

OPERATIONS REPORT (continued)

HOLIDAY INN MAURITIUS MON TRÉSOR

The Holiday Inn Mauritius Mon Trésor is a pioneer project in the hospitality industry in Mauritius. This 140-keys hotel is situated a few minutes away from SSR International Airport and is at the heart of the Mon Trésor Smart City. In addition to being a prime partner for the international airport and its stakeholders, the hotel is also positioned for the contemporary business traveller and for the Meetings and Events segment, locally and internationally.

After a challenging three years of operations, 2016 was devoted to increase business volume, visibility and revenue. This is demonstrated by a higher room occupancy rate of 56.10% in 2016, compared to 33.4% in 2015. Along with the steep growth curve, we managed to deliver exceptional quality levels that were acclaimed by our guests and our franchisor IHG on several platforms. In this respect, we received the "2016 Traveller's Choice" Award from Trip Advisor, which is the highest award delivered by this organisation. Our hotel was also represented at the World Travel Market event which delivers the leading global event for the travel industry in April 2016.

As part of our continued sales and marketing strategy, we are embracing mobile technologies, with the aim of improving the customer experience along with the promotion of our numerous facilities and services. Our mobile application will also be the key point in the implementation of our privilege card programme, which will strengthen customer loyalty towards our hotel. Our beach outlet in Blue Bay for hotel guests and the integration of the owning company's landmark sites in our Meetings and Events catalogue will also contribute to sustain our growth. We have obtained MQA approval and we can now position ourselves as a training and development centre. With our wish to become Mon Trésor Smart City's "living room" we are working closely with the property development team in order to take advantage of development in the immediate hotel vicinity to create additional value. The Mon Trésor Business Gateway speaks of the full relevance of Omnicane's forward-looking intent to build upon the needs arising from the confirmed development of the country into a strategically located regional and international business platform and Freeport Zone. The Mauritian Freeport already is the main trading hub for the Eastern and Southern African region, offering a strategic, cost-effective and value-added logistics platform to access Africa, Europe and Asia. Today, Mauritius ranks among the best "Global Free Zones of the Future" in terms of competitive logistics in the African region. With the new access road and setting up of the Omnicane the head office next to Holiday Inn Mauritius Mon Trésor, we expect our hotel to improve its performance.



Jean-Laurent ASTIER
General Manager

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Holiday Inn

MAURITIUS MON TRESOR