

Centralised Services Cluster



Centralised Services

Sun Centralised Services performs all the core back office functions that are essential to the proper functioning and compliance of all business units within the SUN Group. The aim is to enable all the operating business units to focus on value-adding and client-facing processes in order to grow their business in a profitable way.

In addition to in-house tour operating, retailing, training, logistics, supply chain expertise and laundry, Sun Centralised Services employs a team of highly experienced professionals in the hospitality sector which provides support in all matters relating to finance and accounting, project management, human resources and information technology (IT). These are supported by a robust IT infrastructure to reduce transactional costs. Its long-term objective is to develop a pool of talented people and an IT-driven organisation aimed at providing a 'best-in-class' service to companies operating in the local or regional hospitality sector.



Sun Centralised Services

TOUR OPERATORS

World Leisure Holidays

A dedicated team of employees and travel offices across South Africa - Johannesburg, Cape Town and Durban and has over the years become a highly respected wholesale outbound tour operator in that region.

WLH's vision is to be regarded as the Indian Ocean Island specialist, representing some of the most exclusive brands in Mauritius, Zanzibar, Reunion, Mozambique, Maldives and the Seychelles. It is the exclusive distributor of the Sun Resorts in Southern Africa, and was also recently appointed by Shangri-La Hotels and Resorts as General Sales Agent for the Southern African region.

During the year a new reservation system was implemented which contributed to improved customer service and increased efficiency by 50%. The sales team was also restructured to ensure presence across South Africa and to include coverage in neighbouring countries.

Its portfolio offers a wide array of exceptional holiday destinations, incorporating a blend of exciting options, which are discerningly and exclusively selected to maintain uncompromising quality and affordable luxury standards; the two most important value propositions of the WLH brand.

"Always giving you more island", WLH is running new 'AwayCations' offers, which always include a unique value-add offering to the Sun Resorts. WLH caters to the needs of its leisure holiday clients, and prides itself in its ability to successfully arrange various types of group bookings including incentive groups, conferences, weddings, golfing holidays and sports tours.

Solea

Solea is a B2B French Tour Operator, and has been a subsidiary of Sun Limited since 1998. It acts as the in-house Tour Operator of Sun Resorts and has developed the Indian Ocean as its core business. Solea had opened up new destinations during the past 18 years with the Emirates (Dubai - Abu Dhabi - Oman), more recently Africa (Zanzibar - Tanzania).

Solea brings together expertise that combines the skills of the artisan with the most efficient technology and experience of a passionate team of specialists. Solea turned this year a page on its history. A repositioning and rebranding exercise allowed the Tour Operator to affirm its values as an agile organisation. As a result, a new visual identity with a new logo and tagline were created: **Solea, faire de vos envies un voyage.**

To make life easier for travel agents, the layout of the brochure and the classification of the products have been revised:

"Signature Exception": the high-end products of Solea with only 2 or 3 carefully-selected properties, which are featured prominently in the brochure.

*The line "Autrement": unique and unusual products, a different way to discover the destination.

LAUNDRY & LINEN RENTAL

Washright Services Ltd

Washright Services Ltd provides laundry services, dry cleaning and linen rental to resorts within the Group as well as to third parties. Its strategy is to further expand its business externally, whilst keeping tabs on energy costs in the most sustainable way. It uses the Ozone Laundry System to make its operations more ecological, in line with the Sustainability policy of the group. Its future growth is expected to benefit from increased business within the hotel industry but also outside the hospitality sector. Washright has a capacity of 1,000 kg/hour and is further planning to increase its capacity.

PROCUREMENT

Supply Chain Experts

Supply Chain Experts (SCE) was incorporated in September 2015 and provides procurement services to hotels and entities within and outside the Group. With a team of specialists, its main functions include:

- Sourcing of high-quality products and services locally and overseas
- Negotiating the most competitive prices for its customers
- Handling logistics for all overseas imports
- Procurement services for project development

In addition, SCE also supplies the resorts' gift shops (Sun Styled Boutiques), as well as manages the procurement of linen for Washright Services.

The revenues of the company are derived from:

- Fees for the above services provided to its customers
- Sale of products imported directly and supplied through its centralised warehouse.

RETAIL

Sun Styled Boutiques

Sun Styled Boutiques has over the past five years operated in line with a vision to expand its service and products offering, to the Group's Hotel boutiques, and to other Hotels Boutiques through management contracts and wholesale agreements. The company achieves its results mainly using the expertise and resources of the group, regular training of all its staff, and aggressive buying strategies for its product range with established and new international and local market contacts.

Sun Styled Boutiques manages the following retail outlets:

- Long Beach – Sands Boutique and Reef Boutique
- Ambre – Ambre Collection Boutique
- La Pirogue – Sun Island Collection and Sun Beach Collection
- Sugar Beach – Emporium
- Shangri-La's Le Touessrok – Gift Collection and Elegance Boutique
- Ile aux Cerf – The Pro Shop

and has management contracts with

- Kanuhura Collection Boutique – Maldives
- L'Imperial Collection Boutique – Sofitel Flic en Flac

The company acts as a wholesaler of clothing and gift collections for numerous Resort boutiques including Four Seasons, Veranda and Miavana in Madagascar and continually ensures that we offer trendy and stylish clothing Brands together with locally sourced souvenir collections and necessities. As we strive to offer hotel guests tangible memories and shopping experiences, great emphasis has been placed on visual displays and product variety.

Our Resort Boutique sales assistants have all attended 'Sales Technique' training courses to ensure that our service is at an international level.

CENTRAL FINANCE

The Central Finance department acts as an internal provider of finance services and support for critical processes like Order to Cash, Procure to Pay, Record to Report, statutory compliance and business analysis. Today, it also generates critical planning, budgeting, forecasting and analysis in the operating and strategic decision-making process. Our team of qualified accountants and specialists adheres to the highest accounting and reporting standards.

HUMAN RESOURCES

Human Resources (HR) & Talent Management

The role of the HR services is evolving towards a business partner role, driving initiatives in line with the strategic plan of the group and priorities of each business unit and ensuring consistency at all levels.

In view of fostering a performance-oriented and service excellence culture, Employee Welfare and Engagement, Employee Development, Talent Management, Reward & Recognition Programme and Succession Planning remain the key focus of the HR services. Through transparent HR practices as well as proximity of the leadership and the HR team with the employees, the Group is heading towards its objective of being a great place to work!

INFORMATION TECHNOLOGY

Information Technology business unit provides several computerised services to various stakeholders within the SUN group. The unit is responsible for all IT Infrastructure and Applications systems across the Group and use internal IT teams as well as external providers through Service Level Agreements to ensure timely delivery of Information Technology Services to business units.

Technology is moving fast and it has become essential that we keep up to speed with changes and be able to innovate to have a competitive edge. During the past financial year, we have completed the ERP (Enterprise Resource Planning) implementation cycle and are now in a good position to progress to the next stage, which will enable the business units of the group to get the full benefit of its Application investments.

The Symphony Point-of-Sale system, used for Food & Beverage operations was upgraded to enable use of tablets within our different restaurants and to provide enhanced reporting capabilities to aid in decision-making. This also enabled the migration to the latest Oracle database allowing for faster processing power. It has also been integrated to the BI module of our ERP for live reporting. In the next financial year, we expect to complete further configuration that will allow each outlet to know key cost and sales ratios.

SUN TRAINING INSTITUTE

The Sun Training Institute aim is to provide a unique and personalised service to each of our internal customers in developing talents to achieve the business' goals.

Asset Management Cluster



Asset Management

The asset management cluster represents SUN's portfolio of owned and managed hotel assets. It hosts our partnerships with leading international groups, such as the Four Seasons Resort Mauritius at Anahita and Shangri-La's Le Touessrok Resort & Spa.

This cluster also overlooks after the resorts managed by SUN from an owner's view with the aim of aligning the objectives of the owner and the operator to maximise returns.

Its main role has been to act as the owner's representative with the Four Seasons and Shangri-La's management to ensure that the objectives of the operations are aligned with the owners and Sun Limited



The Four Seasons Hotel Mauritius at Anahita enjoyed a successful year, with increases to both occupancy and rate (December 2016 and January 2017 were record-breaking months). Both EBITDA and Net Profit were well ahead of projections.

Sustainability Initiatives

Since August 2015, the resort has operated a Marine Discovery Programme for guests with marine education and conservation partner WiseOceans. The onsite Marine Educator escorts guests on private snorkelling excursions in the mangroves or out to the reef, sharing insights on the marine life found in the island's lagoons and how people can help protect this diverse habitat. Moving forward, Four Seasons and WiseOceans are looking to implement a new reef restoration project, under the supervision of the Ministry of Fisheries.

HR

There have been significant changes in the leadership team of the hotel, without adversely affecting the financial performance or guest satisfaction. These include the General Manager, Michel Volk, who joined from the Four Seasons Bora Bora; Lindley Thomen, previously with Ravenala Attitude replaced Didier Jardin, as Resort Manager. The golf club is now led by Dave Usendorff, who joined from the Ernie Els club at Copperleaf in South Africa.



The resort closed its first full financial year of operations following the renovation with nearly 70% occupancy and with gross operating revenue exceeding budget.

Sustainability initiatives

The resort supports two CSR partners - EWAD (Eastern Welfare Association for Disabled) and FIFI EK TIZAN. The resort has embarked on an Embrace++ program, which includes the recruitment of people with disabilities (PWDs) from our Embrace partner EWAD. Three individuals have been recruited, who are currently working in the landscaping department. Resort guests are also involved in CSR activities, including the planting of trees in the Resort orchard and visits to the Embrace partners and contributions to the CSR fund.

The Resort engages in sustainable sourcing whereby "Rooted in Nature" items are purchased from suppliers and served in the Food & Beverage outlets. In July 2017 the Resort has

implemented a Beehive project through the Hive flow system and is look forward to offering guests home-harvested honey.

As a pilot in Mauritius, the Resort has commenced a key 'Sanctuary' project in collaboration with Green Company Ltd. The aim is to produce compost on site which will be used in the resort gardens.

HR

The changes in the leadership team of the hotel include the General Manager, Bernhard Haechler, who replaced Gabriele Lombardo and Emmanuel Pauliat who took over as Executive Chef.

Various cross-exposure programmes and scheduled trainings were undertaken during the year.

Real Estate Cluster





Real estate

SUN was the first hotel company to receive the resort ownership scheme in Mauritius - Integrated Hotel Scheme (IHS) - for the sale of 90 rooms on the leasehold land part of Long Beach. To date 76 rooms have been sold to 60 different owners.

The remaining rooms are now being put on the market for sale.

Real Estate Development Plans

A preliminary Real Estate Development plan for the period 2017-2025 has been prepared, with a focus on land situated on the East and West coasts of Mauritius.

These projects include:

1. Extension of Le Shangri-la's Le Touessrok Resort & Spa - development of Ilot Leverettes to create unique high-end villas and the 65,000m² portion of land adjacent to the hotel.
2. Development of the 90,000m² portion of land located to the north of Long Beach.
3. Real Estate opportunity for the 25,000m² of land located on the north end of La Pirogue hotel.

Sun Limited is eager to add value to its land holdings with the implementation of a real estate development plan.

This initiative is expected to result in considerable returns over the development period.

IHS UNIQUE BENEFITS

Exclusive Membership
to the SUN Owners Club

Free Access to all
SUN managed Resorts
in Mauritius and Maldives

Discounts on Selected
Services & Facilities
at the SUN managed Resorts

Great lifestyle returns

Free holidays every year
in a beautiful beachfront location.

Secure & remunerative
investment

Our Sustainability Commitment

