

Hospitality

We deliver an integrated holiday experience through well-established brands like Veranda Resorts, Heritage Resorts, Rogers Aviation and Island Living. We are also the main shareholder in our associated company, New Mauritius Hotels, which operates the Beachcomber brand.

Cap 23 Ambition

See the global health crisis through and renew with profitability

Strategic Objectives

- Prepare for the new normal digitally and sustainably, and
- Grow leisure and hospitality businesses into a new customer powerhouse.

Operating Context

The hospitality industry is the hardest hit by the COVID-19 pandemic. This year was worse than the previous one with borders closed for the full year and a second lockdown in March 2021. Borders have now reopened since October 2021. We expect the hospitality industry to experience both subtle and substantial shifts in the post-pandemic era, with some already apparent today such as the implementation of strict sanitary protocols.

Performance

Our hotels remained closed to incoming visitors for most of the year. Our teams took this downtime to carry out maintenance and refurbishment works. We sought and obtained the Laboratoire International de Bio Analyse's certification "FeelSafe" label, in line with our commitment to prioritise the safety and wellbeing of our stakeholders in the business.

We focused on the local market, and on improving the guest experience in our hotels, in anticipation of the reopening of borders. We also invested in business recovery as well as integrated marketing and communication plans for each brand.

Several measures to contain costs and ease cash flow pressure were taken during the year with a view to alleviate the impact of the closure of the Mauritian borders on performance. Government assistance in the form of the Wage Assistance Scheme, relief on the payment of land leases and a bond agreement with the Mauritius Investment Corporation enabled us to see the crisis through.

Priorities for the next financial year

- Launch of Rogers Hospitality, uniting Veranda Leisure and Hospitality with Island Living to provide a broader range of holiday experiences under one umbrella
- Leverage customer data to craft tailored products and services
- Turnaround strategies for non-performing businesses

Link to risks

 *Top group risks (pages 66 to 67)*

 *Mutation of COVID-19 and travel restrictions accentuate the sluggish pick-up of tourists and sustainability of operations*


Rs **859 m**
Revenue
2020*: Rs 3 bn


Rs **2.5 bn**
Loss after tax
2020*: Rs 690 m
**Restated*



Our hospitality product and services offering was restructured under a unified Rogers Hospitality brand which was launched at Chateau de Bel Ombre.