INTRODUCTION

Building our Ability to Sustain illustrates CIEL’s and its investee companies sustainable initiatives for calendar year 2016. Its purpose is to put forward some of the actions undertaken across our 5 clusters. As part of our programme to advocate for a sustainable way of doing business, it is vital to highlight the cross-cutting benefits of having good practices and strengthen the perception of sustainability as a value-adding process for our investors, our customers, our employees, our local communities and the environment.

We truly thank all our investee companies and their respective teams for their very much appreciated collaboration and contribution in the publication of this first edition of Building Our Ability to Sustain.
A MAURITIAN-BASED COMPANY WITH AN INTERNATIONAL FOOTPRINT.

OPERATING SINCE 1912

30,000 EMPLOYEES WORLDWIDE DEPLOYED ACROSS ALL SUBSIDIARIES AND ASSOCIATED COMPANIES

LISTED ON THE STOCK EXCHANGE OF MAURITIUS

TEAMED UP WITH LEADING INTERNATIONAL PARTNERS

CIEL AT A GLANCE

ONE OF THE LARGEST LOCAL COMPANIES IN TERMS OF MARKET CAPITALISATION.

A Mauritian-based diversified investment group, listed on the Stock Exchange of Mauritius, operating in five business clusters spread across Mauritius, Africa & Asia.

"FINANCIALLY STRONG AND DIVERSIFIED GROUP BUILT ON INTEGRITY, HARD WORK, SPIRIT OF ENTREPRENEURSHIP, AND A SOLID SENSE OF PARTNERSHIP."

CIÉL GROUP BUILDING OUR ABILITY TO SUSTAIN 2016

TEXTILE
AGRO & PROPERTY
HOTELS & RESORTS
FINANCE
HEALTHCARE

Mauritius
India
Kenya
Maldives
Nigeria
Uganda
Zambia
Botswana
South Africa
Bangladesh
Mauritius
Madagascar
India
Kenya
Maldives
Nigeria
Uganda
Zambia
Botswana
South Africa
Bangladesh
Mauritius
Madagascar
India
Kenya
Maldives
Nigeria
Uganda
Zambia
Botswana
South Africa
Bangladesh
STATEMENTS
Chairman

Sustainability is the pulse of our society and of our Group. It needs to beat in every community, in every company, in every family and in every individual. It should run through our blood to inform every decision we take.

Arnaud Dalais
Chairman

As a group, we define sustainability as an integrated part of our business approach. Our corporate responsibility lies in creating lasting shareholder value by embracing opportunities and managing risks deriving from economic, social and environmental aspects. Therefore, our ability to sustain lies in acknowledging that sustainability is not an action item on a to-do list. But rather a way of looking at things, a way of conducting business by taking into consideration the impact of every decision we make, in order to enhance our own resilience.

With more than 30,000 people employed through our investee companies, our economic, social and environmental footprint is significant. With our growth and size arise expectations from all our stakeholders, whom CIEL has always had at heart.

This has transpired through the dawn of our Fondation CIEL Nouveau Regard, created 13 years ago in a federative spirit around our communities. But we strive to go beyond in every way and aspire to accomplish more throughout our sustainability journey.

Our willingness to advocate for sustainability in our way of conducting business comes from our Board of Directors, which has recognised the cross-cutting benefits of having good practices and the need to strengthen the perception of sustainability as a value-adding process for our all our stakeholders.

We thank all our investee companies for their engagement towards CIEL’s Sustainability Journey. All these initiatives contribute strongly to the materialisation of our vision and mission.
STATEMENTS
Corporate Sustainability Advisor

“Corporate Sustainability is a question of creating a certain balance between economic, social and environmental dimensions in order to foster sustained economic growth over time.”

Roger Espitalier Noël
Corporate Sustainability Advisor

Sustainable development, broadly defined as the maintenance and enhancement of environmental, social and economic resources, in order to meet the needs of current and future generations, has become an indispensable component of business planning, development and management.

Our corporate sustainability translates in creating value whilst seeking for a balance between economic, social and environmental dimensions as a lasting and ongoing process in order to spur responsible and sustained economic growth. In other words, our ability to sustain over time lies in recognising shareholder value and stakeholder value as two sides of the same coin. That being said, beyond financial performance, we aspire to strengthen our position and approach in all aspects of sustainability. We are committed towards continuous improvement based on our clients’ and our partners’ expectations, in conjunction with Good International Industry Practices, in terms of security, ethics, social engagement and environmental responsibility.

We have missioned ourselves to create and nurture lasting value for our stakeholders and our country through transparent ethical and responsible business management, by using sustainability as a management practice and embedding sustainability in our corporate culture. Beyond CIEL, we want to reach out to our communities and participate in furthering sustainable development for our island and the countries we operate in throughout our own sustainability journey, as much as we possibly can.

Aware of the challenges that sustainability entails, we recognise the specific characteristics of our investee entities related to their respective activities and geographical locations, and appreciate their contribution to CIEL’s sustainability journey.
OUR CORPORATE SUSTAINABILITY FRAMEWORK

Our Vision
To be the leader of sustainable development in our world.

Our Mission
We create and nurture lasting value for our stakeholders and country through transparent, ethical and responsible business management.

Our Commitments
CIEL Limited has committed to go beyond what is required by law and implement Good International Industry Practices ("GIIP") as well as best sustainable practices. Whereby GIIP means alignment with International Finance Corporation ("IFC") Performance Standards, including all applicable IFC Guidelines across all our operations by 2020, whilst Best Sustainable Practices means implementing such practices across our value chain as a continuous improvement process.

Corporate Sustainability
CIEL is committed to managing all its businesses in a sustainable manner. This means not only considering the Group’s financial performance and risk profile, but taking into account its social, environmental and economic impacts whilst implementing a governance structure to supervise and guide this process along the way. In this regard, CIEL has embarked on its sustainability journey by adopting its Corporate Sustainability Policy based on 5 pillars.

Our Action Plan
CIEL Limited has developed and follows a five-year roadmap outlining five specific goals and associated actions. Our decentralised culture implies that each cluster and operational unit is encouraged to implement a Sustainability Committee in order to use sustainability as a management practice. As at date 75% of the committees have been set up and we are confident that CIEL’s Sustainability Governance Structure will be fully implemented by the end of the next financial year. Therefore, each entity within CIEL Group is responsible and accountable for embedding GIIP within its operations, while CIEL Limited provides for a management system to guide each entity, facilitates the sharing of best practices and monitors progress.

Our sustainability pillars
We have identified five pillars, which represent the guiding principles of our Sustainability Journey.

A Corporate Sustainability Committee has been set up to assist the Board in meeting its responsibilities in relation with the Group’s sustainability policies and practices, based on the proposals made by Mott MacDonald, an external consultant appointed for the design of a Sustainability Strategy for CIEL as a Group.

Use sustainability as a management practice
Embed sustainability in CIEL’s culture
Nurture CIEL’s people
Create lasting value for our stakeholders
Promote the sustainable development of Mauritius
In order to better understand what sustainability means at CIEL and foster a sustainable culture within our operations, CIEL organised its first Sustainability Forum on the 7th of June 2016 with the participation of over 125 executives from our five clusters. Through interactive panel discussions, we have been able to share our best practices and understand our common goals and objectives despite operating in different sectors and regions.
La Vallée de Ferney Conversation Trust

CIEL has an ongoing commitment to support the protection of the unique biodiversity of the Ferney Valley, an area of privately owned land in the Bambous Mountains that is among the largest and most important reserves of native wildlife in Mauritius.

In 2013, a Memorandum of Understanding was signed by the Vallée de Ferney Conservation Trust together with the Mauritian Wildlife Foundation to further develop Ferney’s conservation management with respect to its endemic species.

In 2014, in partnership with the Ministry of Agro-Industry and Food Security, and the UNDP through its Global Environment Facility Small Grants Programme, a three-year project was initiated to “optimise the Ferney valley into a Mauritian biodiversity conservation and awareness hotspot”. The project consists of 4 main aspects, namely forest conservation, propagation of native plants, rare plant search and native bird reintroduction. As part of the efforts to reintroduce native birds, aviaries for the accommodation of echo parakeet and pink pigeons have been built.

43 echo parakeets have been released in two batches

10 echo parakeets currently live in the Ferney Valley
As a responsible corporate citizen, CIEL together with its subsidiaries and associates, strive to improve the lives of fellow Mauritians and try to make a meaningful impact on local communities by attempting to alleviate some of their socio-economic challenges. Companies of the Group annually contribute financially to Fondation CIEL Nouveau Regard ("FCNR"), the accredited vehicle of CIEL Limited, whose objectives are to help society at large by developing community projects across the island. Therefore, CIEL has continuously endeavoured to contribute to the welfare of the communities in which the Group conducts business. It manages this commitment through FCNR as well as via its various business units.

**Adolescent Non Formal Education Network ("ANFEN")**
ANFEN is a network that manages 20 centers welcoming more than 1,000 adolescents with learning difficulties. In addition, the programme caters for social workers mandated to provide psychosocial support to the children by creating a link between families and schools. The network is staffed by eight social workers and FCNR contributes to their salaries yearly for an amount of MUR 620,000.

**Society for the Welfare of the Deaf ("SWD")**
In 2010, FCNR and the SWD opened the FIRST secondary school for hearing-impaired children in Mauritius by launching two classrooms of Form I. Today, the secondary section runs from Form I to IV and keeps on adapting its program to the needs of the students. As at end 2016, 100 students had passed and almost 80% of them are today professionally active. FCNR invested MUR 5.5M in this project.

**Lakaz Lespwar Solitude**
In partnership with Caritas this community development project has accompanied some 600 families in their journey to rise out of poverty since its inception in 2010. Currently, 500 families are benefiting from its structure and support. Amongst its various services to the beneficiaries, a common garden was created. Through a partnership with the Food and Agricultural Research & Extension Institute, agricultural training is made available with the aim of contributing to food self-sufficiency while serving as a self-esteem therapy activity. MUR 9.7 million has been invested by FCNR since 2010 for the whole project.

**Lakaz Lespwar Olivia**
Building upon the success of Lakaz Lespwar Solitude, the village of Olivia has opened its own centre in 2015 thanks to FCNR, Caritas and Alteo Group. 100 children regularly take part into the centre’s activities whilst in the meantime work with the parents has begun.

**Actogether.mu**
ACTogether.mu is a web platform funded by FCNR for the benefit of NGOs and citizens in Mauritius and Rodrigues. With 98 NGOs registered on the website, it allows for social professionals to come together around federating events such as “Le Marché de Noël Solidaire.”

Le Marché de Noël Solidaire is an annual event promoting the common achievements of various NGOs while increasing their visibility and helping them to raise funds. In addition, the NGOs benefit from courses on the development of original hand-made products and innovation provided by coaches specialised in craftsmanship.

---

### Key Figures

- **13 years** of active social engagement
- **MUR 78 millions** invested since 2005
- A total of **MUR 5,852,305** CSR tax received from subsidiaries for 2015-16
- **MUR 6,182,700** spent in social projects
- **+/- 2,000** number of direct beneficiaries
- **+/- 4,000** number of indirect beneficiaries

---

**MUR 6,182,700** spent in social projects
**+/- 2,000** Number of direct beneficiaries
**+/- 4,000** Number of indirect beneficiaries
As part of our endeavour to promote the sustainable development of Mauritius, CIEL supports various cultural and sporting events.

Festival Ile Courts
The Porteurs d’Images association presented the 9th edition of Ile Courts Festival, during which short films directed by Mauritians as well as foreigners were screened around the island. CIEL has proudly lent its support to the festival over five years. Furthermore, in the spirit of the event we organised a “Café Courts” at CIEL’s HQ featuring amongst others Azim Moolan’s Rod Zegwi dan Pikan and David Constantin’s Made in Mauritius.

Porlwi by Light
For its 2nd edition, Porlwi by Light this time celebrated its people, placing them at the core of its vision. CIEL sponsored this year’s “Street Light” category, which featured interactive art, whilst CIEL Textile sponsored the event’s official t-shirt.

Supporting sports
CIEL was proud to be the official sponsor of the Africa Pacific Dragons during the world cup 10s. It was the first time that a Mauritian group sponsored a team of professional rugby players from Asia Pacific and Africa in an international tournament of such prominence. Tropic Knits was the official clothing sponsor while Fortis Clinique Darné was the medical partner for the event.

Ferney Trail
Since its first edition in 2008, the Ferney trail has become one of the largest sports events in Mauritius. The Ferney trail is a not-to-be-missed yearly rendez-vous with family, friends and colleagues; an opportunity to share our values while contributing to the well-being of our people, in the unique and breathtaking scenery of La Vallée de Ferney. While the previous year’s partnership with ACTogether.mu and the Muscular Dystrophy Association intended to create awareness and raise MUR 200,000 for their respective projects, profits generated in 2016 have been allocated to La Vallée de Ferney Conservation Trust and the Sun Resorts Cancer Trust.

FEEDBACK FROM PARTICIPANTS OF THE FERNEY TRAIL

“Words cannot say enough about the welcome we received... Your wonderful team did an amazing job! Wonderful team! Volunteers all over were there with their heart and I have never seen this before. It was a tough race and if I could finish was mainly because everything was so perfect. Hats off to the entire organising team. You are the best!”

Clothilde Lacmant

“Ferney Trail
The Ferney 20 kilometer was a first for me this year and it was memorable discovery! The race pack had already set the tone (cup and race tattoos, great ideas!). And to add to this, the magnificent trail, the organisation including the refreshment points and checkpoints, the cameramen and the caring volunteers encouraging the participants. Congratulations and thank you! It felt like I couldn’t get enough... Maybe I’ll try the 50 kilometer next year!”

Jérôme Castelain

Since its first edition in 2008, the Ferney trail has become one of the largest sports events in Mauritius. The Ferney trail is a not-to-be-missed yearly rendez-vous with family, friends and colleagues; an opportunity to share our values while contributing to the well-being of our people, in the unique and breathtaking scenery of La Vallée de Ferney. While the previous year’s partnership with ACTogether.mu and the Muscular Dystrophy Association intended to create awareness and raise MUR 200,000 for their respective projects, profits generated in 2016 have been allocated to La Vallée de Ferney Conservation Trust and the Sun Resorts Cancer Trust.

FEEDBACK FROM PARTICIPANTS OF THE FERNEY TRAIL

“Words cannot say enough about the welcome we received... Your wonderful team did an amazing job! Wonderful team! Volunteers all over were there with their heart and I have never seen this before. It was a tough race and if I could finish was mainly because everything was so perfect. Hats off to the entire organising team. You are the best!”

Clothilde Lacmant
SUSTAINABLE DESIGN, PLANNING AND PROCUREMENT

Rain water is a vastly under-used natural resource that we often take for granted. Ebène Skies, CIEL Ltd’s headquarters in Mauritius, is equipped with a rainwater harvesting system integrated since the building construction. Water is captured from the roof and stored to provide an independent water supply. The water harvested is used for daily outdoor and indoor purposes mostly for sanitation, irrigation and cleaning, as well as fire protection needs. This reduces demand on municipal water supply and prevents unnecessary use of potable water for purposes other than drinking.
Ciel Textile

3 CLUSTERS
WOVEN

AQUARELLE
CASUAL SHIRTS

PASTEL BLUE
LOOSE SHIRTS

CFL WOVEN FABRICS

Fine Knits

TROPIC KNITS

CIL KNITS

Knitwear

Launched Clothing

FORMAL SHIRTS

Over 20,000 Employees

33 million garments exported annually to Europe, India, South Africa and USA

20 Productions Units

Mauritius India Bangladesh Madagascar

8 5 1 6
HIGHLIGHTS

Winning Well Culture
“In our quest for excellence, continuous improvement and our people’s engagement are fundamental to our success. Thus, we aspire to nurture a “Winning Well” culture within our units of operation – whereby “Winning” stands for “Being the best” supported by our “hard values” of hard work, accountability, result-driven and champion culture. And “Well” suggests the contrary of the usual “Winning at all costs”, supported by our “soft values” of integrity, solidarity, and humanity - while nurturing strong relationships with all our stakeholders and amongst ourselves, with the communities surrounding our sites, and with the environment as a whole. This is illustrated by the implementation of a “Kaizen Culture” to cascade down the process of problem identification and problem solving.”

Harold Mayer
CEO of CIEL Textile

Chairman’s Manufacturing Excellence Award
In an attempt to nurture one of its core values of spirit of entrepreneurship and innovation, multiple awards were launched through time, including the Sustainable Environment and Energy Award, the Best Subcontracting Award, the Best Employee Award, the Human Resources Award, and the Quality Award, each rewarding the best performers during the Chairman’s Manufacturing Excellence Award (“CMEA”) held on October, 15th 2016. The CMEA is not just rewarding the best performing employee and department; it shows the ever growing commitment to ensure that CIEL Textile factories thrive.

EXCELLENCE CAN BE FOUND AT ALL LEVELS

Testimonies on the CMEA
“Winning the Quality Award for the second time in a row proves that there is consistency in the Quality Management System (QMS) and in our results. I believe that we have not yet reached the top, we should always challenge the system and keep improving. I dedicate the award to all the CDL Team, but first and foremost to the knitting department for implementing the Quality System and for maintaining the standard. They deserve this victory.”

JOCELYNE SARAH
Quality Assurance Manager at CDL Ltd

SOOCHIT RAJKUMAR
Boiler Operator at CDL Ltd

ABDOOL SOLEMAN
Knitting in charge at CDL Ltd

Doing business with a Meaning
“Sustainability must be an integral part of the management of all companies.”

Eric Dorchies
CEO of Aquarelle Group

Sustainability Fashion Show at Aquarelle Mauritius
This year, Aquarelle organised its first Sustainability fashion show during its 20th annual session for Strategic Thinking themed “Doing Business with a Meaning”.
For this event, 11 departments of the Group and 12 designers worked for 6 weeks on their pieces, manufactured with recycled materials.

“The goal was to combine recycling and creativity. We asked different departments to give a new life to their administrative and office materials. The IT department for instance, used floppy disks and even keyboards to create their outfits. We are very proud of the result, which represents our engagement towards sustainable development.”

AGNES NG
Product and Design Manager at Aquarelle
HUMAN RIGHTS AND LABOUR PRACTICES

Labour practices
CIEL Textile firmly believes that its people are its most valuable asset. Therefore, several programmes to nurture excellence from grassroots to top management have been implemented. Over the years, CIEL Textile’s teams have endeavoured in creating a clear organisational structure across all units within its three clusters along with defined routine meetings. In line with the former, a People Performance Management has been implemented - this in order to identify training needs and to promote the right attitude and accountability.

Training and career management
In line with the above mentioned People Performance Management, a few units have engaged in Relationship Management through the initiation of Employee Job Satisfaction Surveys together with Employee Engagement Surveys. This shall be extended to all units in the foreseeable future.

Workers participation
Employee welfare constitutes an integral part of CIEL Textile’s management programmes across all units. Thus, committees with workers’ participation are being set-up to better address specific concerns and enhance communication, with regards to canteen, transport, and sexual harassment prevention for instance.

Health and safety
All units are stringent with regards to the health and safety of its workforce. This is illustrated by: workers’ participation in regular Health and Safety committees, regular Health & Safety risk assessments, the provision and close monitoring of Personal Protective Equipment and, regular training and awareness on good Health & Safety practices.

ENVIRONMENTAL RESPONSIBILITY

At CIEL Textile, resource conservation, pollution prevention and promoting biodiversity is part of business decision making process. Therefore, all stakeholders within factories are encouraged to adopt environmentally conscious practices in their operations and activities. Consequently, monitoring systems have been introduced to better manage water and energy consumption as well as waste and effluent.

Aquarelle Group has implemented waste segregation at all units as well as visual displays at all water points to create awareness on water conservation in Mauritius, Madagascar and India.

IN MAURITIUS
- A new water distribution line was installed at Laguna Clothing.
- New energy and water efficient machines at Aquarelle’s wash plant were commissioned.
- Plants and reusable bags were distributed to all employees at Aquarelle.
- Environmental awareness sessions were conducted with 90% of employees at Aquarelle.

IN INDIA
- A new generator was commissioned at Aquarelle to optimise diesel consumption.

IN MADAGASCAR
- Antsirabe factories switched from Heavy Fuel Oil to biomass boiler.
- 10,000 trees were planted as part of a reforestation programme.
- Rainwater collection systems were installed at all Antsirabe Factories.

Tropic Knits Group as developed an Energy Management Policy and a Water Management Policy, in addition to an Environmental Policy Statement describing its commitment, its policy, scope, primary objectives and respective roles and responsibilities assigned, which have been communicated to its employees and displayed in order to keep awareness and commitment at all levels in a space provided for that purpose.

IN MAURITIUS
- Low temperature soaping and bleaching techniques were implemented at CDL Knits.
- CDL Knits’ processes were optimized in order to use less energy and water.
- Energy efficient motors and of e-soft technology were introduced at Tropic Knits.
- In order to achieve cutting waste reduction, TKG provided extensive awareness and training to its staff.
- Fabric wastes, cartons, plastic, used oil and wooden pallets were recycled.

IN INDIA
- New equipment with higher efficiency were commissioned at Tropic Madagascar.
- Factory cartons, paper and fiber waste were used for the wood boiler.
- The steam line was cladded and lagged.
- The water recovery process was optimised.

IN MADAGASCAR
- Processes were optimized in order to use less energy and water.
- Energy efficient motors and of e-soft technology were introduced.
- Fabric wastes, cartons, and plastic are recycled.
- Wooden pallets are re-used and burnt into a wood boiler.

CIEL Group Building Our Ability to Sustain 2016

CIEL Group Building Our Ability to Sustain 2016
## WHAT HAVE THESE MEASURES ENABLED TO ACCOMPLISH?

### Reduction of water usage

**WOVEN**
- 28% (L/person/day) at Aquarelle Madagascar

**TROPIC KNITS**
- 10% (L/person/day) at CDL Knits Mauritius

### Energy reduction

**WOVEN**
- 14% (kWh/m) at Consolidated Fabrics Limited
- 6% (kWh/shirt) at Aquarelle Mauritius

**FINE KNITS**
- 15% (kWh/piece) at Tropic Knits Mauritius
- 19% (kWh/m) at CDL Knits

**KNITWEAR**
- 5% at Ferney Spinning Mills
  - 19% at Floréal Madagascar

### Waste minimisation

**WOVEN**
- Reduction of food waste of 30% (kg) at Aquarelle India

**FINE KNITS**
- Reduction of fabric waste of 1.5% (kg) at Tropic Knits Mauritius

### Reduction of wood use

**FINE KNITS**
- 40% at Tropic Knits Madagascar

**KNITWEAR**
- 34% at Floréal Madagascar

### Waste minimisation

**WOVEN**
- Reduction of fabric waste of 1.5% (kg) at Tropic Knits Mauritius

### STAKEHOLDERS ENGAGEMENT & SATISFACTION

#### ACT FOR OUR COMMUNITY INITIATIVE

> “Be the change you want to see in the world”
> Mahatma Ghandi

With the aim of stimulating the spirit of sharing and employee participation, CIEL Textile has launched its **Act for Our Community Initiative**, held for the first time last year on the 13th of November 2016. On this occasion, 20 operational units based in Madagascar, South Africa, India and Bangladesh united in a collective effort to make that day special as they possibly could for others in the vicinity of its factories, through concrete actions involving employees and communities.

#### OTHER COMMUNITY ENGAGEMENT INITIATIVES

**Woven**
- Health Camps were conducted every three months to provide access to healthcare (screening tests) to communities neighbouring Laguna India factory.
- Aquarelle India has been involved in rural development projects through the donation of a tractor for the supply of drinking water to 14 villagers.
- On the occasion of the Environment Day 2016, a clean-up was conducted at Aquarelle Mauritius with employees, their families and local communities, following which awareness was raised around the use of eco-green products.

**Fine Knits**
- 138 primary school students aged between 9 and 10 years-old have visited the premises of Tropic Knits Reunion Mauritius.
- A children’s playground was built in 2009 at Cité St-Luc and is maintained on a yearly basis.
- A yearly event is organised by CDL Knits and Ferney Spinning Mills with the kids and their respective families during which gifts are distributed.

**Knitwear**
- The necessary cancer treatment assistance was provided to one of Floréal Madagascar’s employee’s child.

> “We did a factory and process walk-through with our production people for primary school students. This was followed by 3 sessions on environmental awareness talks, covering how we affect the environment at each step of our production processes and what we are doing to mitigate the impacts such as waste segregation, rainwater harvesting and energy and water saving practices as well.”
> **RAYNAB KHODABACUS**
> Environmental Project Coordinator
some of the Certifications

- **WOVEN**
  - gold certification at Tropic Knits
  - gold certification at Aquarelle India
- **FINE KNITS**
  - platinum at Aquarelle Surinam
  - certification at Consolidated Fabrics
- **KNITWEAR**
  - certification at CDL Knits, Tropic Knits
  - SMETA: all chemicals and yarn Deko-Tex certified at CDL Knits
  - BCI: For CDL Knits

At
- Ajax Sweaters
- Aquarelle India
- Aquarelle
- Tropic Knits
- CDL Knits
- Atlante
- Antsirabe
- Laguna India
- Laguna Grand Bois
- Aquarelle Surinam
- Consolidated Fabrics

Location:
- Mauritius
- Madagascar
- India
- Bangladesh

CIEL Group Building Our Ability to Sustain 2016
Sustainable production is important to Ferney Spinning Mills, which has an in-house wool recycling plant. The wool waste is recycled and used to produce blankets by one of the company’s Italian Customer. In addition, Ferney Spinning Mills collects and reuses rainwater in its spinning mills process, and has embarked on a solar energy project, with solar water heaters. Furthermore, Laguna Clothing, Tropic Knits and Floréal Knitwear factories use solar lamps for their outside lightening whilst in Bangladesh solar panels were installed.
Ciel Agro & Property

- More than 6,000 employees
- 3,000 hectares of land located in the South East region of Mauritius
- 200 hectares of nature reserve
- 7,800 square meters of office space
- Operations in 3 countries: Kenya, Mauritius, Tanzania
BUSINESS ETHICS

Alteo is committed to the highest standard of business integrity, professionalism and transparency in all its activities. In this respect, Alteo has set up a Corporate Governance, Nomination, Remuneration & Ethics Committee, in addition to an Audit & Risk Committee to ensure that the Group’s activities are managed ethically and responsibly to enhance business value for all stakeholders.

Alteo is in the process of developing a Code of Ethics which will apply to all Directors, officers and employees of the Group, with as objective, to outline the responsibilities and guidelines that describe the expected ethical standard of all employees.

HUMAN RIGHTS AND LABOUR PRACTICES

Talent development & Investment

Alteo has invested in an HR system that includes a performance management tool, which shall be deployed at staff and management level in each cluster. In identifying talent to support its regional expansion plans, the Group has put in place a process for recruiting and selecting high potential candidates, including a mix of competency-based interview techniques, psychometric testing and demonstrations of technical know-how.

Health Surveillance Programme

Alteo is aware that proactive and preventive measures are necessary in dealing with health and safety issues. Therefore, in addition to regular training and awareness programmes conducted throughout the year, emphasis has been put on a Health Surveillance Programme. This includes eye check-ups, audiometric tests, lead blood tests, pulmonary function tests and cholinesterase test to monitor workers’ health.
ENVIRONMENTAL RESPONSIBILITY

Alteo’s commitment to adopting responsible and environmentally-friendly policies in the different regions in which it operates is underpinned by its ongoing improvement of direct environmental impacts across its value chain.

Chemicals management

Alteo is engaged to limit its impacts on the biogeochemical cycles and with this vision, the following measures are being implemented, while continuously improving the processes:

- Alteo strives to decrease its reliance on inorganic substances such as fertilisers and herbicides in the production of sugars through the use of by-products of the sugar industry. This has resulted in decreases in cost, resource use intensity and greenhouse gas emissions.
- Green cane harvesting and trash blanketing are natural techniques used to prevent weed germination and, thereby enabling Alteo to significantly reduce its herbicide applications.

Energy management and renewable resources

Alteo has already embarked on its journey towards energy efficiency and renewable energy. The production of renewable energy presents significant ecological and economic benefits and Alteo is exploring avenues to invest more in the production of renewable energy in order to meet the target fixed at the COP21. Several measures have been implemented in Mauritius and Tanzania to optimise energy use and mitigate demand for electricity, which include:

- Co-generation of steam to produce heat required for sugar production and refining processes;
- In Mauritius, renewable energy is produced during the crop season through the burning of bagasse, representing one third of its total energy production;
- Offices and factories are being outfitted with energy-efficient equipment and materials.
- In Tanzania, the estate produces only renewable energy which it consumes, and any excess of energy produced is exported to the national grid;
- In Kenya, in addition to using bagasse to run boilers, Transmara Sugar Company Limited (“TSCL”) uses the excess to product briquettes that are sought after by the tea industry.

Waste management measures

Most of by-products resulting from sugar production are being reused or recycled.

- Bagasse, which is used as an input for energy generation.
- Molasses, which are sold for the production of alcohol and environmental friendly fertilisers are exported to be processed into animal feed.
- Filter mud, which is re-injected into the fields as a valuable source of nutrients for the soil and the sugarcane.
- Cane trash, which is used for pest and weed control; and a potential source of renewable energy
- Bottom ashes, resulting from bagasse burning are applied to fields as a nutrient supplement.

Wastewater management

Alteo is committed to using water resources with care and to limiting pollution. The Group has embarked on a process of monitoring its water use and wastewater production in order to develop more efficient water usage techniques and improve wastewater treatment techniques. The existing wastewater management facilities at Alteo are:

IN MAURITIUS
- The industrial site at Union Flacq in Mauritius is equipped with a state of the art aerobic wastewater treatment plant, able to treat 50 cubic meters of wastewater per hour. After effluents controls, the treated water is directly pumped to the fields and used for irrigation purposes.
- At Beau Champ, a sedimentation pond is used to process water, thus allowing for particulate matter to settle. The water is then pumped and used to irrigate Ile aux Cerfs’ golf course.
- Likewise, the water treated at Anahita through its wastewater treatment plant is also used to irrigate the golf course and gardens.

IN TANZANIA
- Sedimentation and settling ponds are used to particulate and organic matter to settle prior to its use for irrigation purposes.
Alteo is particularly sensitive to the well-being of communities and to the environmental protection and conservation along its catchment areas. In this connection, Alteo has established an operational network to efficiently engage with the community.

**IN MAURITIUS**

The Corporate Responsibility (“CSR”) Framework, introduced by the Income Tax Act 2009 in Mauritius requires private companies to devote 2 percent of their net profit to corporate social responsibility activities, as per defined guidelines.

The Property Development Scheme mandates the setting of an IRS social fund for investing in socio-economic development projects. In line thereto, the Anahita Centre for Excellence has been set up in 2008 and is successfully operating. Above and beyond its CSR initiatives, the Group invests in numerous projects aimed at enhancing the environment of people living in neighbouring villages.

**IN TANZANIA**

TPC Ltd is a founding member of the NGO, FTK Kilimanjaro, to implement socio-environmental projects in the vicinity of the factory area.

Approximately two-thirds of the CSR budget in Mauritius is allocated to the Fondation CIEL Nouveau Regard (“FCNR”) and Fondation Joseph Lagesse each year. Of the remaining budget, Alteo has engaged in activities such as promoting sports, supporting people with disabilities, encouraging education among vulnerable groups and alleviating poverty, promoting social integration and health.

One major project, in which Alteo Group is deeply invested, is the setting up of a community sanctuary in one of the villages of the Group’s catchment area. The centre is known as Lakaz Lespwar Olivia. Alteo contributes through, Anahite Centre for Excellence the CSR budget, its employees and the FCNR. The centre offers continuous support to children and adults from vulnerable families of the area.

**IN KENYA**

Transmara Sugar Company Limited has developed an extensive educational, health and infrastructural project in the Lower Moshi region, and the surrounding villages of Mtakuja, Mikochemi and Chemchem.

The village of Mtakuja has benefited from improved access to food and food security. The number of families living on one meal per day has been halved whilst the number of families eating three meals a day has increased. A fully irrigated 120-acre community farm was created. Managed by a local trust (the Mtakuja Development Organisation), it allocates and leases plots of land to village farmers.

A self-sustaining livestock programme was created. It consists of building up the health and resilience of herds through the introduction of improved breeds, as well as treatment of 30,000 heads of cattle against ticks and other diseases, and cross-breeding. In addition, an impact assessment and a cost-benefit analysis were conducted for the villages of Mikochemi and Chemchem to investigate the causes of flooding and design for infrastructural work accordingly.

Chemchem Village

Chemchem Village and Lower Moshi Region project consists of educational, health and infrastructural programmes, such as the ongoing investment to improve the quality of and access to education via a teacher training programme dispensed in 6 primary schools; but also projects geared towards the use of ICT in education (including a tablet-assisted mathematics learning programme and a teacher learning programme in 2 secondary schools); and finally, the implementation of mentoring and leadership programmes for female secondary students in partnership with AfricAid. Other initiatives include the provision of access to health care via an annual medical camp in Mikochemi, deworming campaigns, the creation of an improved community health fund and the provision of basic outpatient health services in the village of Mserikia.

MTAKUJA VILLAGE PROJECT (2008)

Alteo’s community engagement activities in Tanzania are driven by NGO FT Kilimanjaro, of which TPC Ltd is a founding member together with Dutch FEMI Foundation. Its work is built on the principle of community-based adaptation and engagement and revolves around long term goals in four sectors, namely education, health, income and infrastructure in the Lower Moshi region, and the surrounding villages of Mtakuja, Mikochemi and Chemchem.

The village of Mtakuja has benefited from improved access to food and food security. The number of families living on one meal per day has been halved whilst the number of families eating three meals a day has increased. A fully irrigated 120-acre community farm was created. Managed by a local trust (the Mtakuja Development Organisation), it allocates and leases plots of land to village farmers.

A self-sustaining livestock programme was created. It consists of building up the health and resilience of herds through the introduction of improved breeds, as well as treatment of 30,000 heads of cattle against ticks and other diseases, and cross-breeding. In addition, an impact assessment and a cost-benefit analysis were conducted for the villages of Mikochemi and Chemchem to investigate the causes of flooding and design for infrastructural work accordingly.

Chemchem Village

Chemchem Village and Lower Moshi Region project consists of educational, health and infrastructural programmes, such as the ongoing investment to improve the quality of and access to education via a teacher training programme dispensed in 6 primary schools; but also projects geared towards the use of ICT in education (including a tablet-assisted mathematics learning programme and a teacher learning programme in 2 secondary schools); and finally, the implementation of mentoring and leadership programmes for female secondary students in partnership with AfricAid. Other initiatives include the provision of access to health care via an annual medical camp in Mikochemi, deworming campaigns, the creation of an improved community health fund and the provision of basic outpatient health services in the village of Mserikia.
IN KENYA

Alteo is involved in Kenya through TSCL’s initiatives. These initiatives include the refurbishment of the clinical facilities of the local town of Enoosaen, in a joint initiative with the Growers Federation; the construction of a computer facility at Enoosaen and a fuel station, shop, chemist’s and restaurant; the upgrade of the road network in local communities via the company’s dedicated Roads Department. Furthermore, the funds necessary for the local community’s school fees are advanced to lower growers by TSCL and deducted from their share of sugarcane proceeds.
Ciel Hotels & Resorts

APPROXIMATELY
4,500
EMPLOYEES

2 TOUR OPERATORS
FRANCE
SOUTH AFRICA

2 GOLF COURSES

8 HOTELS
mauritius  maldives
In its commitment to achieve its business goals through sustained environmental protection, social and ethical responsibilities, Sun Resorts Ltd (“SRL”) has put in place a strategic sustainability framework, which aims at implementing a sustainability strategy. To achieve this, SRL is in the process of setting up Sustainability Committees at each and every business unit, in addition to a Group Sustainability Committee, in charge of reviewing and reporting on performance, compliance and non-compliance with respect to the management system.

**Health and Safety**

In the spirit of providing a healthy, sound, safe and secure working environment for all its employees, guests and visitors, and any authorised third party, SRL has developed and implemented a Safety, Health, Environment and Quality Policy with its own Management System and Framework based on internationally acknowledged tools.

**Talent Management**

SRL believes putting its people at the very centre of its business culture constitutes a fundamental part of talent management. Thus, SRL has developed its “People & Organisation Road map” in order to respond to a rapidly changing marketplace, aiming at achieving growth by building a culture focused on innovation and results. In this respect, SRL has strengthened its offering of professional training courses and developed a Management Development Programme, in partnership with VATEL, the world’s leading business school group in hospitality and tourism management. This, in addition to Sun University offering training capabilities, fostering best in-class practices and standards in service expertise and service behaviours, across the whole spectrum of the hospitality sector.

**Corporate Training Programme**

**LET’S JAM IN OUR RESORTS**

SRL launched its new visual identity as part of the rebranding exercise. A corporate training programme “Sensing the brand” was rolled out to reinforce the sense of unity and belonging around redefined core values – “Joué ensam” (Play as a team), “Accomplir ce ki bizin” (Do the right thing), and “Met valeur dan tou non-stop” (Keep adding value).

80 Associates were trained and certified to be the Group’s Brand Ambassadors, who in turn managed to reach out to 3,000 other Associates, hence creating the intended ripple effect in strengthening this common sense of purpose and identity.

**TRAIN TO GAIN**

SRL has made available an online educational platform to its personnel aiming at teaching them international standards adopted within the hotel industry. Since then, each and every hotel has arranged for a dedicated section “Lobster Ink Lounge” whereby the personnel has access to computers and the platform. Thus far, 1,500 individuals have registered for the training since its implementation.

>“Having access to Lobster Ink allows me to keep up with the constantly evolving hospitality industry. We need to keep abreast of new technologies and development.”

CHITTOO CHARAN
Room Service Manager for 37 years at La Pirogue
ENVIRONMENTAL RESPONSIBILITY

Sun Care Programme
As part of Sun’s Corporate Citizenship, SRL has started to formalise its Sustainability Policy through its Sun Care Programme, aiming at reflecting its strong belief that *caring for people and planet* is both a company responsibility and a condition for long-term business success. By building on the long-standing social and environmental involvement of the Group, this policy intends to establish a sole framework for joint efforts with respect to the commitments and practices in areas considered critical to its core activities and operations, such as Environmental Performance, Health & Safety and Community Engagement.

EARTH DAY AT KANUHURA
Dressed in green shirts tagged “Operation Clean Kanuhura” on the occasion of Earth Day, the associates organised and proceeded with the clean-up of beaches. Several bin bags were collected, showing Sun Resorts commitment to the protection of the planet and to sustainability.

EARTH HOUR AT SUGAR BEACH
The 2016 Earth Hour was celebrated at Sugar Beach Resort & Spa with a list of initiatives implemented during the evening to save energy. The hotel’s restaurants were lit with candles and torches whilst a special “Earth Hour” menu was served at Citronelle Café.

Energy and Waste
With regards to Sun’s Environmental performance, energy and waste are prioritised. Following a comprehensive energy audit conducted at all hotels in 2014, energy saving measures have been implemented. In order to facilitate this, energy committees have been set up, in all resorts with a common platform to share ideas and information to reduce energy costs, as well as raise awareness and educate all associates in this global initiative.

SRL is seeking to extend its recycling initiatives to all its operations in Mauritius and to ensure an optimal waste management system is in place across the Group. This includes a Waste Management System aiming to reduce SRL’s waste to landfill, in partnership with *Don’t waste* which collects, reuses and recycles waste generated by SRL’s hotels. In addition, SRL has launched in partnership with *Vivreau, “Pure by Sun”*, an in-house water glass bottling system aiming at eliminating plastic bottles within Sun’s hotels. This initiative was designed to prevent pollution with the objective of eliminating 700 000 plastic bottles per annum.

GROW OUR INITIATIVE BY ILE AUX CERFS TEAM
“It is great to have the whole Ile aux Cerfs team engaged in this vegetable garden project. Our aim is to enrich our associates’ lives through plants, and make Ile aux Cerfs a greener and more beautiful place and share best practices in gardening. I am working on a short guide to enable our associates to grow, store and cook their own fruits and vegetables, including some basic advice on suitable vegetable seeds, sets and tuber varieties for Ile aux Cerfs.”
RIAD PEERBUX
Head Chef – Ile aux Cerfs

SUSTAINABLE DESIGN, PLANNING AND PROCUREMENT

CIEL Hotels & Resorts

CIEL Group Building Our Ability to Sustain 2016
BUSINESS ETHICS

Strong ethics are the cornerstone of the banking and financial industry and culture. All entities of CIEL Finance Group are committed to the highest standards of integrity and ethical conduct in dealing with their stakeholders, and have in place an adequate code of ethics in line with industry best practices. The Banks have also developed a conflict of interest policy that outlines the procedures for managing issues arising in this area, whilst Bank One further has in place an effective corporate governance framework based on guidelines issued by the Bank of Mauritius.

Being regulated financial institutions, the entities of CIEL Finance Group have implemented robust policies, procedures and internal controls to counter money laundering and terrorist financing, which include regular mandatory training of all staff members on related subjects.

ENVIRONMENTAL RESPONSIBILITY

BANK ONE

Bank One has in place a Social & Environmental Management Policy, which broadly outlines the principles guiding the management of social and environmental issues within the context of its business objectives. All projects financing is reviewed and evaluated against the requirements stipulated in the policy, its benchmarks being relevant to local legislation and international best practice.

Any project involving an excluded activity, being an activity with significant social and environmental risk, will not be considered. However, if the project passes the exclusionary test, its level of Social and Environmental risk shall be assessed and mitigation measures identified, which will be put as conditions to the financing of the project.

Bank One also encourages the use of electronic forms of communication and paperless initiatives within its offices, by means of a management system (Zedoc) and tablet application; and amongst its customers by means of electronic bank statements.

In line with its commitment towards making an economic, social and ecological contribution to building a sustainable society, Bank One has partnered with the Mauritian Wildlife Foundation (MWF) in their efforts to protect the Mauritian Kestrel, an endemic bird species threatened by the degradation of native forests at La Vallée de Ferney.

BNI MADAGASCAR

Similar policies have been put in place by BNI with regards to the assessment of counterparts and projects vs. social and environmental best practices.

As one of its contributions to social and ecological progress, BNI Madagascar participated into a State Programme planting day, which consisted in the reforestation of eucalyptus plants in Imerintsiatosika.
STAKEHOLDERS ENGAGEMENT & SATISFACTION

**Bank One**

Customer satisfaction

In the spirit of continuously improving its standards of service, Bank One conducts annual surveys on Customer Satisfaction, Service Quality and Brand Awareness, from which indexes are drawn to determine where efforts need to be augmented to improve the quality of service. The results are shared with respective teams for appropriate actions. Furthermore, as part of the vital priorities of Quality Service, training workshops are organised to raise awareness, share experience as well as knowledge, and used as a platform to discuss new ideas that can help improve service.

**BNI Madagascar**

Promoting banking development through partnerships

In order to reinforce its contribution to providing access to the banking system to the Malagasy, BNI Madagascar has signed partnership conventions with different ministries, private enterprises and professional groups in order to facilitate access to banking products and services to public officials and employees.
Bank One is engaged, through its CARE (Community Action for Relief and Empowerment) Programme, to poverty alleviation and generally improving the quality of life of the local community and the society at large.

Bank One’s CARE Programme has a two-pronged approach, which is:

1. Funding projects aimed at addressing root causes of poverty with a view to lifting the quality of life of deprived families and communities.
2. Promoting regular bonding activities between Bank One staff and the children / families concerned for the first to be socially engaged and responsible, and the latter to feel valued, inspired and motivated to improve their quality of life.

Bank One has partnered with Caritas Mauritius for the implementation of the CARE Programme at Vacoas, and identification of the needy families who could benefit from the Programme. During 2016, Bank One CARE has reinforced its actions in the Vacoas community and has embarked on a cruising speed to make a difference for the families under the Programme.

The key on-going projects under the CARE Programme include the provision of school materials and uniforms to 128 students last year, a School Feeding Project, a Literacy Programme and a Life Skills Management Programme.

The feeding project was initiated after Caritas identified increasing level of absenteeism due to lack of a nutritious meal scheme for the children in school. This project was in pilot phase in 2015 and turned out to be a big success. The number of children increased from 48 in 2015 to 100 in 2016. Since the number of children doubled, two additional service locations were set up at Granum and Henrietta respectively to provide breakfast and after-school snacks to the children.

The Literacy Programme was a new project which started in 2016. Caritas came up with the need to start a literacy programme to help those children who required additional support as they faced difficulties in fully adapting to the classroom learning process. The Life Skills Management Programme started in 2015 and continued in 2016 and provided necessary support and training to encourage the families to build their confidence and face the challenges of finding a job and becoming self-reliant in the future.

37 people followed the training in 2016 as compared to 20 in 2015.

Bank One’s staff is fully committed and participates actively in CSR activities. The Staff CSR activities during 2016 included outings during Easter and Winter breaks, a drawing competition and Christmas Celebrations.

The children were taken to the movies to watch Kung Fu Panda 3 during Easter break. The school holiday is often an opportunity to fulfill some of the children’s wishes. At least half of them had never stepped into a movie theatre before. 47 employees from different departments in addition to members of the CSR Committee were involved.

During Winter break, underprivileged children were taken to the Magic Circus of SAMOA, for a special session arranged for them. 30 employees from different departments including Treasury, IT, E-commerce, in addition to the CSR Committee were involved.

On the occasion of World Peace Day, a drawing competition themed around “Peace” was organised and prizes were offered to winners of the 6-9 years old and 10-14 years old categories. 13 employees from the Marketing Department and CSR Committee joined forces on this activity.

Last but not least, Christmas celebrations has now become a regular event with the participation and wholehearted contribution of team members, involved in gift sharing.

BNI Madagascar has supported poverty alleviation initiatives for the benefit of the most vulnerable segments of the population, enabling more than 61,000 people to undergo cataract surgery, in collaboration with Lions Sight First Madagascar.

BNI Madagascar provided support to Mercy Ships, a Hospital Ship designed to deliver free world-class healthcare services, capacity building and sustainable development to those without access in the developing world. This was done by broadcasting the medical consultation schedules beforehand and by providing the funding necessary for the transportation of beneficiaries of health care to the location.

MITCO supported NGOs engaged in poverty alleviation actions (K Force foundation) and providing help to disabled persons (Mille Soleil Association).

MITCO staff also actively participated to CSR events organised by the company by providing financial support and being personally involved in the organisation of the events, which were inspirational and motivating experiences for the team.
Ciel Healthcare

<table>
<thead>
<tr>
<th>Health Maintenance Organisations</th>
<th>Providing Medical Schemes Covering</th>
<th>325,000 Lives</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Hospitals</th>
<th>Clinics</th>
<th>Accredited Testing Laboratory</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>31</td>
<td>1</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Operating Beds</th>
<th>Additional Bedded Capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>300</td>
<td>150</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Medical and Paramedical Services Across Specialities</th>
</tr>
</thead>
<tbody>
<tr>
<td>25 Specialities</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Employees</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,800</td>
</tr>
</tbody>
</table>
HIGHLIGHTS

Drive for innovation and medical excellence
Amongst its core values, operational excellence represents the very raison d’être of CIEL Healthcare Ltd (CHL) and governs its drive to deliver quality in everything the clinic undertakes. Therefore, CHL strives to provide better access to medical care by means of introducing new specialties where possible. This includes the introduction of new specialties such as intravascular ultrasound for instance providing new insights in the diagnosis of coronary disease, and new surgeries performed for the first time on the island such as endoprosthesis surgery; consisting of surgical intervention to replace a missing bodily part by an artificial device.

HUMAN RIGHTS AND LABOUR PRACTICES

Staff Centricity
Putting people at the heart of its enterprise is how Fortis Clinique Darné believes it can deliver the best of services to its patients. With this in mind, staff training and development programmes remain the focus of FCD’s Training Department with an emphasis on nursing skills.

In addition to regular training undertaken to educate employees on safety and welfare issues for instance, efforts to facilitate the transfer of expertise and make learning opportunities available to medical and paramedical personnel alike, the clinic received the visit of Fortis Healthcare India’s Chief Nursing Officer. The visit focused on developing nursing competencies and future collaboration within the Fortis network.

Employee engagement
In looking at ways to enhance the sense of belonging to the organisation, Fortis Clinique Darné launched its Live Our Values (LOV) campaign, aiming at sustaining the connection between the staff and the core values within the institution.

In this regard, an Employee Relationship Forum was introduced as a platform which enables staff members to engage with the senior team in order to provide suggestions to improve their welfare.

Nursing Connect
A monthly nursing connect programme has been initiated to promote an open communication culture aiming at linking staff and management to a common goal. This programme aims at ensuring an ongoing feedback using one another’s expertise and hands-on experience as valued opportunities to achieve the hospital’s goals. The first Nursing Connect gathered all nursing as well as non-nursing staff around a cup of tea to share knowledge and ideas to work towards a better workplace, given that employees spend a great deal of their time at work.

Sparkle
As cleanliness is a fundamental component in the delivery of healthcare services and directly impacts the image of the hospital, Fortis Clinique Darné launched a network-driven initiative known as Sparkle. This initiative intends to keeping working towards a clean and infection-free facility on a long-term and ongoing basis. Therefore, Fortis Clinique Darné has been divided into 15 different zones, each led by a Champion to ensure that proper processes are put in place to achieve this. In addition, a task force has been set up to prevent and control nosocomial infections, and to provide directions to minimise risks to patients, employees and visitors.

In Mauritius

CIEL HEALTHCARE

In Mauritius
In Mauritius

ENVIRONMENTAL RESPONSIBILITY

Fortis Clinique Darné is in the process of modifying its heat recovery system (including heating, ventilation and air conditioning) in order to minimise its Liquefied Petroleum Gas consumption for hot water generation.

Furthermore, Fortis Clinique Darné has put in place a robust waste management process, which is meticulously followed to ensure a safe environment for its staff, patients and visitors.

STAKEHOLDERS ENGAGEMENT & SATISFACTION

Patient centricity

In order to provide an even better patient experience, a Hospital Information System was introduced to help to manage all aspects of the hospital’s operations. The Hospital Information System has enabled to considerably improve turn-around time, thus reducing waiting time for patients.

At Fortis Clinique Darné a suggestion box together with patient forms are made available to allow for patients to rate their experience in terms services received within the hospital. This allows for measures based on patient feedback to be implemented. The concept of Floor Coordinators as part of the hospital’s Patient Care Services, for instance, was introduced following patients’ feedback. Floor coordinators were appointed to act as the link between patients and all the hospital’s services and aim at ensuring that patients’ concerns are addressed promptly.

Furthermore, Fortis Clinique Darné’s staff uses New Information and Communication Technologies to communicate in a more efficient manner within the hospital to best meet, respond to and address as closely as possible the needs and expectations of patients.

Raising awareness

Furthermore, Fortis Clinique Darné carried out activities throughout the year, including free screening with Rotary Club of Vacoas & Ebene at Kendra St Pierre, during which the hospital’s staff conducted live CPR demonstration for the public.

Whilst on the occasion of World Cancer Day, free consultations by our General Practitioner and dieticians were provided at Gymkhana, in association with Cancer Association of Mauritius.

A nu mett enn dialogue

It is our belief that proper healthcare should be accessible to each and every individual and we are committed to go that extra mile in providing that support to the community on a regular basis. In line with this, a series of efforts was undertaken. For instance, the Doctor’s Chat, “A nu mett enn dialogue” at FCD consists of a series of public talks on a range of topics. The point of this exercise is to provide for a space for informal dialogue outside consultation rooms for people suffering from any kind of pathology, in order to respond to their questions and address their concerns.

These events are organised on a regular basis and opened to the public, with information in this regard shared before-hand on social media prior to the event.

A nu mett enn dialogue
Fortis Clinique Darné

Suivez le guide

In addition, A monthly programme, known as “Suivez le guide” has been introduced in February 2016 to sensitize the public on various specialities of the clinic. This programme is broadcasted on MBC3 & MBC Sat each last Monday of the month. The video can also be accessed on Youtube and Fortis Clinique Darné’s Facebook page.
**In Uganda**

**ENVIRONMENTAL RESPONSIBILITY**

IMG launched an electricity and water saving initiative including monthly tracking of utility bills and making use of energy saving devices, such as energy efficient lighting. The hospital has reduced its power consumption by 10% during the reporting period. The water saving initiative started in June 2016 and results should be available this year.

**STAKEHOLDERS ENGAGEMENT & SATISFACTION**

**Customer satisfaction**

A Patient Satisfaction Survey managed by a third party has been put in place, which allows for measures based on patient feedback to be implemented.

**Employee satisfaction**

Same has been applied with regards to the hospital’s employees concerning their working conditions.

Therefore, both consist of a review system allowing for measures to be adopted to enhance patient experience and better employee satisfaction.

IMG showed its commitment to the community by means of a series of actions enabled through its Foundation. The Foundation works towards providing access to healthcare, including free testing and operations where necessary.

**Hope Ward Run**

As part of IMG’s strategy, Hope Ward treats charity patients through IMF within the International Hospital Kampala. The programme first opened in 2006 with the aim of reaching out to the underprivileged and providing complex lifesaving treatment or surgery for individuals (adults and children) who cannot afford it. Thus far, the programme has treated more than 1,200 patients with different complex conditions including birth anomalies, HIV related complications and cancer related issues. For its 8th edition, the Hope Ward Run attracted over 500 registrations (individuals and companies). Last year’s run raised just over the equivalent of Rs 201,180 which was used for surgery and intensive care follow-up of new born with birth defects, including baby Chantal’s surgeries, suffering from a couple of anomalies.

Running for hope also enabled to help patients like Allan Sempagala and Bernard Mukundane. Allan suffered complications from typhoid and for a few years he was unable to digest food properly. After a last surgery, the 14-year-old is now back to school. Bernard was diagnosed with lymphoma earlier this year and referred to the cancer institute for required chemotherapy. He continues to be followed up at both the Institute and IHK, and is currently in remission.

Other beneficiaries include victims traumatised through the war in Northern Uganda and who required plastic and reconstructive surgery, victims of burns and acid attacks, and children with congenital malformations.