



Cap 23 ***Impact driven***

For over two centuries now, ENL has been sustainably creating value for all its stakeholders. Considering the challenges of the present times with regards to climate change, among others, we have adopted a more structured and systematic approach to sustainable growth. Cap 23, our current three-year business plan, commits us to conduct business in such a way as to have a positive net impact on our social, natural and economic environment. In addition to business initiatives implemented at group and subsidiary levels, we have launched the #myInPACT programme to foster an impact-driven culture across ENL.

This year again, ENL employees donated Christmas gifts to children from vulnerable communities neighbouring the group's businesses.

#myInPACT



ENL employees joined forces with fishermen and volunteers from the Rotary Club of Phoenix to clean the Grande-Rivière-Sud-Est beach.

Corporate culture

#myInPACT has stemmed from the group's strategic commitment to create a positive and lasting human, ecological and economic impact in Mauritius. The programme aims at inspiring and empowering ENL employees to drive for a positive net impact in everything they do, at work but also at a personal level. We believe that this change in our corporate culture is crucial to the successful implementation of our sustainable development agenda.

#myInPACT enjoins every ENL employee to make a personal commitment to behave, and act, in such a way as to create a positive net impact on society, the environment and on the financial performance of the enterprise. To move him/her to action, we have introduced a set of three behaviours that everyone is actively encouraged to adopt and adapt according to the nature of their day-to-day activities. These observable and assessable behaviours require us to:



Care, establishing win-win relations with colleagues, customers and with surrounding communities; to add value to their lives.



Be eco-responsible, to be mindful of how our actions impact our company, society and the environment; to choose wisely and to limit waste.



Add value, constantly improving our performance and creating value in everything that we do.

Business initiatives

#myInPACT also has a business side to it. The programme fosters change in ENL's operating methods through the systematic application of environmental, social and governance criteria when doing business.

Navigation keys

#myInPACT's areas of impact



Human



Ecological



Economic

Cap 23 sustainability agenda



Circular economy



Innovative capacity and adaptability of business models



Skills and employability



Local anchoring and socio-economic development of territories

OUR PACT

This is our **Pact**, our **Pledge**, our **Promise** to everyday do all we can to **be better** than before. It's a **commitment** to imagine, to improve, to include, to connect with one another and **turn ideas into possibility**. For building a **sustainable tomorrow** is a collective responsibility. But ideas alone will simply not do. We need **rigour**. We need **action**. We need to stay informed, deliver insights, **drive experimentation**. We need to be involved, provide input, **embrace innovation**. And above all, we absolutely must **act**. For what we need in order to thrive is our **united InPACT**.

UN Sustainable Development Goals

Areas of Impact UN Sustainable Development Goals



Human **Impact**

The impact ENL has on its most important stakeholders: employees, customers, shareholders, suppliers, neighbourhoods, and on any other person influencing or being affected by the organisation.

We donated 2,000 pairs of polarized sunglasses made from recycled PET bottles to the local lagoon fishermen across Mauritius.



42 Market Street, the new B'local address at Bagatelle Mall.



Shareholders & providers of capital

Their expectations

- Sustainable return on investment
- Good governance
- Open, transparent, accurate and timely information

Our response

- Providing sustainable return on investment
- Maintaining relationships with shareholders through regular communication

 Group review (page 44 to 45)

 Corporate governance report (page 78 to 92)

Outcomes and highlights during the year

- Sustainability principles embedded in activities and operations, with a focus on ESG initiatives driven by the Sustainable Innovation Committee.
- Initiated the process of being admitted on the Stock Exchange of Mauritius' Sustainability Index (SEMSI); SEMSI listing was secured in February 2022.
- Reinforced interactions with stakeholders to reaffirm the inherent resilience of operations through various channels.
- Conducted two investor meetings including a fully virtual one.



Share price at year end:
Rs 20.75 (2020: Rs 18)



Market capitalisation
at year end:
Rs 7.8 bn (2020: Rs 6.7 bn)



No. of shareholders:
4,086 (2020: 3,994)



Dividend yield:
2.41%



Employees

Their expectations

- Feel empowered, valued and respected
- Personal and professional growth
- Access to learning and development opportunities
- Safe and healthy working environment
- Feel proud of working at ENL
- Regular discussions on own performance
- Market related employment conditions
- Understand employment advantages and benefits

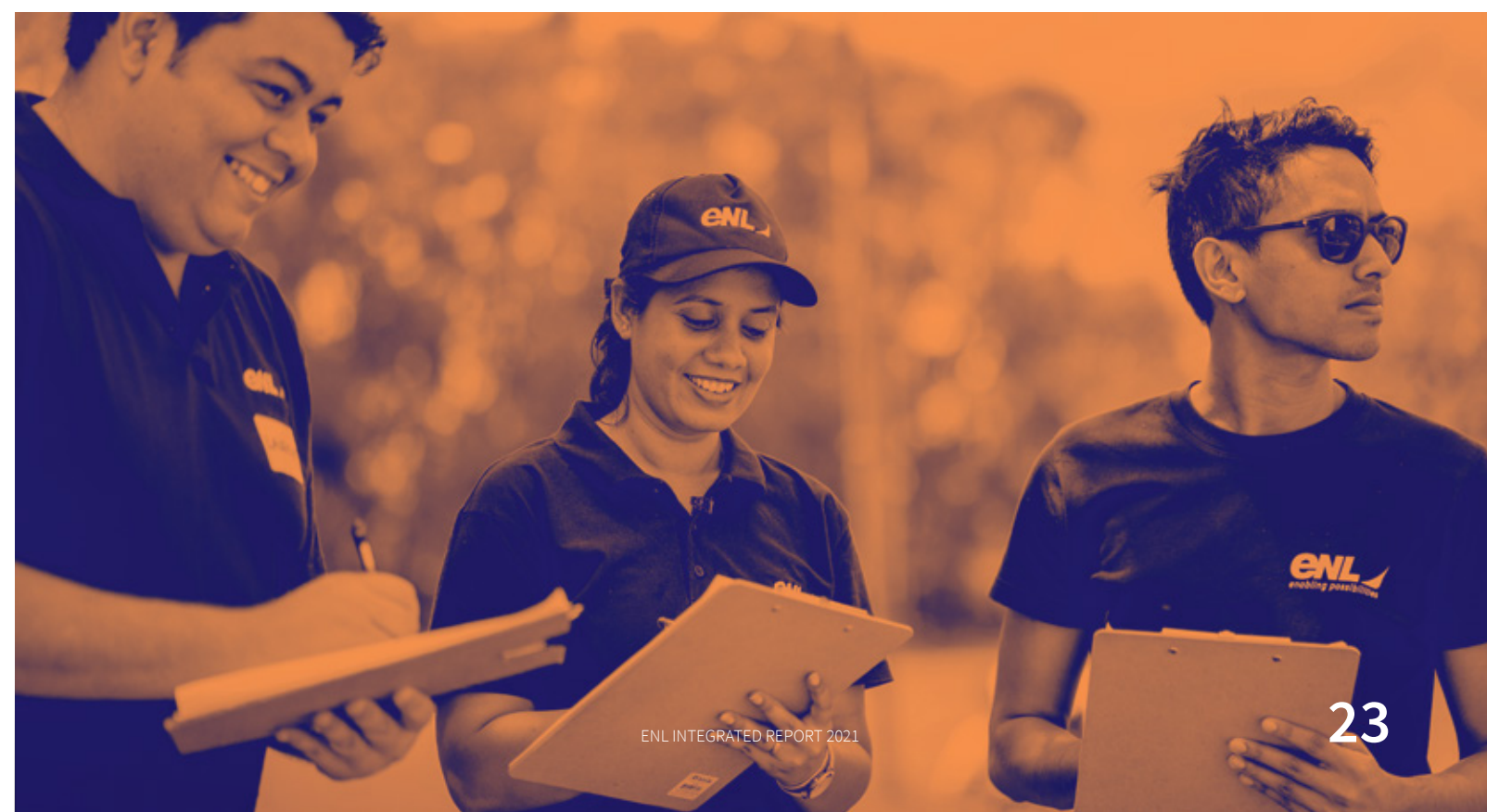
Our response

- ENL's mission, values, and strategic objectives as well as employee engagement promoted through #myinPACT Programme
- Employee engagement monitored every 2 years
- International benchmarking for the quality of work environment we provide: 15 subsidiaries obtained A Great Place to Work certification in December 2021
- National benchmarking of remuneration policy and practice
- Strategic human resource management at group level laying emphasis on talent management, performance management and employee engagement
- Occupational Safety and Health management internalised to accompany and support ENL and its subsidiaries in providing a safe and secure work environment as required by law



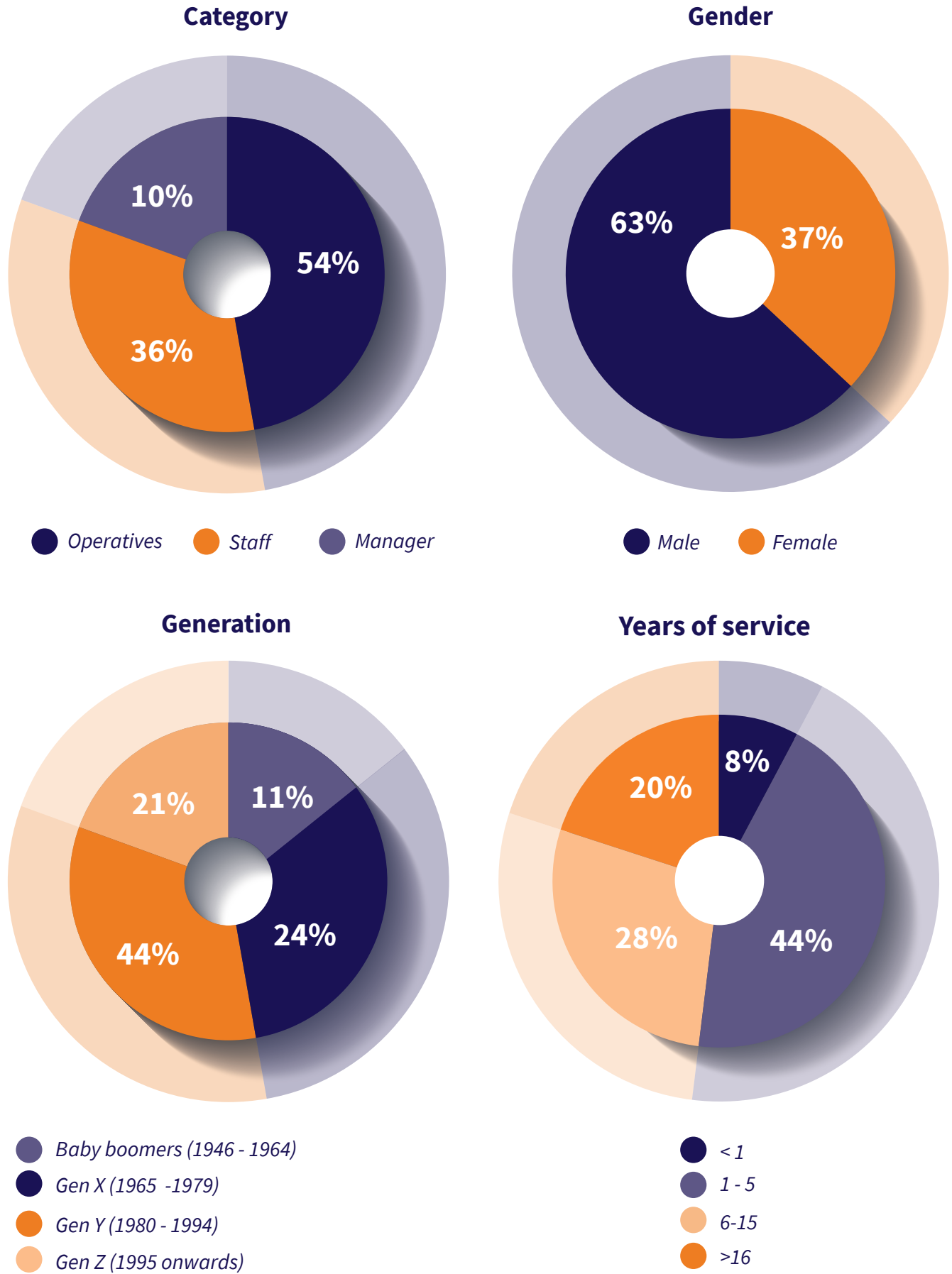
No. of employees:
6,760 (2020: 7,037)

Recruitment exercise for the launch of Decathlon.



Outcomes and highlights during the year

Workforce at a glance



Business continuity and resilience

The group has remained resilient despite the second lockdown to contain the spread of COVID-19 in 2021. Lessons learnt from the previous year allowed teams to be more prepared and to maintain activity levels.

To ensure the safety and well-being of employees, COVID-19 protocols were adapted and updated as and when required. Measures implemented include the following:

- Vaccination campaign and awareness sessions conducted by a medical practitioner coupled with on-going communications to reinforce the importance of abiding to the sanitary protocol in place,
- Internal arrangements made to facilitate vaccination of employees,
- Work-from-home protocols and roster systems introduced to minimise business disruption, and
- Necessary supplies continued to be available for employees, including hand sanitisers, face masks and rapid tests.

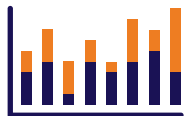
Talent attraction and retention

Despite the disruptions in recruitment processes brought about by the COVID-19 pandemic, ENL retained its status as an employer of choice. The recruitment exercise for the launch of Decathlon has been an excellent gauge of that: applications on the Talent page of our website increased fivefold, exceeding by far the number of posts that needed to be fulfilled.

To further enhance its capacity to attract and retain talent, the group rolled out its Talent Management Action Plan during the year. Our human resource teams trained and obtained accreditation in psychometric testing and profiling. Companies like ENL Property and ENL Corporate Services have already embarked on a journey to profile their teams, and to develop customised training and development plans as well as succession plans for the leadership teams.



Retention rate:
88% (2020: 71%)



Stability Index:
89% (2020: 83%)



Visits on ENL Talent page:
225,000 (x3)



Candidates' profile on ENL Talent page :
29,400 (x5)

Employee experience and engagement

We believe possibilities are endless if the right mindset is cultivated. Our organisational values require each ENL team member to **commit** to high standards of performance, to **connect** with stakeholders through active listening and to **innovate** by embracing change and continuous improvement.

We aim to increase our employee engagement score to 70% by 2023. We stayed in close touch with our teams throughout the year through:

- **Surveys and culture audits.** ENL has partnered with A Great Place to Work (France), and Rogers with Willis Towers Watson, to assess its human resource management. Following a pulse survey, ENL scored 65% at the Little Trust Index of A Great Place to Work in October 2020.
- **#myENL Buddy programme.** 100 buddies were trained to be Brand and Culture ambassadors. The #myENL Buddy is a key contributor to the success of the #myInPACT program through peer-to-peer communication and emulation.
- **Awareness talks and activities for internationally celebrated themes.** We celebrated International Men’s Day, Pink October and World Environment Day, scheduling activities ranging from awareness sessions to Zumba and upcycling workshops. These were opportunities to bring the ENL team together around issues of common interests.

Rogers laid emphasis on goal alignment during the year, and traded its former Performance Management System for the Objectives and Key Results methodology to drive performance.

In furtherance to our sustainability agenda as far as human capital management is concerned, we are introducing a Diversity Charter next year. The group will thus be reaffirming its commitment to gender equality at the workplace.

Some 30 employees from across the group received training on intrapreneurship during the 2nd edition of **Innov8**, The ENL Sustainable Innovation Challenge.



Trust Index Score 65%*
*excluding Rogers group



49 partners on
myENL card

Learning and development

Most training sessions could not be conducted face-to-face owing to the prevailing health crisis. Nevertheless, we maintained efforts to provide a conducive learning environment to employees with a view to enable them to achieve their full potential. We, inter alia,

- Created The Enabling Academy to reinforce the learning and development pillar of the group’s human capital management. The training institution will collate training needs from across the group and will leverage the size of ENL to bring bespoke solutions to the teams.
- Revamped our online learning platform to better address the needs of targeted audiences.

Rogers maintained its focus on cross-sectoral development programs including the ACE Management Development Program, “Read to Lead” a compelling list of must-read business books, Rogers Talks with this year’s themes including building resilience, leading a performance culture and the art of storytelling.

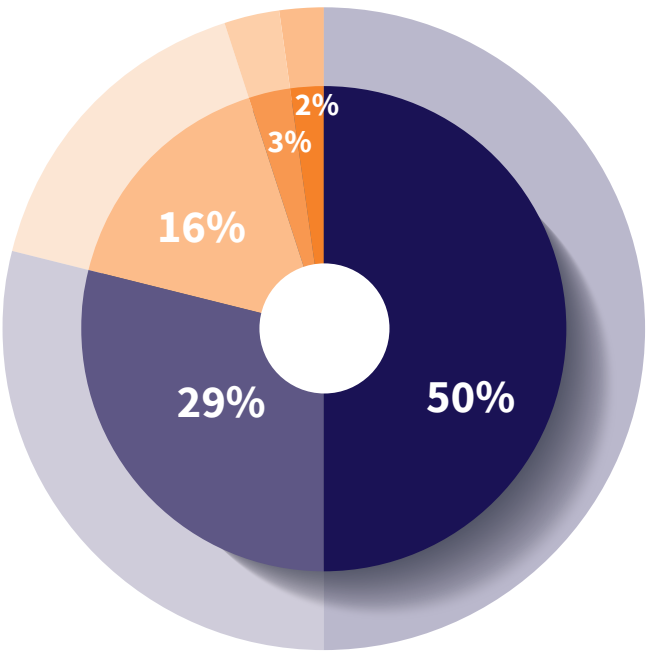


Hours invested in training:
24,402



Training expenses:
Rs 22 m

Training expenses per area of focus



- Leadership and talent development
- Technical competencies
- People focus
- ICT and equipment
- Health, safety and welfare



Well-being, safety and health

During these unprecedented times, ENL continued to strive for a safe and healthy work environment for employees and third parties in line with the Occupational Safety and Health Act 2005 and its associated regulations. Initiatives taken this year include:

- Review and update of the ENL Safety and Health Policy,
- Regular inspections and workplace audits at subsidiaries to promote continuous improvement, and
- Fostering a culture for safe and healthy workplaces through training, toolbox as well as talks and awareness sessions. We raised awareness on issues like work life balance, stress management and practising mindfulness in collaboration with psychologists.



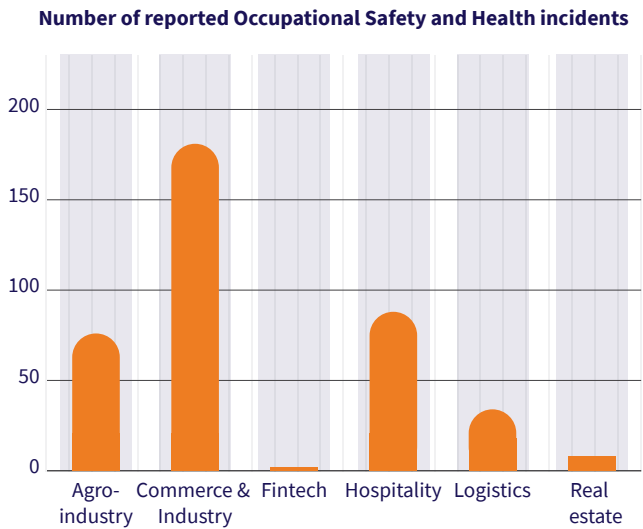
Safety and health trainings and toolbox talks:

4,624 employees (2020: 4,924)



Lost time to injury leaves during the year:

0.08%



Business partners & suppliers

Their expectations

- Equal access to supplier and partnership opportunities
- Be treated in a professional, fair, transparent, ethical and responsible manner

Our response

- We conduct business in a professional, transparent, ethical and responsible manner
- We share a copy of our Code of ethics with commercial partners to ensure alignment
- We network with the private sector through numerous forums to ensure we share best practices that benefit our group and our business partners

Outcomes and highlights during the year

Corporate governance report (page 78 to 92)

Group review (page 44 to 45)

Rs 8.1 bn
procurement spend



Customers

Their expectations

- Consistently deliver our brand promise in terms of products, services and experience
- Anticipate customer needs, aspirations and expectations
- Fair commercial practices, sound ethics and good governance

Our response

- Customer centricity is a key strategic focus in Cap 23, our current business plan
- We are leveraging customer data in a secure and General Data Protection Regulation (GDPR) compliant ecosystem to deliver enhanced omni-channel customer experiences to all stakeholders
- We actively seek feedback and engagement with customers through surveys with a view to improve our products and services, and to understand and anticipate their needs
- Regular engagement via social media platforms
- We are digitalising our offerings and optimising the use of online platforms, to enhance customers' experience

Discussion with the CEO (page 8 to 11)

Online engagement with ENL:



153k interactions



788k content views



923k content views



551k page visits



Local communities

Their expectations

- Employment opportunities in ENL group
- Responsible citizenship
- Support through financing and other resources to become more autonomous

Our response

- Through ENL Foundation, we remain committed to promote integrated neighbourhoods, to nurture future generations, and to enable vulnerable communities to live with dignity
- We leverage our goodwill to contract strategic partnerships and secure funding from alternative sources, when applicable, to upkeep commitments
- We have set up Moka'mwad, a special vehicle that builds lasting bridges between the existing Moka residents and those of Moka Smart City to add life and vibrancy to the region
- We actively support the arts, culture, and sports through our sponsorship programme
- We have set up a working committee to spearhead the group's sustainability and inclusiveness programme



In December 2020, ENL Foundation organised a garage sale of second hand goods at Cité Sainte Catherine.



The Cité Sainte Catherine Community Centre, built with contributions from ENL among others.

Outcomes and highlights during the year

Enable vulnerable communities to live with dignity

Zenerasion Nou Kapav (ZNK)

ZNK was set-up four years ago by Eclasia and ENL Foundation to implement a community development programme at Sainte Catherine. Its objective is to provide the necessary tools and accompany the residents to take ownership of their lives and community. ZNK has five pillars of intervention: financial autonomy, education, social housing, resilience, health and hygiene. During the year, eight families were able to own a piece of land, which enables them to build a concrete house.

Nurture future generations

Accompagnement Scolaire and Zenfan Sourire

The Accompagnement Scolaire and Zenfan Sourire programmes aim to ensure that schooling is accessible to children from vulnerable communities. Despite the severe perturbations caused by the health crisis in the education sector, ENL Foundation has been able to reach 200 children enrolled in the two programmes. During the year, online classes were proposed, and for those having no access to internet, materials were provided at their doorstep. With the efforts of our collaborators, the children were able to reach a 90% success rate at the Certificate of Primary Education exams.

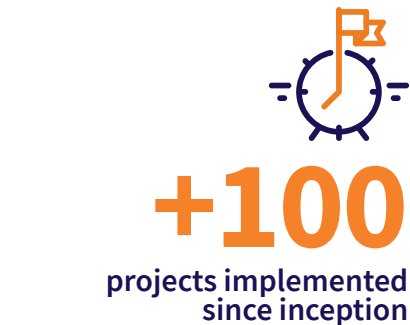
Integrated neighbourhoods

Kolektif Moka'mwad is a citizens' platform launched three years ago by the promoter and developer of Moka Smart City. The aim of Moka'mwad is to create strong connections between Moka and its residents by bringing them together to collectively improve the quality of life in the city.

Moka'mwad



Communities



Cité Sainte Catherine, Alma, Telfair and L'Escalier reached a level of autonomy of



Government authorities

Their expectations

- Operations conducted in a safe and lawful manner
- Responsible citizenship
- Be an actor in the implementation of the government's economic agenda
- Transparency, collaboration and networking

Our response

- We operate in full compliance of relevant laws and regulations
- We proactively contribute to national growth owing to our dynamic entrepreneurial culture
- We believe in the potential of partnerships to shorten learning curves and accelerate growth. Partnership with the public sector ranks high on our agenda
- We contribute to the national dialogue through our membership in various industry organisations

Corporate governance report (page 78 to 92)

Driving Impact - Economic (page 38 to 43)

Outcomes and highlights during the year

- Continuous contribution to the development of the national economy through investment in infrastructures, value distributed and employment creation.
- Launched several campaigns aiming to raise awareness on one's ecological impact.
- Participated in conferences, forums and panels at national level.



ENL House, the group's headquarters, is a landmark feature of the rapidly growing Vivéa Business Park.

Ecological **Impact**

ENL is committed to having a positive net impact on its natural environment. As such, we pay close attention to how our operations may be contributing to climate change. We advocate for a holistic management of wastes we generate, as well for the preservation of the natural capital.

Beach clean-up at Grande-Rivière-Sud-Est, first initiative of the #myInPACT programme to showcase circular economy with plastic bottles being transformed into polarized sunglasses.

Cap 23 has identified sustainability as a strategic focus area across the group. In 2020, we created the Sustainable Innovation Committee to drive ENL's sustainability agenda. The Committee is chaired by the Group CEO with representatives from key subsidiaries. The Committee has regularly met and monitored progression of several sustainable innovation projects. In 2021, we have expanded the Business Strategy function to include the Sustainability agenda so as to ensure that sustainable development principles remain core to the business strategy.

Additionally, in partnership with Rogers and the Boston Consulting Group, we have undertaken a group level seven weeks program to define opportunities for stronger integration of sustainable development into ENL's operations. This assignment opened a reflection on the threats of climate change, resource exploitation and biodiversity loss and the urgency for ENL to recognise those and move towards new ways of generating profitability in a sustainable manner.

70 projects

proposed under
Cap 23 with 30
implemented

9 sustainability
committee

meetings held
during the year

This year's edition of The Moka Trail was tailored to cater for sanitary restrictions made necessary by the COVID-19 pandemic. This outdoor sport meeting usually attracts an average of 3,500 participants.

Organisational culture

ENL is committed to foster an organisational culture that fosters ecological behaviours. Several initiatives were encouraged and supported throughout the year to sensitise employees and the general public alike. To promote respect and appreciation of the natural environment, we have institutionalised a regular 85 km hiking trail in the Moka region (Moka Trail), initiated regular monthly plogging and hiking events in the Moka region to sensitize the general public on the impacts of littering and the respect of the natural environment.

4 Balad
dan Moka

organised

2 plogging

events with 30
participants and 100L of
waste recovered

2,100
participants

in the Moka Trail

Climate action

Climate change is happening, and its impacts are becoming increasingly visible each year. Though it is not historically responsible for the accumulation of climate altering emissions in the atmosphere, Mauritius is among the countries that will bear the impacts of climate change the most.

Recognising the threats that arise from extreme climatic events caused by the increase in atmospheric temperature, ENL has declared the reduction of its emission levels of high importance. As a major economic actor in Mauritius, ENL wants to contribute to the transition to a low-carbon economy.

As part of its emission reduction strategy, our subsidiary Rogers has calculated its greenhouse gases emissions for financial year 2021 and committed to the Science Based Target initiative (SBTi) as well as to the Race to Net Zero. The rest of the group is planning to compute its emissions during calendar year 2022 for disclosure in financial year 2023.

The *Now for Tomorrow* campaign will transform Rogers Hospitality operations in Bel Ombre to a carbon neutral destination, positioning the region as a truly sustainable destination in Mauritius. The Heritage hotels in Bel Ombre have set the objective of sourcing 80% of their energy needs from renewable energy by 2025 and all Heritage hotels are now Green Key certified. Moreover, to reduce emissions linked to supply chain, Rogers Hospitality will prioritise buying fruits, vegetables, seafood, poultry and meat from local producers or Indian Ocean suppliers as from January 2022.

Moka City has deployed public mobile app Commute in August 2021 to promote carpooling and incentivise ENL employees and the general population to reduce their commuting emissions.

CommuteApp
2,380 km
of single car trips avoided with
280kg of avoided CO₂ emissions

Energy

Renewable energy is the cornerstone for a low-carbon economy. At the latest COP26, Mauritius has updated its Nationally Determined Contribution target to 40% reduction in GHGe by 2030 and committed to phase out coal by 2030. ENL wants to support and contribute to this objective by increasing the amount of electricity sourced from renewable energy. The group operates photovoltaic farms set on the rooftops of its commercial and hotel facilities.

During the last financial year, the total renewable energy production and consumption has been:

Renewable energy
production
2,777 MWh*

Total electricity
consumed
29,393 MWh

9% share
of electricity from renewable
sources

CO₂
2,650
tonnes of avoided CO₂
emissions

*Renewable energy production was lower compared to financial year ended 2020 due to the extension of the Bagatelle Mall that required the photovoltaic system to stay off-line for 6 months.

Sustainable urbanism

Generation of renewable energy alone is insufficient to move towards a low carbon economy; it is fundamental to consume less resources in general. The development of the Moka Smart City has been conceptualised with the central vision of creating a walkable urban environment where soft-mobility and walkability is supported and encouraged. To achieve the vision of the 15 minutes city, an urban masterplan has been adopted with strict building guidelines for residential and commercial developments that will shape the whole urban development of the future city of Moka.

All new commercial developments are built in accordance with the LEED certification requirements in terms of buildings energy efficiency and resource management. To date, in addition to PwC's premises, Les Fascines will be the next LEED-certified office space. It enters operations in March 2022.

Moka Smart City is also integrating IoT technology to improve resource management. Smart sensors have been installed to measure instant energy consumption of residential buildings to promote and induce energy savings behaviours. Street city lighting will also be controlled by smart sensors that will turn the light on only when someone walks by, hence reducing electricity consumption in the city.

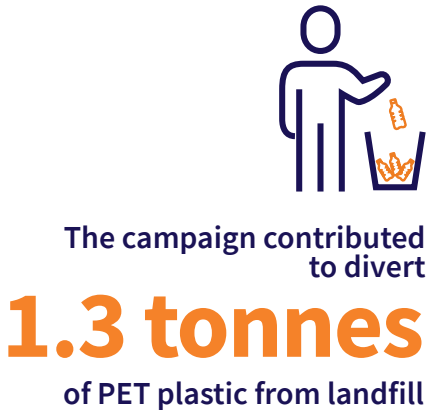


Circular economy is a strategic focus of our sustainability agenda. ENL has started to better integrate the principles of the circular economy in its operations by engaging all companies to improve their waste management practices and increase their waste recovery rate.

We launched the ENL Waste Project with this objective in mind. We conducted our first ever study on the amount of waste generated and disposed by all ENL companies. Across the group, 53% of the total amount of waste is recovered and diverted from landfill and we are committed to increase this rate to 75% in the near future.

In a circular economy, the waste of one company becomes a resource for another. Platinax Austral, ENL's export-oriented eyewear specialist, recycles PET bottles and other renewables to produce its green collection of sunglasses. Moka Smart City availed itself of this expertise to create the Moka Collection, a limited edition of sunglasses produced from PET bottles collected through the network of 12 underground smart sorting bins 'Molok' installed throughout the city.

ENL undertook an island-wide campaign to sensitise Mauritians on the importance of the circular economy and on the opportunities it presents. We partnered with Platinax Austral, the Rotary Club of Phoenix and the Mauritius Fishermen Cooperatives Federation to donate 2,000 pairs of polarized sunglasses made from recycled PET bottles to the local lagoon fishermen. The campaign raised awareness on the fact that plastic is a threat to marine lives and therefore, for the very livelihood of fishermen. But when used responsibly, it can be transformed into a useful health solution for the community. Fishermen run the risk of permanent damage being caused to their eyes due to prolonged exposure to the sun and the sea. Polarized sunglasses are good protection against this health hazard.



Agriculture

Land management and agricultural practices have a considerable impact on the natural environment. As owner of an important land asset base, ENL is taking steps to reduce the potentially negative environmental effects of large-scale agricultural operations. We have started formalisation of the BonSucro certification for our sugar cane operations which remain the main pillar of our agricultural cluster. The audit process is scheduled to start in 2022.

Sugar cane is complemented by vegetables production. We have introduced smart agricultural practices among our local partners. We want to support a philosophy of cooperation in the Mauritian farming community so as to grow a produce in a more sustainable way whilst being healthier for the consumer.

Rogers has earmarked 7 Ha of land in the Bel Ombre region to be converted to smart agricultural practices. Additionally, all agricultural activities have adopted no tillage practice, support and protect bee colonies for cross pollination and auxiliary plants are used to limit the use of pesticides.



Food crops produced

1,615 tonnes

Tomatoes grown in Field Good Fresh Food greenhouses following the principles of sustainable agriculture.



Biodiversity

Biodiversity conservation and ecosystem restoration are key in supporting natural systems to adapt to climate change. Having our heritage firmly anchored in the local context of the Moka, Savannah and Bel Ombre regions, we are committed to restore endemic biodiversity present in those territories.

For this long-term objective, ENL Agri has earmarked in the Moka region 30 Ha of land that will be gradually restored to its original endemic vegetation. As part of their emission reduction strategy and to enhance Mauritius' capacity to adapt to the impact of climate change, Rogers has initiated the restoration of the ecosystem along the Jacotet River, in Bel Ombre, a region that is classified as part of the UNESCO Biosphere Reserve. The overall objective is to rehabilitate 9.8 km of riverine vegetation to its endemic flora.



800+

trees planted to date in Bel Ombre

Economic ***Impact***

The impact ENL has on the local, national and international economy. This includes creating employment and wealth, generating innovation, paying taxes, and fostering inclusive growth.

Bagatelle Mall and its immediate neighbourhoods have grown into a magnet for trade and business in a relatively short span of 10 years.



Mokaray is an offshoot of Bazart Kreasion, an ENL Foundation initiative to foster entrepreneurship among women.



ENL's Head of CSR, Mario Radegonde, introducing an European Union sponsored initiative aimed at promoting the economic integration of vulnerable communities.



Entrepreneurship

Bazart Kreasion

Bazart Kreasion is an initiative to empower underprivileged women from Moka and its neighbouring areas through micro-entrepreneurship, with a focus on handicrafts (handmade upcycled jewellerys and candles). To broaden the initiative to help empower more low-income women in the region, two culinary projects were launched as part of Bazart Kreasion's development plan:

- Bazart Mokaray which aims to become a household "table d'hôte" in local cuisine for the region.
- Bazart Mokaban, a food trailer offering local fare at affordable prices.

Both Bazart Kreasion and Mokaray target the tourist clientele. However, given the toll taken by the COVID-19 pandemic on the hospitality industry, they are surviving by serving customers that live and work in the region. On the other hand, Mokaban aims to serve the local market and accordingly, the pandemic had minimal effect on its operations.

27 women

empowered by Bazart Kreasion, Bazart Mokaray and Mokaban



48 beneficiaries

Mo Bizness

Leave No One Behind

Leave No One Behind is a programme that aims to alleviate poverty by empowering and mentoring low-income earners, and the underprivileged, to become resilient and economically independent. Beneficiaries have been trained in life and entrepreneurial skills as well as in business development. Additionally, they also benefit from coaching delivered by a professional business developer and receive support from a social worker and a psychologist. Despite the sanitary situation, the teams did their upmost to continue with the training calendar and secured traineeship opportunities.

Turbine

As a key economic player of Mauritius, ENL has nurtured an innovative ecosystem and enabled entrepreneurship through its government-accredited incubator and start-up accelerator, Turbine.

24 start-ups

pre-incubated

10

new experts onboarded



Contribution to the nation

Aprann

The main objective of Aprann is to enhance the employability of unskilled and untrained low-income individuals from vulnerable communities. The project can be divided into three phases: the capacity building programme, skills development & vocational training, and placement & on-the-job training. In these exceptional times, Aprann was able to maintain the programme by having tutorial videos sent out through an instant messaging platform. Additionally, through the project, ENL Foundation was able to collaborate with two new NGOs during the year, Ki Nou Ete which specialises in the rehabilitation of ex-detainees and youngsters from the Rehabilitation Youth Centre, and Appel which promotes the rehabilitation of the homeless.

Moka: Investments in infrastructure and in services

Pursuing its core purpose to build a resilient and thriving Mauritius by integrating the well-being of the society and the environment, the group, via its real estate segment, has invested Rs 1.1 billion in the development of infrastructure and in services that are beneficial to the country. This includes road developments; community integration through Moka'mwad and Les Kocottes; and the installation of photovoltaic farms and urban furniture.



108

beneficiaries of Aprann

ENL group contributed to
1.45%
of national employment

Using 2021 Second Quarter Results from statsmauritius.govmu.org

Projects to enhance quality of life

Rs **981 m**
investment

Infrastructure to improve the regions

Rs **118 m**
investment

Sustainability and smart items

Rs **22 m**
investment



The ENL Foundation team at a workshop on Aprann, an HSBC International programme aimed at enabling employability.

#myENL COVID-19 Solidarity Fund

The #myENL COVID-19 Solidarity Fund (#myENL Fund) was created to support the local communities that were the most impacted by the pandemic. Its ambition is to empower families for financial autonomy and to foster resilience among the most vulnerable.

Projet Poules Pondeuses

During the year, ENL Foundation launched a project of poultry farming. 45 families from Grand River Northwest, l'Escalier, Alma and Cité Sainte Catherine have been selected to participate in the project where each family has received 5 to 8 layers, a coop and 3-months' worth of feed necessary to kick-start their own micro-enterprise. The initiative was welcomed with open arms by the beneficiaries and provided them enough confidence to reinvest part of the income derived from the sale of eggs to acquire additional hens.

Nourezo.mu

Nourezo is a digital platform that facilitates the connection between self-employed tradesmen and customers for free. Deepak Ramsurrun, a content marketer and entrepreneur, was appointed to manage the platform and further develop its potential. Currently, Nourezo ranks fourth among similar platforms and the main challenge remains the adoption by Mauritians.

352 tradesmen registered

2,425 social media followers

156k audience reach

+30 various expertise

Other initiatives

- Other disbursements from #myENL Fund supported:
- The women of Bazart Kreasion to sustain their income during the health crisis
 - Provision of food packs to 1,200 families for immediate relief
 - Distribution of personal protection equipment to 250 frontliners and to children from vulnerable regions
 - Backyard gardening for some 25 families in Moka, L'Escalier and Black River regions

Vivacis Solidarity Fund

In line with #myENL Fund, Rogers group set-up the Vivacis Solidarity Fund as part of the Vivacis Resilience Programme with the objective to provide immediate and short-term relief to employees and communities impacted by the pandemic. During the year, the funds were used to distribute food vouchers to eligible employees, employee allowances during the lockdowns and provided support to NGOs in building resilient communities.

#myENL COVID-19 Solidarity Fund

Rs 10.4 m total contribution

Rs 3.2 m disbursements

Vivacis Solidarity Fund

Rs 10.7 m total contribution

Rs 8.8 m disbursements



nourezo.mu, an online marketplace for the self-employed financed by the ENL COVID19 Solidarity Fund, ran an awareness campaign at Bagatelle Mall.



Participants to the 2nd edition of Innov8 worked in teams to find solutions to four real time business issues.



Digitalisation

Cap 23 identifies digitalisation as a strategic enabler. The ENL digitalisation roadmap comprises four pillars: digital experience, automation, analytics and paperless. These pillars enable the group to improve its processes and services while enhancing customer and team member experiences. To support and boost the digital roadmap of each of the companies, the group has set up joint digital projects.

Achievements during the year include the following:

- *Digital experience* – implementation of Microsoft Teams Digital Workspace, enabling team members to collaborate efficiently through tools like video calls and a document management system operating on the cloud.
- *Automation* – several specific operation-based projects such as route optimisation process for deliveries and automation of sales processes with automatic replies for the generation and circularisation of quotations.
- *Analytics* – several business intelligence projects are being implemented. For example, the harvest dashboard which provides real-time monitoring and analysis of harvests.
- *Paperless* – introduction of e-signatures across the group.

Innov8

Innov8, ENL's innovation challenge, was launched with the objective to promote a culture of innovation and intrapreneurship within the group whilst also tackling real corporate problem statements. After a month and a half of workshops, the winning team was announced in November 2020. The quality of the pitches and the bonds created within the teams evidenced Innov8's success. A second edition was held end of 2021.



National Productivity and Quality Convention (NPQC) Awards

- 2 Gold
- 2 Silver
- 1 Bronze

+200

employees trained in lean start-up methodology & lean six sigma, innovation, process and digital

+200

digital projects connected with internal or external experts



30 participants

960

hours devoted to training in intrapreneurial skills