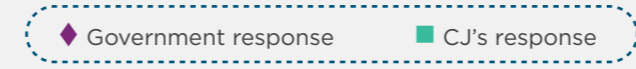


# OUR RESPONSE

## To COVID-19

The COVID-19 outbreak led to the closure of the Mauritian economy and disruption of business models across industries. The government and private sector players moved quickly to protect the health of employees and customers, and activate contingency and continuity plans. As a Group with activities in essential services, our role in keeping consumers and businesses safe, connected and entertained took on new proportions. Meanwhile, our non-essential businesses were unable to carry out their activities during the national lockdown between 20<sup>th</sup> March and 15<sup>th</sup> May 2020, after which we resumed operations in phases. Our financial response and the impact of the pandemic on specific clusters and businesses is addressed in relevant sections of the Integrated Report.

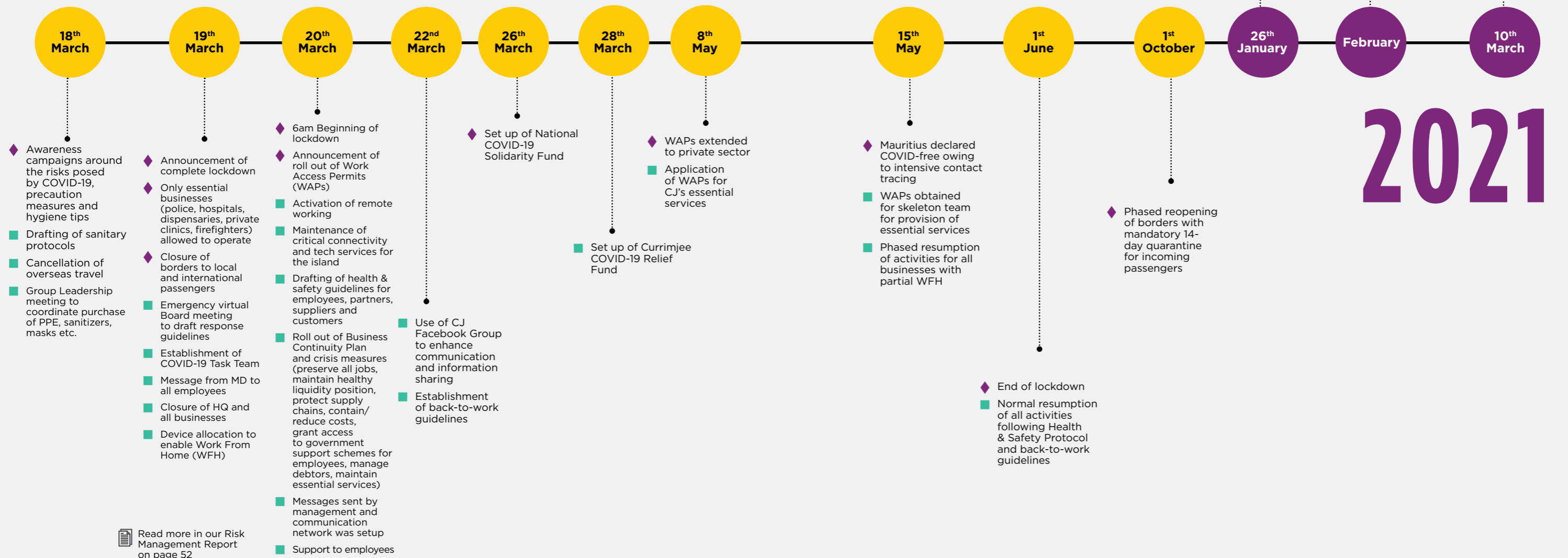


# 2020

## 19<sup>th</sup> March

## 1<sup>st</sup> June

# 2021



Read more in our Risk Management Report on page 52

# OUR RESPONSE TO COVID-19

## EMPLOYEES

- We promptly shifted our employees to remote working, providing laptops and a VPN. A large portion was already equipped, thanks to our continuous focus on technology enablement. Flexible work arrangements are ongoing.
- Maintaining communication with employees through regular phone contacts, was paramount in providing updates, reassurance and guidelines on the way forward. WhatsApp and Zoom were used to cascade information quickly. Employee engagement levels soared in all businesses.
- All offices, retail shops and our hotel were temporarily closed to preserve the health of employees. From 15<sup>th</sup> May onwards, the reopening of our offices was phased, with staff working on rotational shifts to ensure social distancing. Strict sanitary measures were implemented (masks, hand sanitizers, temperature checks, social distancing) in all premises and continue to be followed.
- Anantara iko implemented Anantara International's strict "Stay With Peace of Mind" programme, in anticipation of the reopening of borders.
- All frontliners were vaccinated.
- Application of Wage Assistance Scheme to support eligible employees.
- We preserved 100% jobs (excluding natural attrition) during the year; no salaries were cut or reduced; no benefits were amended; bonuses were also duly paid.
- We increased emphasis on training, skills development and mentorship to help certain employees temporarily serve in other roles, and allow others to rise into more important roles.

## COMMUNITIES

- Through our connectivity solutions, infrastructure and extension of data services, we kept people connected to their loved ones and enabled them to access support when needed.
- We contributed MUR 1.5M to the National COVID-19 Solidarity Fund.
- We set up our own internal Currimjee Relief Fund to extend food and health supplies to vulnerable populations. Our employees contributed MUR3.8M and the company made an equivalent contribution to the fund to reach a total of MUR 7.6M.
- Anantara iko Mauritius Resort & Villas was made available for frontline doctors for a month at no charge.
- We maintained all our CSR activities through the Currimjee Foundation in our areas of intervention.

 Read more in our CSR Report on page 112

## CUSTOMERS AND SUPPLIERS

- All stores were closed during lockdown to protect customers. After reopening, HQ and retail shops layouts were adjusted to meet social distancing requirements and followed strict sanitary measures.
- We enhanced communication on social media to update customers daily.
- We expanded the local network and submarine cable capacity to ensure seamless connectivity. We also continuously monitored network usage and infrastructure to maintain a high customer experience.
- Service was not terminated for postpaid customers at Emtel and MC Vision, prepaid numbers were extended their validity period at no charge, late payment charges were waived for clients across clusters, additional data and channels were provided at no cost, payments were deferred, partial invoicing was implemented and credit periods were extended. These measures were implemented to enable people to learn, have access to entertainment, work and stay connected to their family and friends, while managing their cash flow challenges.
- Supplier contracts were extended and we maintained regular communication to renegotiate payment plans with more flexibility.
- To protect customers, Anantara iko implemented safety measures extending from the check-in process and transport, to guest rooms and common areas in the hotel.
- Digital payment alternatives and e-commerce solutions were developed to enable customers to pay their bills and make purchases online.
- We made full use of digital payment facilities (Internet Banking) to facilitate transactions with our suppliers.
- We developed new products and solutions in response to new customer needs.

## REGULATORS AND AUTHORITIES

- We contributed to the National COVID-19 Solidarity Fund which aims to finance schemes, projects and other relief measures to support the community.
- We worked in close collaboration with government bodies to address the challenges facing the tourism and hospitality sector and propose adequate solutions.

