overall energy profile continues to be significantly influenced by its most energy-intensive properties, particularly Heritage Awali and Heritage Le Telfair, reflecting the scale and operational complexity of these sites. As a result, these properties remain priority areas for the deployment of targeted energy efficiency measures and enhanced operational optimisation initiatives.

Carbon Accounting

ER Hospitality is committed to measuring and managing its greenhouse gas (GHG) emissions as part of its broader decarbonisation approach. For the past two years, the Group has applied the GHG Protocol methodology, an internationally recognised framework for carbon accounting, to assess emissions across its hotel, leisure and restaurant operations. This assessment covers the three relevant emission scopes, providing a consolidated view of the Group's carbon footprint.

During the 2024/2025 financial year, efforts continued to strengthen the reliability and consistency of the Group's carbon inventory. The assessment was conducted using Tennaxia's carbon accounting platform (formerly Traace), which enables the consolidation, calculation and validation of emissions data across all business clusters. This approach enables more structured monitoring of emissions and facilitates the identification of priority areas for reduction initiatives.

Throughout the year, we made progress in formalising the processes and assumptions underpinning our carbon footprint calculations – notably by refining how activity data is collected, improving the selection of emission factors, and aligning our reporting with recognised accounting standards.

In parallel, several emissions reduction initiatives were launched, particularly in the areas of energy efficiency, equipment procurement, and HVAC system performance requirements. These initiatives are still at an early stage, and their quantified impacts are not yet ready to be reported.

The carbon footprint analysis results presented below offer an overview of ER Hospitality's emissions profile for the 2024/2025 financial year and highlight priority areas for our future reduction efforts.

As our methodology continues to mature, ER Hospitality aims to improve the accuracy of its reporting and strengthen its long-term decarbonisation approach.

| Emissions | tCO ₂ e | | |
|-----------|--------------------|-----------|-----------|
| | FY23 | FY24 | FY25 |
| Scope 1 | 2,714 | 5,002.84 | 3,987.79 |
| Scope 2 | 11,593 | 12,092.11 | 12,332.17 |
| Scope 3 | 18,484 | 67,813.29 | 74,270.33 |
| Total | 32,791 | 84,908.23 | 90,950.29 |

**These figures do not include emissions generated by customer air travel, which amounted to 163,920 tCO₂e for FY23 and 149,276 tCO₂e for FY24 and 175,783 tCO₂e for FY25*

The Group's total greenhouse gas emissions increased from 84,908 tCO₂e in FY2024 to 90,950 tCO₂e in FY2025 – an overall rise of approximately 7%. This increase was driven primarily by Scope 3 emissions, which grew from 67,813 tCO₂e to 74,270 tCO₂e, reflecting more comprehensive value chain data, a full year of operations at Heritage Golf La Réserve, and the inclusion of the heliport operations..

Scope 1 emissions, by contrast, decreased from 5,002.84 tCO₂e in FY2024 to 3,987.79 tCO₂e in FY2025, indicating a reduction in direct fuel-related and fugitive emissions over the period. Scope 2 emissions saw a slight increase, rising from 12,092.11 tCO₂e to 12,332.17 tCO₂e, in line with the overall evolution of electricity consumption.

Finally, emissions associated with guests' air travel to our hotels – reported separately – rose from 149,276 tCO₂e in FY2024 to 175,783 tCO₂e in FY2025. This highlights the continued significance of travel-related emissions relative to the Group's operational footprint.

Carbon Accounting

| Category | Category Name | Scope | Emissions (tCO ₂ e) |
|----------|---|-------|--------------------------------|
| 1-1 | Direct emissions from stationary combustion units | 1 | 1,095 |
| 1-2 | Direct emissions from stationary combustion units | 1 | 243 |
| 1-4 | Direct emissions from mobile combustion units | 1 | 2,650 |
| 2-1 | Indirect emissions linked to electricity consumption | 2 | 12,334 |
| 3-1 | Purchased goods and services | 3 | 62,377 |
| 3-2 | Capital goods | 3 | 194 |
| 3-3 | Fuel- and energy- related activities (not included in scope 1 or scope 2) | 3 | 3,250 |
| 3-5 | Waste generated in operations | 3 | 730 |
| 3-6 | Business travel | 3 | 407 |
| 3-7 | Employee commuting | 3 | 4,430 |
| 3-9 | Downstream transportation and distribution | 3 | 174,583 |
| 3-11 | Use of sold products | 3 | 7 |

About the GHG Protocol

The GHG Protocol is an internationally recognised framework for measuring and managing greenhouse gas emissions. Developed by the World Resources Institute (WRI) and the World Business Council for Sustainable Development (WBCSD), this standardised corporate framework enables organisations to calculate, report and compare their greenhouse gas emissions in a transparent and consistent manner over a given period.

now for tomorrow

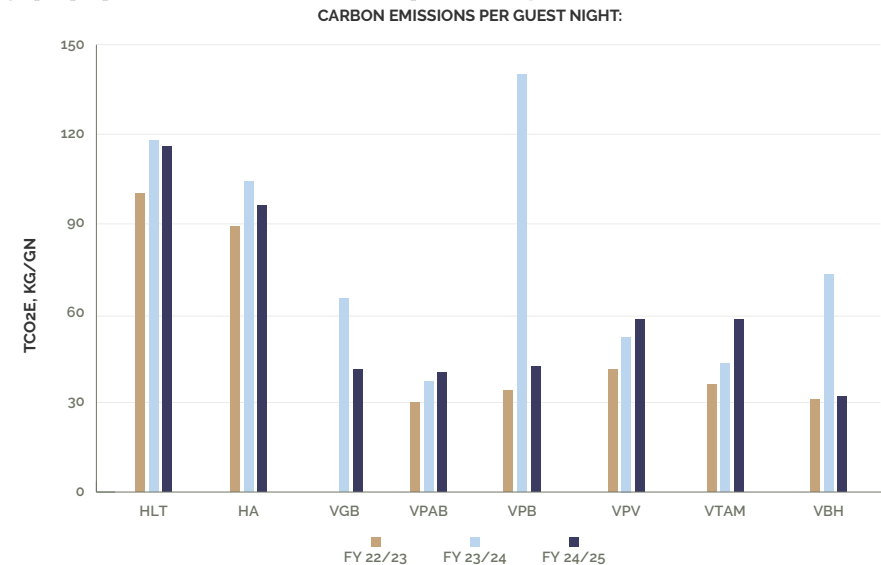
Three scopes are considered:

- Direct emissions (Scope 1)
- Emissions associated with purchased electricity (Scope 2)
- Value chain emissions (Scope 3)

The protocol helps companies develop a clearer understanding of their carbon impact, enabling them to better shape their sustainability strategy and emissions reduction efforts.

Carbon emissions per guest night:

Ce graphique présente les émissions de carbone par nuitée (kg CO₂e/GN) sur nos différents sites, sur trois



exercices comptables consécutifs. On relève que la performance varie d'un établissement à l'autre, reflétant les différences de taille, d'offre de services, d'infrastructure et de densité opérationnelle. Les périodes de rénovation influencent également le niveau des émissions : l'augmentation des achats et des travaux effectués sur ces périodes présentent un impact sur leur hausse.

Carbon Accounting

Over the past three years, ER Hospitality has progressively reduced the data gaps that feed into its carbon footprint calculations at cluster level. From the 2023/2024 financial year onwards, a consistent calculation methodology (the GHG Protocol) has been applied across the entire portfolio, improving the comparability of results between the two most recent reporting periods.

Higher emissions were recorded at Veranda Palmar and Voilà Bagatelle during the 2023/2024 financial year due to renovation works undertaken at both properties. These activities led to an increase in emissions associated with construction materials, equipment procurement and related works. Emissions levels subsequently decreased following the completion of the renovations.

During the 2025/2026 financial year, ER Hospitality will continue strengthening its carbon accounting approach while progressively integrating emissions management into operational and investment decision-making processes. Building on improved data quality and greater visibility across its activities, the Group aims to deepen its understanding of key emission drivers at both site and cluster level.

Particular attention will be given to material sources of emissions, notably energy consumption, procurement activities, and renovation projects across the Group's operations. ER Hospitality will continue integrating carbon performance considerations into investment decisions, including equipment selection and infrastructure development, while collaborating with internal teams and suppliers to identify and implement practical reduction measures.

While the maturity and measurability of initiatives currently vary across different areas of the business, the Group is progressively transitioning from a phase centered on emissions measurement and analysis towards a more structured approach focused on emissions reduction and long-term decarbonisation.

Water management

Access to clean water is essential for both human wellbeing and the functioning of ecosystems. As a hospitality operator in a country facing water stress, the responsible use of water is a critical issue for ER Hospitality. Water is a shared and precious resource, and we are committed to reducing our consumption by 5% per guest night by the 2025 financial year, using the 2023 financial year as our baseline.

Water consumption is monitored across all our sites to ensure compliance with internal benchmarks – expressed in cubic metres (m³) per guest night – and to measure the effectiveness of our initiatives. However, during the period covered by this report, monitoring was limited at certain sites due to outdated or missing water meters. To address this, new meters were installed during the 2024/2025 financial year, enabling more precise and detailed consumption tracking across all our facilities. Daily inspections are also conducted and their data analysed to identify unusual variations and opportunities for reduction. Any abnormal increase in water consumption triggers corrective action in line with established operational procedures.

A closer look at our operations

A comprehensive set of measures is applied across our properties, spanning team awareness through to operational implementation.

- Team Members receive regular training on water-saving best practices and the importance of responsible water use in our day-to-day operations.
- We ensure that at least 75% of taps and showers in our accommodation units and public areas are fitted with flow restrictors, keeping water flow within the prescribed limits of 8 L/minute for taps and 9 L/minute for showers.
- All newly purchased toilets are fitted with dual-flush systems with a maximum of 3/6 L per flush, and urinals are equipped with sensor-based or water-saving devices.
- Routine inspections are carried out to detect and repair leaks in taps, toilets and pools, preventing unnecessary water loss.
- Wastewater from our hotel properties is treated before being reused for the irrigation of green spaces, reducing our consumption of potable water across our sites.
- At Le Chamarel restaurant, wastewater is also treated prior to discharge to ensure compliance with environmental standards.
- On our golf courses, irrigation water is sourced primarily from retention ponds.

Despite these efforts, managing water supply during periods of shortage remains a significant challenge. During the dry months, some of our sites rely on bowser deliveries to maintain operations – a reminder of the ongoing need for resilience and efficiency in water management.

Our results

Water withdrawal:

| Water Withdrawal by source | ER Hospitality (total) | Heritage Resorts | Veranda Resorts | Leisure | QSR |
|--|---------------------------|---------------------|--------------------|---------------|---------------|
| Third party water in m ³ (Water supplied by the CWA network) | 361,710 | 221,210 | 114,109 | 11,382 | 15 009 |
| Groundwater in m ³ (Borehole water) | 1,689 | - | - | 1,689 | - |
| Surface water (total) in m ³ (Water from ponds, for irrigation of golf reserves) | 274,652 | 274,652 | - | - | - |
| Total Water Withdrawal in m³ | 912 364 | 495 862 | 114 109 | 13 071 | 15 009 |

Water management

Water discharge:

| Water Withdrawal by source | ER Hospitality (total) | Heritage Resorts | Veranda Resorts | Leisure | QSR |
|---|---------------------------|---------------------|--------------------|---------------|--------------|
| Third party water in m ³ (Water carried away by a third party carrier for treatment/disposal) | 32 837 | - | 10 491 | 13 052 | 9 293 |
| Other water in m ³ (Treated water is used for irrigation of green spaces) | 286 470 | 198 705 | 87 765 | - | - |
| Total Water discharge in m³ | 319 307 | 198 705 | 98 257 | 13 052 | 9 293 |

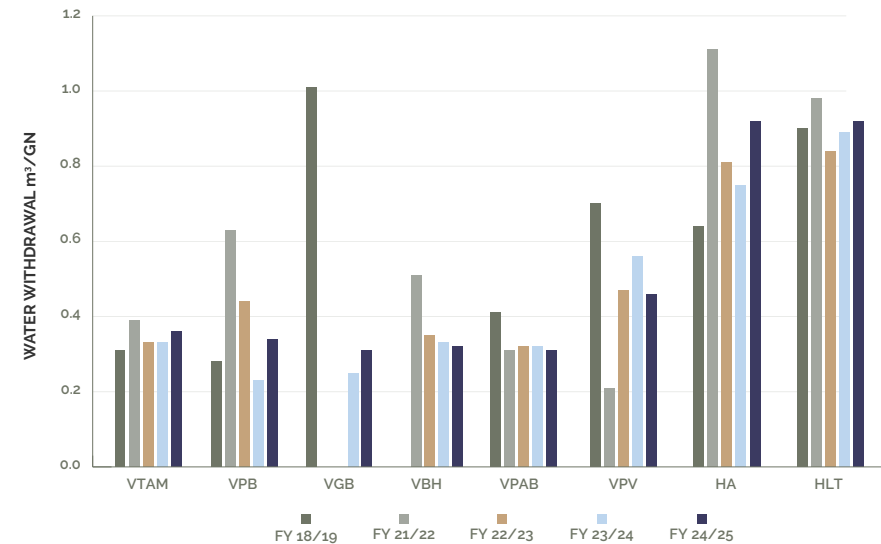
*All onsite wastewater is managed through established systems, either via a wastewater treatment plant – where treated water is reused for irrigating green spaces – or a sewage tank serviced by a third-party carrier.

** Wastewater generated is treated in compliance to the Environment Protection (Standards of Effluent for Use in Irrigation Regulations 2003

Water consumption:

| Water Consumption | ER Hospitality (total) | Heritage Resorts | Veranda Resorts | Leisure | QSR |
|---|---------------------------|---------------------|--------------------|---------|-------|
| Water Consumption in m ³ (Water consumption = Total water withdrawal - Total water discharge) | 318 744 | 297 157 | 15 853 | 19 | 5 715 |

Water withdrawal intensity, m³/GN :



This chart presents water consumption intensity per hotel, expressed in m³ per guest night (m³/GN), across the Group's properties from the 2018/2019 financial year to 2024/2025. Variations between hotels reflect differences in operational scale, infrastructure, facilities and guest usage patterns. Data for Veranda Grand Baie is unavailable for the 2021/2022 and 2022/2023 financial years, as the property was closed during those periods.

Water management

While several sites have succeeded in stabilising or reducing water consumption intensity, increases observed at others highlight the need for continued efficiency efforts and more targeted monitoring measures. Current trends across the portfolio also indicate that further analysis is required to better understand site-specific consumption drivers and operational variabilities.

To support this objective, ER Hospitality will undertake a comprehensive water mapping exercise across all its sites during the 2025/2026 financial year. This initiative will strengthen visibility over water flows, operational demand and consumption patterns, enabling the Group to identify priority optimisation areas, support targeted reduction measures, and enhance the reliability of water performance monitoring.



Waste management

Waste management remains a significant operational and environmental challenge for the hospitality sector, particularly in an island context where disposal capacities and ecosystem sensitivities require careful resource management. For ER Hospitality, reducing waste generation, maximising reuse and recycling, and ensuring responsible disposal practices are key components of its environmental management approach.

ER Hospitality's waste management policy is structured around three core commitments:

1. prioritising waste reduction at source;
2. diverting 80% of waste from landfill by 2026 through sorting, reuse and recycling initiatives;
3. ensuring that hazardous and controlled waste is managed in compliance with applicable regulations and recognised best practices.

During the 2024/2025 financial year, several initiatives were implemented to strengthen waste management practices across the Group's operations:

- **Team engagement and training:** Employee awareness and training initiatives were reinforced to improve understanding and consistent application of waste sorting procedures across operational teams.
- **Strengthening of waste management partnerships:** Collaboration with the Group's waste management partner was further formalised to enhance waste traceability, improve monitoring processes, and support more detailed analysis of waste streams.
- **Review of waste management practices:** A detailed assessment conducted at some of the Group's hotels identified inconsistencies within existing waste management processes. Following this review, corrective recommendations and an associated action plan were developed to strengthen operational practices and improve data reliability.
- **Operational awareness initiatives:** Additional awareness sessions were conducted with site teams to reinforce good sorting practices, reduce contamination rates, and improve the accuracy of waste-related data collection.
- **Infrastructure upgrades:** Waste sorting infrastructure was upgraded at selected sites through the replacement of damaged or outdated bins and equipment, contributing to improved operational compliance and sorting performance.

Veranda Resorts properties across the island are supported by Green Impact (a company specialised in the collection and recovery of recyclable waste from households and businesses) in managing their waste. Heritage Resorts properties in Bel Ombre, meanwhile, have a dedicated in-house team, known as the Waste Management division (WMD). The WMD established in September 2022, oversees waste segregation at source, ensures recycling, reuse and composting.

Waste management

Waste diverted from disposal

| Waste Category | Classification | Diverted from disposal | Total Waste in tons | | | | TOTAL |
|--|----------------|---|---------------------|-----------------|---------------------------|---------|--------|
| | | | Heritage Resorts | Veranda Resorts | Quick Service Restaurants | Leisure | |
| Organic (Food waste) | Non Hazardous | Reused as animal feed | 408.60 | 157.58 | - | - | 566.18 |
| Carton and Paper | Non Hazardous | Recycling | 39.08 | 24.20 | 2.50 | - | 65.78 |
| Glass | Non Hazardous | Recycled | 74.46 | 9.62 | - | - | 84.08 |
| Batteries | Hazardous | Dissambled and recycled | 0.07 | 0.04 | - | - | 0.10 |
| Plastic | Non Hazardous | Recycled locally/Transformed into pellets for export/Reused by supplier | 1.59 | 0.95 | 0.26 | - | 2.79 |
| Metal wastes (cans) | Non Hazardous | Recycled | 0.39 | 1.70 | - | 5.30 | 7.39 |
| Coffee pods | Non Hazardous | Supplier Recycling Program | 0.98 | - | - | - | 0.98 |
| Other waste (includes scrapped equipment, old linen, towels, still working equipment, old furniture etc) | Non Hazardous | Donated or resold for Reuse | 27.18 | - | - | - | 27.18 |
| Waste Electronic and Electrical Equipment | Hazardous | Dissambled and recycled | 2.84 | 0.70 | - | - | 3.56 |
| Waste Kitchen oil | Hazardous | Recycling | 3.73 | 1.37 | - | 0.68 | 5.78 |
| Green waste (includes branches, leaves, etc) | Non Hazardous | Other recovery options: composting | 716.10 | - | - | - | 716.10 |

Waste management

Waste directed to disposal

| Waste Category | Classification | Diverted to disposal | Total Waste in tons | | | | TOTAL |
|---|----------------|----------------------|---------------------|-----------------|---------------------------|---------|---------|
| | | | Heritage Resorts | Veranda Resorts | Quick Service Restaurants | Leisure | |
| Maintenance waste (e.g. construction waste, piping, etc which cannot be recycled) | Non Hazardous | Landfill | 239.2 | 0.37 | - | - | 239.57 |
| Green waste (includes branches, leaves, etc) | Non Hazardous | Landfill | - | 106.89 | - | - | 106.89 |
| Other Waste non recycled waste | Non Hazardous | Landfill | 558.88 | 518.05 | - | - | 1076.93 |

Waste diversion ratio

| Indicator | 2022/2023 | 2023/2024 | 2024/2025 |
|--|-----------|-----------|-----------|
| Waste diversion ratio (%) | 64 % | 56 % | 61 % |
| Total waste generated (in tons) | 2 423 | 2 815 | 2 793 |
| Total waste diverted from landfill (in tons) | 1 550 | 1 577 | 1 716 |

During the 2024/2025 financial year, the waste diversion rate reached 61% – an improvement of 5% compared to the 2023/2024 financial year, though a gap remains before reaching the 80% target set for 2026.

Despite these improvements, challenges persist at certain sites where waste sorting systems are still being refined and where equipment or monitoring tools are not yet fully aligned with Group standards. These issues affect the completeness of the data collected and, in turn, the accuracy of our reporting.

To address this, ER Hospitality is working to both standardise monitoring systems across all its sites and strengthen accountability at individual site level.

During the 2025/2026 financial year, we will continue our efforts in the following ways:

- We will improve the consistency and accuracy of data collection and reporting on waste produced;
- We will develop new training and awareness initiatives to embed responsible waste management practices among our Team Members;
- We will identify opportunities for waste reduction at source, particularly for food and packaging waste;
- We will review contracts with our suppliers to incorporate criteria related to circular economy principles and landfill diversion;
- We will continue auditing our current situation with a view to increasing its effectiveness.

Waste management

La Boutique Solidaire: a circular economy initiative

Launched by Heritage Resorts in April 2024, La Boutique Solidaire is a pop-up shop promoting the circular economy through the reselling of quality second-hand items at affordable prices.

By May 2025, the initiative had raised Rs 217,572 – a portion of which was donated to local organisations such as Dibout Ensam, which works to promote social inclusion and solidarity in the south of the island.

Beyond its economic impact, La Boutique Solidaire has fostered meaningful exchanges and served as a reminder of the human value behind every shared object.



Unnecessary and problematic plastics

ER Hospitality has been a signatory to the United Nations Global Tourism Plastics Initiative (GTPI) since October 2022. Through this initiative, the Group is committed to eliminating unnecessary and problematic plastics across all its accommodation operations. Since then, we have refined our plastics products management practices by focusing on identifying safe and functional alternatives that meet operational needs.

During the 2024/2025 financial year, members of the sustainability team participated in a GTPI training workshop held in Mauritius. The workshop provided further insight into sector-specific challenges, emerging best practices, and practical reduction strategies within the hospitality industry. The knowledge gained through this engagement will support the continued refinement of the Group's plastics assessment and management approach.

Building on this work, ER Hospitality expanded its plastics assessment approach during the 2024/2025 financial year to include not only guest-facing areas, but also back-of-house operational activities. Using a detailed assessment checklist developed in collaboration with the specialist organisation Travel Without Plastic, the Group conducted a more comprehensive identification of plastic items and single-use packaging across its sites, thereby strengthening visibility over priority reduction areas and potential alternatives.

| FY | Scope | Identified items |
|-----------|---|------------------|
| 2023/2024 | Areas accessible to customers | 24 |
| 2024/2025 | Areas accessible to customers and operations area | 32 |

During the 2023/2024 financial year, ER Hospitality replaced 20 of the 24 single-use plastic items identified in guest-facing areas with reusable or recyclable alternatives. These measures included, among others, the replacement of plastic room access cards with wooden alternatives, the introduction of glass water bottles, and the substitution of single-use plastic cups with paper-based alternatives.

During the 2024/2025 financial year, the Group further strengthened its assessment approach by expanding the scope of the review to cover 28 additional single-use plastic items. These items were identified following the completion of the initial assessment phase conducted during the previous reporting period. For 17 of these items, suitable alternatives or phase-out strategies have already been identified, while assessment work remains ongoing for the others.

Certain items continue to present implementation challenges due to health and safety requirements, operational constraints, or the limited availability of viable alternatives on the local market. As a result, the replacement process for some items has not yet been implemented.

The table below presents the 28 additional plastic items identified, together with the Group's assessment of the feasibility of replacing or phasing them out by 2028.

Unnecessary and problematic plastics

| Single use items | Feasibility to eliminate | Status 2024/2025 | Use:: | |
|---|--|------------------|-----------|--------------|
| | | | ● Clients | ● Opérations |
| Aprons | Eliminate daily use | In progress | | ● |
| Bottled beverages (under 750 ml) e.g Cola | Prioritise post-mix systems or 1L–2L bottled beverages | In progress | ● | |
| Bottled water (under 750 ml) | Water bottling plant (compostable bottles only for outdoor activities) | In progress | ● | |
| Cocktail picks | To be eliminated across all operations. | Eliminated | ● | |
| Coffee capsules in F&B areas | Limit use of coffee capsules to only rooms and coffee grains in F&B areas | In progress | ● | |
| Coffee sticks in rooms | Different solutions tested; elimination not feasible due to humidity and clumping causing health and safety concerns, as well as operational and workload constraints. | In progress | ● | |
| Cotton buds/sticks | Alternative available; paper or bamboo cotton buds | Eliminated | ● | |
| Decorations (Balloons, balloon sticks) | Eliminate all single-use decorations in operational areas. | Eliminated | ● | |
| Cleaning products bottles | Prioritise take-back systems or purchase in larger bottles. | In progress | | ● |
| Food takeaway lids | Biodegradable food takeaway containers currently in use but include an SUP lid; unable to eliminate due to lack of alternatives. | In progress | ● | |
| Glitter | Eliminate in Kids Club (hats, paints) | Eliminated | ● | |
| Gloves | No alternative is available for health and safety reasons. | In progress | | ● |
| Hairnets | Eliminate daily use; provide only for visitors. | In progress | | ● |
| Hot Beverage lids | Unable to eliminate due to unavailability of alternatives. | In progress | ● | |
| Kitchen sponges | Necessary in kitchens; unable to replace but prioritise Spongetex where feasible. | In progress | | ● |

Unnecessary and problematic plastics

| Single use items | Feasibility to eliminate | Status 2024/2025 | Use:: |
|--|--|------------------|--------------------------|
| | | | ● Clients ● Opérations |
| Loofas | Prioritise natural-fibre loofahs | In progress | ● |
| Milk sticks in rooms | Different solutions tested; elimination not feasible due to humidity and clumping causing health and safety concerns, as well as operational and workload constraints. | In progress | ● |
| Net bags | Ensure suppliers deliver in reusable crates instead of small plastic packaging or nets. | In progress | ● |
| Piping bags/ pastry sleeves | Ensure to use 2–3 times before disposal or replace with reusable silicone piping bags where feasible. | In progress | ● |
| Cling film wrapping around dishes and cutleries for dine-in or room services | Only use 'cloche' to cover dishes | In progress | ● |
| Razors | No alternative available; provided only upon request. | In progress | ● |
| Shaving cream | No alternative available; provided only upon request. | In progress | ● |
| Shower caps | Currently using biodegradable alternative and to provide only upon request | Eliminated | ● |
| Syrup bottles & concentrate | Prioritise bulk containers | In progress | ● |
| Teabags | Replace with loose tea leaves where feasible. | In progress | ● |
| Toothbrushes | Provided only upon request. | Replaced | ● |
| Toothpaste | Provided only upon request. | In progress | ● |
| Wet wipes (for back of house cleaning) | Use reusable microfibre or cloths with spray sanitisers for cleaning instead of disposables. | In progress | ● |

Responsible sourcing

Strategic and ethical sourcing is a key lever for reducing greenhouse gas emissions and our broader environmental and social impact. It has been identified as a strategic priority for the Group, on the basis of a materiality assessment and with the ongoing support of our suppliers. As a result, ER Hospitality's procurement decisions, from product selection through to logistics, have a direct impact on our carbon footprint.

During the 2024/2025 financial year, the Group strengthened its responsible sourcing governance framework through the revision of its sustainable procurement policy and the integration of a supplier code of conduct intended to guide sourcing practices and supplier relationships. The rollout of this framework is planned for the next financial year.

As part of this process, suppliers were invited to complete a self-assessment questionnaire aimed at evaluating responsible business practices and supported, where applicable, by relevant documentation. Through this approach, ER Hospitality seeks to strengthen transparency across its supply chain, encourage continuous improvement among suppliers, and promote compliance with environmental, social and ethical standards.

Sustainability considerations are progressively being integrated into procurement decision-making alongside operational, quality and cost requirements. These considerations include, among others, environmental performance criteria related to packaging, paper use, resource efficiency, and the selection of electrical and electronic equipment.

In line with this approach, ER Hospitality committed in 2022 to sourcing at least 90% of products within the following categories from local or regional suppliers: fruit and vegetables, meat, poultry, fish and seafood. This commitment aims to support local economic value creation, promote the use of seasonal produce, and reduce the environmental impacts associated with long-distance transportation and logistics.

This sourcing approach has also progressively influenced menu development across the Group's operations, with certain products that are not readily available locally being reduced or removed from selected offerings, salmon being one such example.

Our procurement decisions also support operational sustainability goals particularly energy efficiency, water management and waste reduction. Equipment and materials specifications are increasingly taking efficiency and durability considerations into account.

04

Support for local communities

As a hospitality operator deeply rooted within the regions where it operates, ER Hospitality recognises that the long-term resilience of its activities is closely linked to the well-being and development of surrounding communities.

Many of our Team Members live in the areas where the Group operates, and local communities are directly connected to our activities and to the broader tourism economy of each territory. Their well-being therefore forms an integral part of our "Now for Tomorrow" strategy and is reflected through two of our impact areas: Inclusive Development and Vibrant Communities.

The Vibrant Communities impact area focuses on initiatives related to arts and culture, sports, creativity, aesthetics and neighbourhood safety. Inclusive Development, meanwhile, addresses challenges linked to poverty reduction and improved living conditions, with a particular focus on education, employability, food security and nutrition.

Across the regions where ER Hospitality operates, the Group seeks to contribute to these priorities through targeted partnerships and community-based initiatives developed alongside local stakeholders. Through these collaborations, we aim to support projects that create meaningful and lasting value for communities.

Support for local communities

Our partnership with FoodWise

As part of its Inclusive Development commitments, ER Hospitality has partnered with FoodWise since 2019 to support initiatives addressing both food waste and food insecurity in Mauritius.

The partnership initially focused on the redistribution of surplus food from the Group's hotels to neighbouring NGOs and community associations, enabling edible food that remained unconsumed to be redirected towards beneficiary organisations. Over time, alongside efforts undertaken by ER Hospitality to reduce food waste generation across its operations and strengthen internal food repurposing practices, the partnership progressively evolved towards broader financial support aimed at reinforcing FoodWise's operational capacity and social impact.

Since 2019, ER Hospitality has contributed a total of Rs 4,265,469 to FoodWise. Through the organisation's programmes, this partnership has contributed to:

- the recovery of 85,752 kg of food;
- the redistribution of the equivalent of 341,929 meals;
- the generation of an estimated Rs 17,931,689 worth of redistributed food;
- support provided to 34 beneficiary NGOs.

In parallel, FoodWise also conducts awareness sessions with operational Team Members across ER Hospitality sites to promote more responsible food management practices and strengthen awareness around food waste reduction.



The Club **Terre**



The initiative also highlights the value of locally grown fruits, spices and edible plants, while raising awareness of their nutritional, cultural and environmental importance.

During the financial year, Club Terre delivered a four-month training programme for young people and community participants, with 13 individuals enrolled. Combining theoretical learning with practical application, the programme aimed to strengthen knowledge and skills related to sustainable agriculture and ecosystem management.

The training programme covered four main areas:

- introduction to permaculture principles;
- soil preservation and water management;
- understanding natural ecosystems;
- implementation techniques and practical applications of permaculture.

ER Hospitality invested Rs 1.5 million in the development and implementation of the initiative during the reporting period.

Established at Veranda Pointe aux Biches in partnership with The Gardenist, Club Terre is an educational initiative dedicated to promoting sustainable agriculture, local biodiversity and environmental awareness within the community. Through this project, ER Hospitality aims to encourage a better understanding of local produce, traditional agricultural knowledge and more sustainable cultivation practices.

Located adjacent to the hotel and spanning more than 3,600 m², the site serves as both a learning and demonstration space where children, community members, and local professionals can engage with principles of permaculture and nature-based cultivation methods.

The Club **Solidaire**

Established at Veranda Tamarin in partnership with Tamarin FC United, Club Solidaire supports young people from the local community through access to structured sports activities, with a particular focus on football. The initiative aims to promote inclusion, personal development and social cohesion by creating opportunities for young participants to build confidence, discipline and teamwork within a supportive environment.

Beyond physical activity, the programme encourages the development of essential life skills, including mutual respect, perseverance and a sense of belonging. Through regular engagement, Club Solidaire seeks to foster both individual growth and stronger community connections.

The programme currently supports 70 beneficiaries and brings participants together four times a week for training and sporting activities. ER Hospitality contributes to the initiative through two complementary forms of support: covering monthly membership fees for young people facing financial barriers to participation, and through in kind donation such as supplying treated water from the hotel to irrigate the football pitch and food items, thereby supporting the long-term maintenance of the facility.



05

Our Team Members **at heart**

In the hospitality sector, the quality of guest experiences is directly shaped by the people who deliver them. At ER Hospitality, our Team Members are therefore central to both our operations and the long-term performance of the Group.

We recognise that operational excellence depends on meaningful employee engagement, which in turn is supported by a working environment grounded in respect, fairness and accountability. This principle guides our approach to human capital management and underpins our efforts to attract, develop and retain talent.

Our people management approach is structured and holistic, addressing key challenges facing the sector through continuous learning opportunities, a strong focus on physical and mental well-being, and the promotion of professional integrity. We also encourage open dialogue within the organisation, reinforcing a culture of trust and continuous improvement.

The initiatives presented in this section illustrate this commitment to building an inclusive, resilient and future-oriented workplace.

Employee wellbeing at the heart of our vision

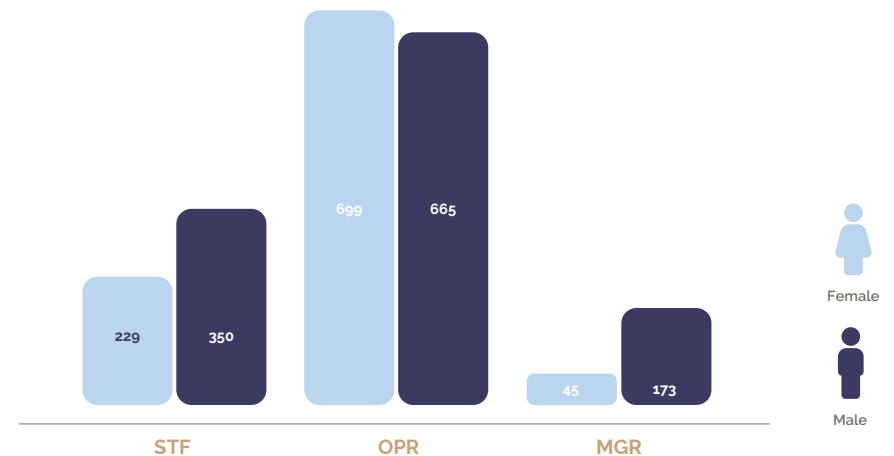
At ER Hospitality, our Team Members are fundamental to the quality of the hospitality experience we deliver. They play a central role in maintaining operational standards, serving our guests and creating long-term value for the Group. This value is closely linked not only to their skills and commitment, but also to their wellbeing across all levels of the organisation and business entities.

The tourism and hospitality sector is currently facing significant challenges in attracting and retaining talent, driven by evolving labour market expectations and the inherently demanding nature of the industry. ER Hospitality recognises these dynamics as a structural consideration for the long-term sustainability of its operations.

In response, the Group focuses on providing working conditions that promote wellbeing, safety and fairness, while supporting professional development and long-term employability. This includes access to training and skills development opportunities, as well as the development of internal mobility pathways aligned with both operational requirements and individual career aspirations.

During the financial year covered by this report, a range of initiatives (detailed below) were implemented across the Group's clusters to support Team Member engagement, learning and wellbeing. These initiatives contribute to strengthening cohesion within teams and with the organisation, while reinforcing a workplace culture grounded in respect, inclusion and continuous improvement.

NUMBER OF TRAINING HOURS PER JOB CATEGORY



Training and development of our Team Members

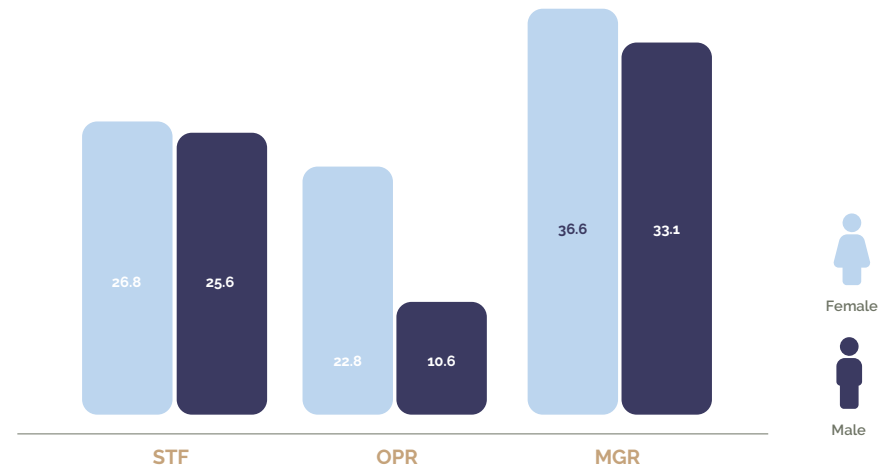
At ER Hospitality, the continuous development of our people is a key driver of both service quality and long-term organisational performance. In a sector where guest experience is shaped by human interaction, investment in skills, knowledge and learning is essential to maintaining high standards and supporting sustainable growth.

During the year, structured training programmes were deployed across the Group to support both operational performance and individual career development. In total, more than 45,000 training hours were delivered, representing an average of 21.06 hours per employee. These programmes covered a broad range of areas, including technical and operational skills, service excellence, leadership development and behavioural competencies.

Training needs are identified through a combination of performance reviews, internal assessments and ongoing collaboration with operational teams. This approach ensures that learning initiatives remain relevant and aligned with business priorities, while also supporting Team Members in developing their careers. Strengthening capabilities at all levels contributes to improved performance, greater confidence and enhanced long-term employability.

The ER Hospitality Training Academy plays a central role in structuring, coordinating and delivering these learning initiatives across the Group. It provides a consistent framework for training delivery, supports internal mobility and contributes to the development of future leaders. Through continuous learning, ER Hospitality encourages its Team Members to build expertise, adapt to evolving requirements and take ownership of their professional development.

NUMBER OF TRAINING HOURS PER JOB CATEGORY



Team Members health and wellbeing

The health and wellbeing of Team Members is a fundamental component of ER Hospitality's approach and a key enabler of a sustainable hospitality experience. Throughout the year, the Group's health and safety function coordinated a range of initiatives aimed at supporting physical, mental and emotional wellbeing across all operational clusters.

Prevention remained a central focus. The "Ensam kont diabète" ("Together against diabetes") awareness campaign engaged 584 participants, raising awareness of diabetes, its risk factors and the importance of early screening. Delivered in partnership with the Mauritius Diabetes Association and complemented by nutritional monitoring support from qualified medical professionals, the initiative also provided Team Members with access to health screening and dietary guidance. In parallel, staff canteen menus were reviewed to encourage more balanced and healthier food options.

Additional initiatives were implemented to support mental and emotional wellbeing. The second edition of "Stillness in the Mountain", organised in collaboration with Abhyas, brought together 70 Team Members for a wellbeing-focused experience. A conference entitled "From Reaction to Response: The Inner Shift That Changes Everything", led by a transformational coach and NLP practitioner, was attended by 40 Team Members. An emotional wellbeing training

programme was also delivered to eight members of the Human Resources team, strengthening internal capacity to provide appropriate support to Team Members when needed.

Physical wellbeing and injury prevention were also addressed through targeted actions. An ergonomics awareness session was conducted for 70 Team Members at head office, focusing on posture, workstation setup and daily practices to reduce physical strain. In addition, wellness activities such as yoga and Zumba sessions were organised throughout the year to encourage regular physical activity and support stress management.

ER Hospitality is committed to conducting its business in accordance with the highest standards of integrity, transparency and ethical behaviour. The Group applies a zero-tolerance approach to unethical conduct, including corruption, bribery, fraud, conflicts of interest and any breach of applicable legal or regulatory requirements.

These principles are embedded in the Group's policies and codes of conduct and apply to all Team Members, as well as to business partners and suppliers. Team Members are encouraged to act responsibly and to report, in good faith, any suspected misconduct through established grievance and whistleblowing channels, with the assurance that no retaliation will be tolerated.

Ethical conduct and professional integrity

Grievance mechanisms and ethical reporting

Formal mechanisms are in place within ER Hospitality to enable Team Members to raise concerns, where necessary, on matters relating to the workplace, ethics or compliance.

A structured grievance procedure provides a clear escalation pathway for reporting issues. This ensures that concerns are reviewed in a timely manner, addressed fairly, and resolved through appropriate corrective action where required.

In parallel, the Group's grievance procedure encourages the confidential and good-faith reporting of any suspected unethical, non-compliant or inappropriate conduct. This framework reflects ER Hospitality's commitment to transparency, accountability and responsible governance.

These mechanisms are accessible to all Team Members, who may also seek guidance or mediation support from the Human Resources function at any stage of the process.

No cases were reported through these channels during the financial year under review.

06

Annexes

GRI Correspondence Index

Statement of use ER Hospitality Property Limited has reported the information cited in this GRI content index for the period July 2024 to June 2025 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 | ER Hospitality Property Limited Village Labourdonnais, Mapou, 31803, Mauritius |
| | 2-2 Entities included in the organization's sustainability reporting | SR p.5-6 |
| | 2-3 Reporting period, frequency and contact point | SR p.3 |
| | 2-4 Restatements of information | SR p.33 |
| | 2-5 External assurance | No external assurance sought |
| | 2-6 Activities, value chain and other business relationships | SR p.6 |
| | 2-7 Employees | SR p.54 |
| | 2-8 Workers who are not employees | - |
| | 2-9 Governance structure and composition | SR p.21 |
| | 2-10 Nomination and selection of the highest governance body | ER Group IR 2025 p.32 |
| | 2-11 Chair of the highest governance body | ER Group IR 2025 p.27 |
| | 2-12 Role of the highest governance body in overseeing the management of impacts | ER Group IR 2025 p.32 |
| | 2-13 Delegation of responsibility for managing impacts | ER Group IR 2025 p.30-32 |
| | 2-14 Role of the highest governance body in sustainability reporting | SR p.21, p.20 |
| | 2-15 Conflicts of interest | ER Hospitality CoC p.2 |
| | 2-18 Evaluation of the performance of the highest governance body | ER Group IR 2025 p.35 |
| | 2-22 Statement on sustainable development strategy | SR p.7-8, p.12-20 |
| | 2-23 Policy commitments | ER Hospitality CoC |
| | 2-24 Embedding policy commitments | SR p.57 |
| | 2-28 Membership associations | SR p.10 |

GRI Correspondence Index

| GRI STANDARD | DISCLOSURE | LOCATION |
|---|---|------------------------------|
| GRI 3 : Material Topics 2021 | 3-1 Process to determine material topics | SR p.23 |
| | 3-2 List of material topics | SR p.23 |
| | 3-3 Management of material topics | SR p.24 |
| GRI 101 : Biodiversity 2016 | 101-1 Policies to halt and reverse biodiversity loss | - |
| | 101-2 Management of biodiversity impacts | SR p.25-30 |
| | 101-5 Locations with biodiversity impacts | SR p.29 |
| 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.25-30 |
| | 304-3 Habitats protected or restored | SR p.29 |
| GRI 201 : Economic Performance 2016 | 201-1 Direct economic value generated and distributed | ER Group IR 2025 p.85 |
| | 201-2 Financial implications and other risks and opportunities due to climate change | ER Group IR 2025 p.62, p.109 |
| GRI 205: Anti-corruption 2016 | 205-2 Communication and training about anti-corruption policies and procedures | ER Hospitality CoC p.1-2 |
| GRI 302: Energy 2016 | 302-1 Energy consumption within the organisation | SR p.33-34 |
| | 302-3 Energy intensity | SR p.34 |
| | 302-4 Reduction of energy consumption | SR p.34 |
| GRI 303: Water and Effluents 2018 | 303-2 Management of water discharge-related impacts | SR p.38 |
| | 303-3 Water withdrawal | SR p.38 |
| | 303-4 Water discharge | SR p.39 |
| | 303-5 Water consumption | SR p.39 |

GRI Correspondence Index




| GRI STANDARD | DISCLOSURE | LOCATION |
|---|--|--|
| GRI 305: Emissions 2016 | 305-1 Direct (Scope 1) GHG emissions | SR p.35 |
| | 305-2 Energy indirect (Scope 2) GHG emissions | SR p.35 |
| | 305-3 Other indirect (Scope 3) GHG emissions | SR p.35 |
| | 305-4 GHG emissions intensity | SR p.36 |
| | 305-5 Reduction of GHG emissions | SR p.37 |
| GRI 306: Waste 2020 | 306-1 Waste generation and significant waste-related impacts | SR p.41-43 |
| | 306-2 Management of significant waste-related impacts | SR p.44-48 |
| | 306-3 Waste generated | SR p.42-43 |
| | 306-4 Waste diverted from disposal | SR p.42-43 |
| | 306-5 Waste directed to disposal | SR p.42-43 |
| GRI 308: Supplier Environmental Assessment 2016 | 308-1 New suppliers that were screened using environmental criteria | SR p.48 |
| GRI 401: Employment 2016 | 401-1 New employee hires and employee turnover | SR p.54 |
| | 401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees | People Experience (PeX) Journey includes flexible work options, competitive leave entitlements, exclusive discounts and other rewards and benefits |
| | 401-3 Parental leave | As part of the People Experience (PeX) Journey, maternity leave is extended by one week, and paternity leave by five days. |

GRI Correspondence Index

| GRI STANDARD | DISCLOSURE | LOCATION |
|---|---|---|
| GRI 403: Occupational Health and Safety 2018 | 403-1 Occupational health and safety management system | SR p.56 |
| | 403-5 Worker training on occupational health and safety | SR p.55 |
| | 403-6 Promotion of worker health | SR p.56 |
| | 403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships | SR p.56 |
| GRI 404: Training and Education 2016 | 404-1 Average hours of training per year per employee | SR p.55 |
| | 404-2 Programs for upgrading employee skills and transition assistance programs | SR p.55 |
| GRI 405: Diversity and Equal Opportunity 2016 | 405-1 Diversity of governance bodies and employees | SR p.54 |
| GRI 406: Non-discrimination 2016 | 406-1 Incidents of discrimination and corrective actions taken | SR p.57 |
| GRI 413: Local Communities 2016 | 413-1 Operations with local community engagement, impact assessments, and development programs | SR p.49-52 |
| GRI 416: Customer Health and Safety 2016 | 416-2 Incidents of non-compliance concerning the health and safety impacts of products and services | In FY25, ER Hospitality recorded no major incidents of non-compliance related to the health and safety impacts of its services. |
| GRI 418: Customer Privacy 2016 | 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data | In FY25, no substantiated complaints were filed regarding breaches of customer privacy or data losses. |






The UN's Sustainable Development Goals (SDGs)

ENVIRONMENT

| Material Topics | GRI Mapping | SDG goals | SDG Targets | Description | Page |
|--------------------------------|--------------------------------------|---|-------------|--|-------|
| Energy | GRI 302: Energy 2016 |  | 7.2 | By 2030, increase substantially the share of renewable energy in the global energy mix. | 31-34 |
| | | | 7.3 | By 2030, double the global rate of improvement in energy efficiency | |
| Greenhouse Gas Emissions (GHG) | GRI 305: Emissions 2016 |  | 13.1 | Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries | 35-37 |
| 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 | 38-40 |
| | | | | 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 | |

The UN's Sustainable Development Goals (SDGs)

ENVIRONMENT




| Material Topics | GRI Mapping | SDG goals | SDG Targets | Description | Page |
|-------------------------------------|--------------------------|---|-------------|---|-------|
| Biodiversity | GRI 101: Biodiversity |  | 14.7 | By 2030, increase the economic benefits derived by small island developing States and least developed countries from the sustainable use of marine resources, including through the sustainable management of fisheries, aquaculture and tourism. | 25-30 |
| | |  | 15.a | Mobilise and substantially increase financial resources from all sources in order to conserve and sustainably use biodiversity and ecosystems. | |
| Waste Management | GRI 306: Waste 2020 |  | | | |
| Circularity | GRI 306-2: Waste 2020 |  | 12.5 | Significantly reduce waste generation through prevention, reduction, recycling and reuse by 2030 | 41-47 |
| Elimination of problematic plastics | GRI 306: Waste 2020 |  | | | |

The UN's Sustainable Development Goals (SDGs)

PROCUREMENT





| Material Topics | GRI Mapping | SDG goals | SDG Targets | Description | Page |
|-------------------------|--|---|-------------|--|------|
| Responsible procurement | GRI 308: Supplier Environmental Assessment 2016 |  | 12.6 | Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle | 48 |

LABOUR AND SOCIAL PRACTICES

| Material Topics | GRI Mapping | SDG goals | SDG Targets | Description | Page |
|----------------------|--|---|-------------|--|------|
| 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 | 54 |
| Employment | GRI 401 Employment 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 | 54 |
| 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 | 56 |




The UN's Sustainable Development Goals (SDGs)

LABOUR AND SOCIAL PRACTICES

| Material Topics | GRI Mapping | SDG goals | SDG Targets | Description | Page |
|---|--|---|-------------|--|-------|
| 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 | 55 |
| 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 | 57 |
| Non-discrimination | GRI 406 Non-discrimination 2016 |  | 5.1 | End all forms of discrimination against all women and girls everywhere | 57 |
| 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 | 49-52 |

The UN's Sustainable Development Goals (SDGs)

GOVERNANCE

| Material Topics | GRI Mapping | SDG goals | SDG Targets | Description | Page |
|--|---|---|-------------|---|--|
| 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 | ER Group Annual Report 2025 p.85 |
| Anti-corruption | GRI 205 Anti-corruption 2016 |  | 16.5 | Substantially reduce corruption and bribery in all their forms | 57 |
| Anti-competitive behaviour | GRI 206 Anti-competitive Behavior 2016 |  | 16.3 | Promote the rule of law at the national and international levels and ensure equal access to justice for all | 57 |
| 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 | In FY25, RHOL recorded no major incidents of non-compliance related to the health and safety impacts of its services. |
| 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 | ER Hospitality continuously ensures that guests are provided with clear, accurate and reliable information across all its establishments and in communication materials. |
| 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 | In FY25, no substantiated complaints were filed regarding breaches of customer privacy or data losses. |



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If you have any feedback or queries regarding this report,
please reach out to us on nowfortomorrow@erhospitality.mu

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