

Our team members

PhoenixBev's team members embody our culture of dedication and commitment to exceed the expectations of our stakeholders. Our ongoing investment in talent development supports the Company's strong performance. Our approach to human capital aims to create a safe work environment where all team members are treated equally with dignity and respect. At the end of June 2022, there were 1 704 full time employees in the Group (2021: 1 654).



Human capital inputs

- 1 704 skilled and motivated team members (2021: 1 654)
- Excellent blend of new talent and experience
- Strong performance culture and a proven ability to capitalise on market opportunities and optimise operating efficiency
- Commitment to acting always with integrity, guided by our values, social conscience and customer-centric mindset

Preserving and sustaining value

- Rolled out training to inculcate behaviour-based values, introduced service excellence training and launching of a sales academy
- Reviewed the salary grid for all team members
- Continued to improve communication tools
- Made progress towards finalising the collective agreement with the union
- Reinforced the talent development programme and extended it further down into the workforce
- Provided assistance to team members under pressure in the current economic situation

Capital outcomes in 2022

- MUR 877 million invested in wages, salaries and other employee benefits (2021: MUR 843 million)
- MUR 6.3 million invested in skills development (2021: MUR 4.5 million)
- Zero fatalities (2021: 0)
- Days lost to injuries reduced to 466 (2021: 923)

- Sadly, two employees passed away from Covid-19
- ISO 45001 certification of the brewery rescheduled for October 2022

SDG targets

- Improve facilities at our operations to increase efficiency, productivity and team member well-being
- Uplift health and safety standards through culture interventions, standardising practices, improving training processes and medical follow-up
- Provide a safe and accident-free workplace.
- Set up engagement tools to boost team members' morale
- Implement systems to support safe working conditions during Covid-19 pandemics



Health, safety and well-being

The safety and health of PhoenixBev's team members is a critical concern. Common potential hazards associated with our activities include exposure to chemicals, minor cuts due to handling of broken glass, handling of heavy objects and the operation of industrial machinery and equipment. We are committed to excellence in safety and health by working towards an injury-free workplace through continuous risk assessments and capacity building of our teams. Safety and health programmes are reinforced through ongoing training programmes for all team members in production, technical operations and distribution.

Health and safety systems align with ISO 45001, the international occupational health and wellness standard. The Limonaderie and Nouvelle France units have been externally certified against the standard. Certification of the brewery was delayed due to Covid-19 and is planned for the year ahead.

The health and safety manager visits the Rodrigues operation to conduct an annual audit, review training and follow up on findings.



Safety

Safety is a shared responsibility of every team member and safety training is provided at induction and on an ongoing basis. Quality, safety and environment (QSE) representatives in the business units conduct safety checks and report outcomes to the health and safety manager.

Safety awareness initiatives, including the "Health and Safety Culture" campaign, emphasise the importance of prioritising safety in day-to-day activities. All accidents are investigated and reported in a corrective action plan to provide structured follow-up. Safety best practices are benchmarked and shared across the sites, along with learnings from accidents and near misses to provide ongoing improvement in safety processes.

A management safety working group ensures an emphasis on safety and an appropriate safety culture. Safety committees are in place and health and safety ambassadors are trained and appointed at each unit.

A total of 109 work accidents were reported during the year at our operations in Mauritius, Rodrigues and Réunion Island (2021: 135) resulting in 466 days lost to injury (2021: 923).

Health and well-being

A contracted doctor visits the three production sites and the commercial unit in Mauritius weekly to conduct medical surveillance, perform follow-ups and provide free medical advice to team members. Visits to Rodrigues site are done annually.

Strict Covid-19 hygiene sanitary protocols remain in place for all of our operations to safeguard the health and safety of team members, aligned with the relevant regulations, orders and advisories issued by the Ministry of Health and other government agencies. PhoenixBev bought bulk rapid tests for the operations to test onsite to reduce the chance of exposure at crowded clinics and public hospitals.

Vaccination continues and by year-end 91% of the workforce was fully vaccinated. A total of 221 cases were reported during the year, with 99% recovery, although two team members unfortunately passed away from Covid-19.

Awareness campaigns, screening, vaccinations and medical visits address the main non-communicable risks relevant to the workforce, which include diabetes, cardiovascular disease and cancer.

We encourage team members to participate in sporting, recreational and welfare activities to improve physical and mental health, foster personal development and work/life balance.

Team members at our Réunion Island operations are covered by the French healthcare system.

In 2022, PhoenixBev invested MUR 23.6 million in health and safety in Mauritius and Réunion Island.

