



# ANNUAL REPORT ON PERFORMANCE FOR FINANCIAL YEAR 2020/21



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**STATEMENT FROM THE HON. DEPUTY PRIME MINISTER, MINISTER OF HOUSING AND LAND USE PLANNING, MINISTER OF TOURISM**



The COVID-19 pandemic has significantly impacted our tourism industry. The closure of our borders to international travel, prohibiting operations of commercial flights to and from our country, since the outbreak of the COVID-19 in March 2020, to contain the spread of the virus, has brought the hospitality industry to a virtual standstill. Tourist arrivals dropped by 77 % in 2020 and by 98.8 % during the first semester of 2021, resulting in a decrease in the tourism earnings as well, which as a recall amounted to around Rs 63 billion before the pandemic.

But these measures are essential to protect the health of our population and to preserve the reputation of Mauritius as a “COVID-19 relatively safe destination”, as safety is the new attribute that travellers look for while choosing a destination for their holidays. Until our borders are reopened, and travel bans across the world are lifted, Government has intensified its support to the tourism sector. The priority has been the protection of employment of the 100,000 families whose livelihood depend on the industry. Government has therefore maintained the Wage Assistance Scheme to support employees from the formal sector and the Self-Employed Assistance Scheme for those in the informal sector.

For the period starting July 2020 to end of June 2021, Government has disbursed Rs 6,667,570,497 under the Wage Assistance Scheme and Rs 214,264,082 under the Self-Employed Assistance Scheme.

The Ministry of Tourism has also been assisting with the implementation of the accelerated repatriation program put in place by Government, since 1st October 2020, and which has been targeting students, stranded Mauritian as well as Occupation and Residence Permit Holders. The repatriation program has benefited a number of hotels as they were allowed to operate as quarantine facilities, managed by the Ministry of Health and Wellness while other hotels and related activities in the hospitality sector have reopened for an exclusively Mauritian clientele.

To further mitigate the impact of the COVID-19 pandemic on the tourism industry, my Ministry has been encouraging the hospitality sector to tap into the domestic market and to promote local tourism. The “Salon du Tourisme Interne”, which was organised with the help of my Ministry and the Mauritius Tourism Promotion Authority (MTPA), on the 12th and 13<sup>th</sup> of December 2020, provided the industry stakeholders with an opportunity to promote further their product offerings and services.

On the other hand, my Ministry has been assisting the MTPA in the rolling out of its marketing plan, which has been designed in collaboration with the private sector, to ensure that Mauritius remains on “Top of the Mind” on our traditional markets. An aggressive digital campaign has been launched to support the promotion of the Mauritius Now campaign.

As we prepare for the safe reopening of our borders, a national vaccination campaign was launched in January 2021 with the aim of achieving herd immunity for our population by first semester of the next financial year. In that context, a National Coordination Committee on COVID-19 Vaccination has been set under my Chairmanship. The campaign started with the vaccination of frontliners, including employees of resort hotels, and was extended to other stakeholders of the hospitality industry as well as the population aged 18 and above. As at end of June 2021, 251,238 people aged 18 and above were fully vaccinated. The reopening of our borders will depend highly on the success of the

vaccination campaign.

The Ministry of Tourism has set up a Joint Public-Private Group, in April 2021, to prepare the safe reopening of our borders and the relaunch of the tourism sector. The committee collaborated with the Ministry of Health and Wellness on the elaboration of a sanitary protocol for the tourism industry that would ensure the safe reopening of our borders and protect the health of employees of the hospitality industry as well visitors and the population. My Ministry in collaboration with the Ministry of Health and Wellness and industry partners have also ensured training of hotel staff on the implementation of the sanitary protocol.

In the midst of this unprecedented health crisis that has severely impacted the tourism industry worldwide, countries around the world are being forced to review their tourism strategy to preserve their competitiveness and market shares. My Ministry has worked on a series of guidelines based on best international practices and local specificities, in consultation with industry stakeholders, to promote high standard quality service, more responsible behaviours by operators, safety and security and the protection of the environment.

Tourism sector is a main pillar of our economy, contributing around 25 % to GDP before the pandemic. I seize this opportunity to reassure the industry stakeholders that my Ministry, with the support of the Government, has been leaving no stone unturned to mitigate the impact of the COVID-19 and support the industry.

I wish to thank our industry partners and the teams in and within the purview of my Ministry for their hard work, dedication and support throughout the financial year 2020-2021.

*The Hon. Louis Steven Obeegadoo  
Deputy Prime Minister, Minister of Housing  
and Land Use Planning, Minister of Tourism*

## STATEMENT FROM THE PERMANENT SECRETARY

It gives me great pleasure to be associated with the fifth Annual Report for the Ministry of Tourism. The Report sheds light on the Ministry's major targets, challenges and accomplishments during the Financial Year 2020-2021; a year which is characterized by the immediate aftermath of the first wave of the COVID-19 pandemic which broke out in March 2020 in Mauritius.

It is without doubt that the tourism sector has experienced a near-halt situation with the closure of our borders as from March 2020 and travel restrictions imposed around the world. While tourist arrivals in the year 2019, before the onset of the pandemic, reached 1,383,488, this dropped by over 77% to reach a mere 308,980 tourist arrivals in the year 2020. Thanks to concerted efforts which meant that no cases of COVID-19 were registered among the population for several consecutive months, at the very start of the Financial Year 2020-2021, Government had already embarked on a socio-economic recovery plan with the gradual re-launching of various economic sectors after the first wave of COVID-19. However, during the third quarter of the year, more precisely on 10 March 2021, with the detection of new cases of COVID-19 in the population marking the second wave of the pandemic, Government imposed a national lockdown until 30 April 2021.

In order to support the tourism industry, Government came forward with several financial assistance schemes and measures to safeguard employment during this period of uncertainty, including the Wage Assistance Scheme, exemption of license fees for operators in the sector, reconstruction and renovation scheme rebates for hotels, among others.

Measures have also been taken to create a conducive environment for the safe resumption of activities in the tourism sector, in close collaboration with the private sector, through a Joint Public-Private Working Group under the Chair of the Hon. Deputy Prime Minister, Minister of Housing and Land Use Planning, Minister of Tourism. The Joint Public-Private Working Group was essentially an umbrella for the dedicated sub-committees set up to examine issues relating to (i) entry requirements and health protocols, (ii) air connectivity and (iii) destination marketing, in order to foster a holistic and harmonized approach to the resumption of tourism activities. Training of hotel employees, tour operators, port and airport staff, as well as taxi drivers, among others, has also been conducted.

The future of the tourism sector is still abstruse despite the great strides made collaboratively by Government and industry partners to revive the sector in the midst of the global sanitary crisis. Nonetheless, the Ministry remains confident that the tourism sector will bounce back to regain its versatile position as a key driver of socio-economic growth in Mauritius.

Last but not least, I wish to express my appreciation and gratitude to the Hon. Deputy Prime Minister, Minister of Housing and Land Use Planning, Minister of Tourism, for his leadership and unremitting support throughout the year. I also seize this opportunity to thank the staff of my Ministry for embodying a strong team spirit, for their devotion and tireless diligence in the face of the multitude of challenges facing the tourism sector of today.

Mohammad Salim Ferhat Joomun  
Permanent Secretary

## INTRODUCTION

The Annual Report on Performance of the Ministry is a statutory requirement in accordance with Section 4B of the Finance & Audit Act and has been prepared according to the guidelines issued by the Ministry of Finance, Economic Planning and Development. It gives an overview of the major activities carried out by the Ministry during Financial Year (FY) 2020/2021. It also enables an assessment of the resource utilisation by the Ministry in achieving the set targets with a view to meeting Government objectives.

The Report is a mechanism that promotes transparency and accountability in respect of resources provided by the National Assembly and services delivered thereon, and also comprises information for tourism stakeholders and the public at large.

The Ministry is committed to delivering quality service to its customers and creating an enabling environment for sustained tourism growth through the articulation of appropriate policies and strategies.

## STRUCTURE OF THE REPORT

**Part I** outlines the vision, mission, roles and functions of the Ministry and parastatal bodies operating under its aegis. It gives a brief overview of the structure of the Ministry in pursuance of its policy making and service delivery objectives. The parastatal bodies operating under its aegis and their key functions are also briefly presented.

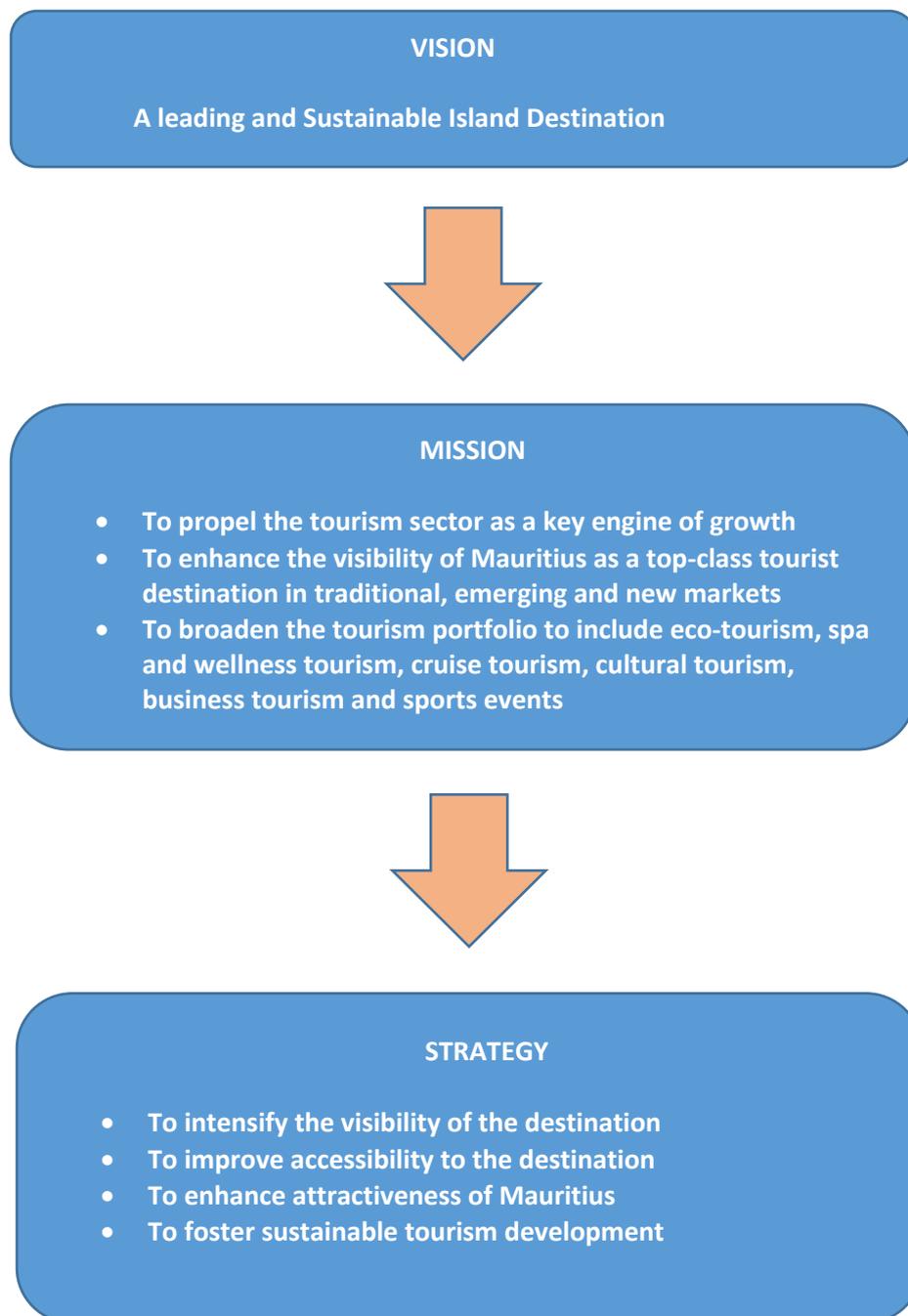
**Part II** describes the major achievements and challenges of the Ministry for the previous financial year. The status on the implementation of budgetary measures pertaining to the tourism sector and key actions of the Ministry is also highlighted.

**Part III** summarises the financial performance of the Ministry in terms of expenditure under the different Headings/Sub Headings.

**Part IV** analyses the trend and challenges facing the tourism sector that may impact on the policy orientation of the Ministry. The strategic directions of the Ministry over the next three years are defined.



## 1.1 VISION, MISSION, AND STRATEGIES



## 1.2 ROLES AND FUNCTIONS OF THE MINISTRY OF TOURISM

The Ministry of Tourism is responsible for the formulation and implementation of strategies and policies for the harmonious and sustainable development of the Tourism Sector and the promotion of leisure for the benefit of the citizens and tourists.



The main roles and functions of the Ministry are to:

- assist in tourism planning through the development of tourism policies and preparation of long-term plan;
- support the development and upgrading of tourism structures and infrastructure
- work in close collaboration with all its stakeholders, including international organisations, for the development and promotion of sustainable tourism;
- appraise and monitor tourism projects;
- elaborate and implement standards, norms and guidelines for tourism activities;
- formulate legislation to regulate the tourism sector;
- create awareness on the importance of sustainable tourism development and support enterprises in their drive to be environmentally compliant;
- prepare and provide statistical data and information on tourism matters;
- make leisure and recreational activities accessible and affordable to the population at large; and
- develop schemes to promote the welfare of the employees of the tourism sector.

## 1.3 OVERVIEW OF THE MINISTRY

On 25 June 2020, the Minister of Housing and Land Use Planning, Hon. Louis Steven Obeegadoo, has been appointed as Deputy Prime Minister and has also been given the portfolio of Minister of Tourism.

The Permanent Secretary is the Administrative Head and Accounting Officer of the Ministry and is responsible for the overall administration and general supervision of the different sections of the Ministry and for translating Government policies and programmes into action.

The Permanent Secretary is assisted in his duties by a Deputy Permanent Secretary, a Director Tourism, three Assistant Permanent Secretaries and officers of the Technical Cadre, comprising the Tourism Planning Unit and the Leisure Events Unit, the Financial Operations Cadre, the Human Resource Cadre, the Procurement & Supply Cadre, the Statistics Unit as well as officers of the General Services Cadre.

The Ministry of Tourism is currently manned by 82 staff. The organization chart of the Ministry is at [Appendix I](#).

One Computer Support Officer from the Central Information Systems Division (CISD) is posted on a full-time basis to the Ministry and one Assistant Systems Analyst/Senior Assistant Systems Analyst

serves this Ministry on a part time basis with effect from 14 June 2021. Moreover, one Health and Safety Officer from the Ministry of Public Service, Administrative and Institutional Reforms serves the Ministry on a part time basis.

The workforce of the Ministry boasts professionals with various backgrounds and diverse competencies and is committed to meeting targets and challenges set in the Government Programme and the “Tourism Strategic Plan 2018-2021 - Adapting to the Changing Global Environment”.

The Technical Section consists of three units, namely:

- **The Land Based Unit** is responsible for the management of land based tourism activities across the island. Greening and sustainable development of the tourism sector remain the prime objective of the Unit. The Unit deals with, *inter-alia*:
  - a. the appraisal of land based projects related to the accommodation sector, restaurants, night clubs and private clubs, eco-tourism, among others;
  - b. formulation of policies;
  - c. monitoring of implementation of hotel projects;
  - d. development of guidelines and regulations for land based tourism activities; and
  - e. implementation of Capital Projects.
  
- **The Sea Based Unit** promotes the sustainable development of sea-based tourism activities through the formulation and revamping of policies and strategies as well as guidelines and regulations pertaining to nautical activities and pleasure craft. The Unit also aims at addressing potential user conflicts arising from numerous sea-based activities.
  
- **The Leisure Events Unit** is responsible for promoting leisure and recreational activities for citizens and tourists. The section organises leisure events and activities at national level, provides assistance in terms of logistic support to other leisure-oriented organisations and collaborates with other Ministries and Departments for the organisation of leisure activities.

All funded positions in the departmental grades were filled and forthcoming vacancies that were likely to arise following retirement or otherwise were closely monitored and proactive action taken.

#### 1.4 ABOUT OUR PEOPLE – STAFFING POSITION



SN	Name of Officers	Contact Details
1	Permanent Secretary Mr. JOOMUN Mohammad Salim Ferhat	Phone : 211-7930 Ext 201/202 Fax : 211-0058 Email : mjoomun@govmu.org

2	Deputy Permanent Secretary Mr JURAWON Abdul Nizam (26 August 2020 to 09 May 2021)	Phone : 211-7930 Ext 228 Fax : 208 6776 Email : ajurawon@govmu.org
	Ms CALLYCHURN Gyaneswaree (10 May 2021 to date)	Phone : 211-7930 Ext 228 Email : grcallychurn@govmu.org
3	Assistant Permanent Secretary Mrs MOORABY Ishrat Bibi (up to 27 September 2020)	Phone: 211-7930 Ext. 224 Email: imooraby@govmu.org
	Mrs. VINKTAREMDOO Oumah (28 September 2020 to 30 June 2021)	Phone: 211-7930 Ext. 224 Email: ovinktaremdoo@govmu.org
4	Assistant Permanent Secretary Mrs. BANARSEE Purvashee	Phone: 211-7930 Ext. 225 Email: pbanarsee@govmu.org
5	Assistant Permanent Secretary Mr. SEEDOYAL Nirvaan Nareshlall	Phone: 211-7930 Ext. 226 Email: nseedoyal@govmu.org
6	Director Tourism Mr SEETARAM Ashwin Kumar	Phone : 211-7930 Ext 335/336 Email : ashseetaram@govmu.org
7	Principal Tourism Planning Executive Mrs. SANSPEUR Lalita	Phone : 210-3805 Email : lsanspeur@govmu.org
8	Senior Tourism Planning Executive Mrs. NARAYANEN Sharmila	Phone: 211-7930 Ext. 348 Email: snarayanen@govmu.org
9	Senior Tourism Planning Executive Mr. PURUSRAM Rishi	Phone: 211-7930 Ext. 347 Email: rpurusram@govmu.org
10	Organiser, Leisure Events Miss. BISSUMBHUR Chintamanee	Phone : 210-9151 Fax : 210-6225 Email : cbissumbhur@govmu.org
11	Senior Leisure Events Officer Mrs GHUNOWA-RAMLALL Ummeeta	Phone : 210-9644 Fax : 210-6225 Email : uramlall@govmu.org
12	Manager, Human Resources Mrs CHEUNG HI YUEN Linda Tang Chow Siong	Phone: 211-7930 Ext. 222 Email: lcheung-hi-yuen@govmu.org
13	Manager, Financial Operations Mrs MOORGHEN SASHALA NAIK Sarojinee	Phone: 211-7930 Ext. 211 Email: snmoorghen@govmu.org
14	Assistant Manager, Procurement and Supply Mrs. HOSENBUX Beebee Safinah	Phone: 211-7930 Ext. 210 Email: bhosenbux@govmu.org

OTHER STAFF			
Tourism Planner	9	Management Support Officer	14
Tourism Enforcement Officer	1	Confidential Secretary	4
Leisure Events Officer	2	Word Processing Operator	2
Assistant Systems Analyst/ Senior Assistant Systems Analyst (06 July 2020 to 13 June 2021)	1	Receptionist/Telephone Operator	1
Principal Financial Operations Officer	1	Head Office Auxiliary /Senior Office Auxiliary	1
Financial Officer/Senior Financial Officer	1	Office Auxiliary	7
Procurement and Supply Officer/ Senior Procurement and Supply Officer	1	Driver	4
Office Management Executive	3	Intern under STM	1
Office Management Assistant	5	YEP Trainee	2

## 1.5 GENDER STATEMENT

The Ministry commits to promote gender equity, equality, social justice and sustainable tourism development. Tourism policies, strategies and development of standards, norms and guidelines for all tourism stakeholders as well as the formulation of regulations for tourism promotion and development adopt a gender sensitive approach in the democratization process of the tourism industry.

## 1.6 TRAINING AND DEVELOPMENT

Training and Development is an important component of the Human Resource Management and is part of the overall strategy to nurture a culture of performance in the Public Service. It is critical for organizational development and competitiveness since it produces a positive change in the functioning of the organization and enhances productivity.



The Human Resources Department is responsible for the training needs analysis of the Ministry. Moreover, the staff of the Ministry are given opportunities for regular training to keep them abreast of new skills, trends and techniques

Officers benefit from both generic and specific training. The objectives of the generic training programmes are mainly to increase the employees' sense of responsibility and accountability. Specific training programmes, on the other hand, aim at improving the officer's technical competencies and knowledge.

Overseas training and capacity building sponsored by international organizations are mostly extended to officers of the technical cadre of the Ministry and of the parastatal bodies operating under the aegis of the Ministry. These training and capacity building courses (workshops/seminars/conferences) purport to upgrade the technical skills, abilities and competencies of the officers. International exposure help the officers to broaden their horizon, learn international best practices and network with their counterparts from other countries.

Awareness sessions on Fire Safety, IT Security, Gender Based Violence and training sessions on sanitary protocols have also been carried out to sensitize the staff.

However, the outbreak of the COVID-19 pandemic has negatively impacted on both local and overseas training. In line with circulars issued by the Ministry of Public Service, Administrative and Institutional Reforms all planned seminars/workshops/training, based on the prevailing sanitary conditions, physical training courses, both local and abroad, were postponed.

In view of the above circumstances, online courses, both from local and international institutions, were provided to officers.

A breakdown of the training courses followed by officers during the financial year 2020/2021, is shown in Table 1 below:

Training/Workshops/Seminars	No. of Staff
Local	51
In-house	35
Online - Local	25
Online - Overseas	5

Table 1: Training Courses

## 1.7 COORDINATION COMMITTEE ON SEA-BASED TOURISM PROJECTS

The Coordination Committee has examined and assessed 7 sea-based tourism projects from promoters who were invited to make presentations to members of the Coordination Committee for a better understanding of their projects. The Committee made concerted recommendations thereon taking into consideration *inter-alia*, issues of safety and security at sea, protection of our fragile marine ecosystem and the sustainable development of the tourism sea-based sector.

## 1.8 TECHNICAL COMMITTEE ON MONITORING OF HOTEL PROJECTS

The Technical Committee on monitoring of Hotel Projects follows up on projects that have been approved by different Ministries. The main function of the committee is to review progress of different hotel projects and report on the bottlenecks impinging on the implementation of any project. Regular meetings are held with the Ministry of Environment and Sustainable Development and the Ministry of Housing and Lands. The Ministry liaises with the promoters on a quarterly basis to update the database of hotel projects.

One *letter of Approval* has been issued on 08 September 2020 for the *Extension of Lagon des Rêves Ltée* (C Palmar Mauritius Hotel) at Belle Mare.

## 1.9 AUDIT COMMITTEE

The Ministry has set up an Audit Committee, under the chair of the Deputy Permanent Secretary, to review the control and governance processes throughout the organisation. It advises the Accounting Officer on corrective measures to minimize abuse and malpractices. Moreover, the Audit Committee follows up on the recommendations made by the National Audit Office in its Management Letter and the report of the Internal Controller.

## 1.10 OCCUPATIONAL SAFETY AND HEALTH COMMITTEE

The Safety and Health Committee established at the Ministry is in accordance with Sections 21, 22 and 23 of the OSHA 2005. It is chaired by the Deputy Permanent Secretary. Both Employees and Employers are duly represented.

During the period 01 July 2020 to 30 June 2021, the Committee had two meetings, whereby employees were consulted, to make proposals on matters regarding safety, health and welfare of employees. Awareness sessions on Safety and Health issues were carried out by the Safety and Health Officer and the recommendations made were implemented as far as practicable.

The following issues were addressed among others:

SN	Issues Raised	Action Taken
1.	Pigeon Infestation	<ul style="list-style-type: none"> <li>Perspex had already been fixed by Medcor Ltd to eliminate the issue of pigeon infestation.</li> <li>Cleaning of window ledges is being done as and when required.</li> </ul>
2.	Shampooing of Carpet	<ul style="list-style-type: none"> <li>Shampooing of carpet was being carried out regularly.</li> </ul>
3.	Trailing of Wires	<ul style="list-style-type: none"> <li>Works to eliminate trailing of wires in offices were being undertaken phase-wise. Phase 1 of the project consisting of the Registry and the Finance Section have already been completed.</li> <li>With regard to Phase 2 of the project, action has already been initiated for works to be completed in year 2021/2022.</li> </ul>
4.	First Aid Boxes	<ul style="list-style-type: none"> <li>First Aid boxes have been provided on all the three levels (level 2, 5 and 10) occupied by the Ministry.</li> </ul>
5.	Pest Control	<ul style="list-style-type: none"> <li>Pest control is being monitored to ensure that there is no proliferation of pests</li> </ul>

### 1.11 GENDER CELL COMMITTEE

The Ministry has set up a Gender Cell under the chair of the Deputy Permanent Secretary to look into the issues relating to gender mainstreaming in policies, strategies and Programmes.

Under Gender Mainstreaming, an amount of Rs 200,000 has been provided in the budget of this Ministry for Financial year 2020/2021, to implement an activity/project to promote gender equality and enhance awareness on gender sensitivity within the tourism sector.

The Ecole Hoteliere Sir Gaetan Duval was contacted to organise a course in food preparation for the benefits of the staff of the Ministry. However, due to the sanitary restrictions and protocol in place further to the COVID-19 pandemic, this Ministry could not proceed with the planned activity.

### 1.12 ANTI-CORRUPTION COMMITTEE

An Anti-Corruption Committee has been set up under the chair of the Deputy Permanent Secretary, for an effective implementation of the Public Sector Anti-Corruption Framework.

A Corruption Prevention Review has been conducted for the Leisure Unit and Sea-Based Unit of the Ministry. The Integrity Pledge of the ICAC has also been signed by all the staff of the Ministry.

## 1.13 MAIN LEGISLATIONS



The legal framework governing the Tourism Sector comprises the:

- Mauritius Tourism Promotion Authority Act 1996;
- Tourism Authority Act 2006; and the
- Tourism Employees Welfare Fund Act 2002

These legislations together with promulgated regulations provide the regulatory framework in relation to activities within the tourism sector with a view to ensuring that international standards are complied with and to sustain the development of Mauritius as a high end and safe tourist destination.

## 1.14 OVERVIEW OF PARASTATAL BODIES UNDER THE AEGIS OF THE MINISTRY

There are three parastatal bodies which operate under the aegis of the Ministry. These bodies are responsible for the promotion of the destination, for the regulation of tourism activities and for catering for the welfare of tourism employees.

The roles and functions of each body is briefly highlighted hereunder.



### MAURITIUS TOURISM PROMOTION AUTHORITY (MTPA)

The Mauritius Tourism Promotion Authority was set up under the Mauritius Tourism Promotion Authority Act 1996 as a parastatal body. Its objectives are as follows:

- (a) promote Mauritius abroad as a tourist destination;
- (b) provide information to tourists on facilities, infrastructures and services available to them in Mauritius;
- (c) initiate such action as may be necessary to promote co-operation with other tourism agencies;
- (d) conduct research into market trends and market opportunities and disseminate such information and other relevant statistical data on Mauritius; and
- (e) advise the Minister on all matters relating to the promotion of tourism.

MTPA's role is to enhance the image of Mauritius as a prime holiday and up-market destination by consolidating our traditional markets, penetrating emerging markets and exploiting niche segments in new markets.

Title	Contact Details
Director	Mr. BUNDHUN Arvind Phone: 203-1934 Fax: 212-5142 Email: arvind@mtpa.mu



## TOURISM AUTHORITY (TA)

The Tourism Authority was set up as a corporate body under the Tourism Authority Act 2006 to sustain the development of Mauritius as a high quality and safe tourist destination.

The objectives of the Tourism Authority are to:

- promote the sustainable development of the tourism industry;
- foster and encourage the conduct of activities in the tourism industry in a responsible manner in order to preserve the integrity of the Mauritian Destination;
- coordinate, support and interact with the organisations and institutions which promote the tourism industry;
- foster research for the effective implementation of tourism policies;
- promote public understanding and interest in the tourism industry;
- develop and implement tourism and tourism related projects; and
- promote coordination and cooperation between the public sector agencies and the private sector organisations engaged in the tourism industry.

The role of the TA is to regulate the tourism sector and ensure that tourism activities are conducted in an orderly and sustainable manner.

Title	Contact Details
Director	Mr. MORVAN Lindsay, OSK, MSK Phone: 203–2601 Fax: 213–1738 Email: lmorvan@tourismauthority.mu



## TOURISM EMPLOYEES WELFARE FUND (TEWF)

The Tourism Employees Welfare Fund was set up under the Tourism Employees Welfare Fund Act 2002 to cater for the economic and social welfare of employees of tourism enterprises and their families.

The objects of the TEWF are to set up welfare schemes/projects and carry out such other activities as considered desirable for promoting the welfare of employees of tourism enterprises and their families. The Fund currently operates 15 schemes consisting, of educational grants, social grants and soft loans to assist employees in improving their quality of life and meeting the educational expenses of their children. It also organises training programmes and leisure activities for the benefit of its members.

Title	Contact Details
Secretary	Mr. GOORAPAH Soobeeraj Phone: 211 – 4343 Fax: 213 – 5462 Email: tewfund@intnet.mu



### **Ecole Hoteliere Sir Gaetan Duval (EHSGD)**

The Ecole Hoteliere Sir Gaetan Duval (EHSGD) was transferred under the aegis of the Ministry of Tourism in November 2019. The day-to-day management of the centre is still with the Mauritius Institute of Training and Development, (MITD). The Ministry of Tourism is responsible for policy matters.



The Beach Authority (BA), established under the Beach Authority Act No. 7 of 2002, is a body corporate operating under the aegis of the Ministry of Environment, Solid Waste Management and Climate Change since 17 July 2020. The Beach Authority was under the aegis of the Ministry of Tourism from 12 November 2019 to 16 July 2020.

**PART II – ACHIEVEMENTS AND CHALLENGES OF THE MINISTRY**



## 2.0 INDUSTRY PERFORMANCE

The COVID-19 pandemic has brought world economic activity to a near halt. Tourism in Mauritius, one of the economic sectors which has been the most severely affected, came to a quasi-standstill with the closure of our borders for more than 15 months and travel restrictions around the world.

Since the onset of the COVID 19 pandemic in early 2020, Mauritius closed its borders to international travel, prohibiting operation of commercial passenger flights to and from the destination. Authorisation was granted for the operation of special flights on specific conditions, predominantly for the repatriation of Mauritians stranded abroad and medical cases. Thereafter, as from 01 October 2020, Government embarked on an accelerated repatriation programme which targeted students, Occupation and Residence Permit holders and other Mauritians stranded abroad who expressed the wish to be repatriated.

### **Contribution of Tourism Sector to the Economy**

In calendar year 2019, the tourism sector has contributed directly and indirectly to an estimated 25% of GDP, which linearly represents a quarterly average of about 6% per annum. However, in 2020, the Tourism sector accounted for only 2.2% of GDP, 9.9% of total employment in large establishments of the tourism industry and 5% of investment. The hotel stock reached 113 hotels in 2020 representing 13,451 rooms. Hotel occupancy rate stood at 24% in 2020 compared to 73% in 2019.

Due to closure of borders, tourist arrivals decreased by 1,074,508 to reach 308,980 in 2020 representing a negative growth of 77.7% compared to 2019. The month of December 2020 witnessed a staggering decrease of 99.3% in tourist arrivals. During the first semester of 2021, tourist arrivals decreased by 301,656 to reach 3,225, representing a drop of 98.9%, compared to the first semester of 2020. Tourism earnings amounted to Rs 17.7 billion in 2020 compared to Rs 63.1 billion in 2019.

### **Tourists Arrivals by Markets**

Tourist arrivals from Europe which accounted for 67.2% of total tourist arrivals reached 207,641 in 2020 representing a decrease of 75.2% as compared to 835,946 in 2019. Arrivals from France, our leading market which accounted for 25.7% of total tourist arrivals and 38.3% of the European market, decreased by 73.7% to attain 79,510 in 2019. The performance of the other major generating countries was as follows: Germany (-72.1%), Italy (-82.0%), Switzerland (-82.6%) and United Kingdom (-84.0%).

Arrivals from Africa, with a share of 19.1% of total tourist arrivals registered a decline of 81.1% in 2020 to attain 58,917 tourists as opposed to 310,928 in 2019. The Republic of South Africa which is among the top generating markets registered a decrease of 83.7% in 2020. Declines in tourist arrivals were also observed in Seychelles (-84.0%), Malagasy Republic (-84.0%) and Kenya (-84.7%).

Tourist arrivals from Asia, which constituted 10.5% of total tourist arrivals in 2020, decreased by 83.0% to reach 32,339 compared to 189,849 in 2019. Arrivals from India and People's Republic of China which are major source markets, declined by 83.1% to reach 12,781 and by 87.9% to reach 5,189 respectively. Decreases from Saudi Arabia (-78.1%) and United Arab Emirates (-88.7%) were also noted.

Tourist arrivals from Oceania in 2020 decreased by 83.2% when compared to 2019 due to a decrease in arrivals from Australia by 83.8%. Arrivals from the American continent decreased by 74.8% in 2020 as a result of the performance of USA (-74.5%) and Brazil (-75.3 %).

Total arrivals in 2020 stood at 308,980 with arrivals mainly from Europe [France, Germany, UK as key traditional markets], followed by Africa [Reunion Island and South Africa] and Asia [India, China and Middle-East] as follows:-

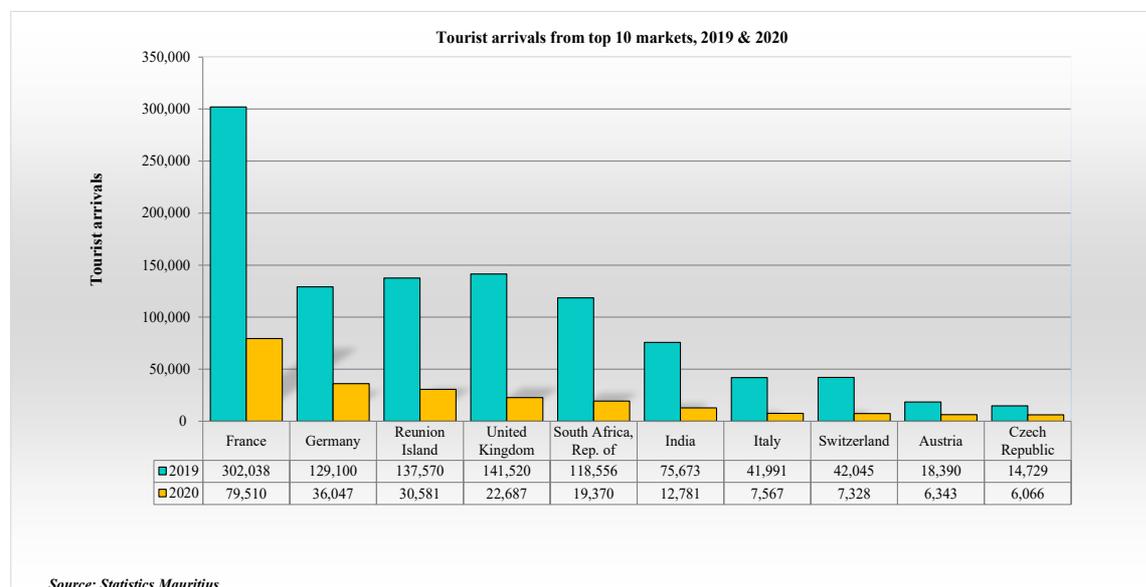
REGIONS	2020	MARKET SHARE [%]
<b>EUROPE</b>	<b>207,641</b>	<b>67.2</b>
<b>AFRICA</b>	<b>58,917</b>	<b>19.1</b>
<b>ASIA</b>	<b>32,339</b>	<b>10.5</b>
<b>OCEANIA</b>	<b>3,500</b>	<b>1.1</b>
<b>AMERICA</b>	<b>6,392</b>	<b>2.1</b>
<b>OTHERS AND NOT STATED</b>	<b>191</b>	<b>0.1</b>
<b>TOTAL</b>	<b>308,980</b>	<b>100.0</b>

Source: Statistics Mauritius

### Performance of Top Ten Markets

In 2020, France, our top tourist generating country, registered a decrease of 73.7%. Decreases among the other main markets were as follows:

Germany (-72.1%), Reunion Island (-77.8%), United Kingdom (-84.0%), South Africa (-83.7%), India (-83.1%), Italy (-82.0%), Switzerland (-82.6%), Austria (-65.5%) and Czech Republic (-58.8%), as illustrated in Figure 1.1 below.



Source: Statistics Mauritius

Figure 1.1 Tourist arrivals from top 10 markets and % growth 2019 & 2020

### Performance of New Markets

The following performance was registered among the new markets: Saudi Arabia (-78.1%), Belgium (-86.4%), Netherlands (-86.9%), Czech Republic (-58.8%), United Arab Emirates (-88.7%) and Poland (-63.7%) as depicted in Figure 1.2.

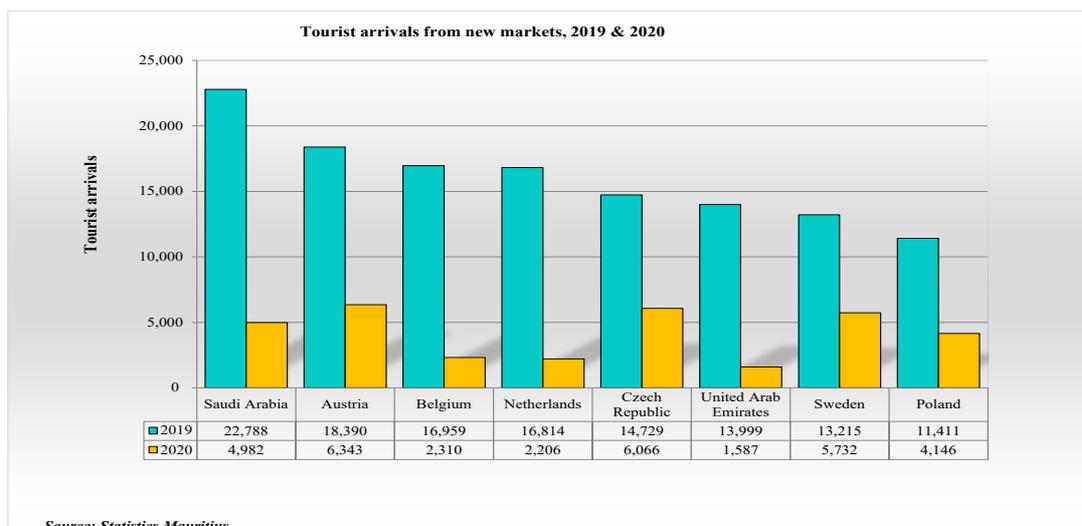


Figure 1.2 Tourist arrivals from new markets and % growth in 2019 & 2020

## Recovery Efforts

Mauritius promptly took drastic action and was successful in containing the spread of the disease among its population. In fact, Mauritius is considered as one of the top countries in the world for its response to the COVID-19 pandemic and phased opening of its borders.

To re-launch the destination to the global outbound tourism market, Government has launched a promotional campaign **'Mauritius Now'** to enhance its visibility and create brand loyalty thereby encouraging tourists to travel and visit Mauritius. Mauritius is taking into consideration the fact that the profile of the traveller has changed and, in this respect, the tourism sector is undergoing a 'paradigm shift' to adapt to the needs of a 're-born high-tech consumer', as a result of the pandemic.

## 2.1 TOWARDS A PHASED AND SAFE RE-OPENING OF BORDERS

### 2.1.1 Repatriation Phase – Quarantine Facility

As from Mid-August 2020, Mauritius embarked on the 'accelerated repatriation' phase and 9,279 passengers, comprising 8,383 Mauritians and 896 non- Mauritians, were repatriated.

In line with strict sanitary protocols, all passengers arriving in Mauritius had to undergo a 14-day in-room quarantine in state designated quarantine facilities. For that purpose, and with the collaboration of hotel operators and the Ministry of Social Integration, Social Security and National Solidarity (Social Security and National Solidarity Division), some hotels and recreational centres were converted into quarantine facilities.

As from 1st October 2020, following partial reopening of our borders, visitors were allowed to travel to Mauritius subject to compulsory quarantine of 14 days in a state designated hotel/quarantine facility, in accordance with strict sanitary protocols and prevailing legislation.

Accommodation establishments, namely guesthouses, tourist residences and hotels, wishing to

accommodate these travellers, were selected based on strict criteria following an Expression of Interest (EOI) launched by the Ministry of Tourism. Moreover, given the increasing number of COVID-19 positive cases at that time, the Ministry of Tourism launched another EOI to select hotels to be used as quarantine facilities for both COVID-19 positive cases and contact tracing.

With a view to preventing contact between returning passengers and the local community, incoming passengers were transferred directly from the Sir Seewoosagur Ramgoolam International airport to their designated quarantine facilities through a sanitary corridor in strict compliance with sanitary protocols. Licensed Destination Management Companies were also selected following an EOI launched by the Ministry of Tourism.

### **2.1.2 Re-Launch of Tourism Sector And Safe Re-Opening Of Borders**

#### **Development of sanitary protocols for the tourism sector**

With a view to limiting the propagation of the pandemic and ensuring a safe reopening of borders, the Ministry in collaboration with the Ministry of Health and Wellness developed a set of sanitary protocols for industry partners in the tourism value chain. These protocols have been circulated to all industry partners and were constantly updated based on sanitary conditions prevailing over the island.

#### **Training of staff in the tourism value chain**

With a view to enhancing the safety and security of both passengers and frontliners, a set of sanitary protocols was approved by Government for strict implementation at the airport and at the quarantine facility amongst others.

A training programme has been prepared whereby front liners have been sensitized on the sanitary protocols that would be applicable in their respective establishments, the do's and don'ts, including interactive and practical sessions.

Frontliners from hotels that would be used as quarantine facility for repatriated passengers for the period 10 September 2020 to 30 September 2020 were requested to delegate those employees who would be working in the quarantine facility to follow the training sessions. Frontliners comprise housekeeping staff namely reception staff, valets, steward, chefs etc.

The resource persons were from the Ministry of Health and Wellness, Ministry of Tourism and Tourism Authority.

#### **Vaccination Campaign**

Mauritius launched a nationwide Covid-19 vaccination campaign on 26 January 2021 aimed at achieving herd immunity of its population. In a bid to enabling a safe reopening of our borders at the earliest, the frontliners of the tourism value chain, comprising airline, airport, hotels and DMC staff were given priority for the vaccination campaign. In this context, the Ministry of Tourism and the Ministry of Health and Wellness in collaboration with hotel operators planned and organised the administration of vaccines in three hotels and at the SSR International Airport for these frontliners.

After a temporary suspension when the country was placed in temporary confinement on 09 March 2021, Mauritius resumed its vaccination campaign on 15 March 2021. This measure as well as restrictions to enter the country were imposed until 25 March 2021, upon detection of some cases of Covid-19 in the community, to prevent further spread of the virus.

Front-liners who were required to be on duty, including employees from government institutions and some 50 private sector companies got their first jab during the first stage of the campaign. Employers were required to book appointments and organise commutes to vaccination centres in order to avoid large public gatherings. The first batch of front-liners being vaccinated included doctors, nurses, policemen, scavengers, and employees of the retail sector. Vaccination of front-liners was completed by the beginning of April 2021 following which the campaign was extended to the broader population.

A National Coordination Committee on COVID 19 Vaccination was also set up in May 2021, under the chairmanship of the Honourable Deputy Prime Minister, Minister of Housing and Land Use Planning and Minister of Tourism with the main objectives of coordinating and ensuring the successful implementation of the National Deployment Vaccination Plan for COVID Vaccines.

Since the start of the campaign in Mauritius and as at 30 June 2021, the percentage of persons vaccinated was as follows:

<b>Number of Vaccinated persons as a % of</b>	<b>1<sup>st</sup> Dose</b>	<b>2<sup>nd</sup> Dose</b>
Total Population	45.53	20.10
Our target (60%) of population	75.88	33.50
Eligible age groups (18 and above)	59.08	26.08

### 2.1.3 Activities carried out in FY 2020-2021

#### **Promotion of Domestic Tourism**

Tourism activities have been severely impacted with the closing of borders. Operators in the sector, mainly SMEs, were facing financial hardships and the risk of business closure was real. A key strategy of the Ministry has been to encourage domestic tourism to enable operators of the sector to resume operations.

In this context, the Ministry in collaboration with the MTPA launched a promotional campaign for domestic tourism and facilitated the organisation of a '*Salon on Internal Tourism*' during the first week of December 2020, at the Swami Vivekananda International Convention Centre (SVICC) to enable the operators to showcase and market their products. Tourism stakeholders were encouraged to capitalize on the local market to sustain their business operations with the launching of promotional campaigns for quick wins.

The campaign has proved to be a successful one given the increased interest noted among the local population for various tourism activities such as accommodation tourism (hotel, guest house, tourist residence), recreational tourism (sightseeing, visiting attractions) wellness tourism, cultural tourism

(museums and other festivals), beach tourism, marine tourism (water sports, diving, catamaran cruises, parasailing, dolphins and whales watching), adventure tourism (mountain hiking, zip lining, skydiving), sports tourism (kitesurfing, golf, windsurf), spiritual and nature tourism (hiking in nature parks, bird watching).

The occupancy rate in the hotel sector during weekends varied between 75% to 80% whilst for the first 3 weeks of November, it averaged 20% for three-star hotels, 13% for four-star ones and 13% for five-star ones. It was also noted that an increasing number of Mauritian tourists travelled to Rodrigues for holidays.

### **Promotional strategy for the re-launch of the Tourism Sector**

The following key marketing activities were also implemented with the close collaboration of the MTPA for the re-launch of the sector, namely:

- i. Public Private sector working committees addressing issues related to the re-launching, plan of action, campaigns, joint promotion, online presence in key markets;
- ii. Ensuring marketing presence 'continuity';
- iii. Keeping in touch with the distribution channels and updating them with Covid-19 progress and other travel-related issues;
- iv. Virtual fairs and roadshows;
- v. Online training and virtual webinar in key markets on product updates and sanitary protocol;
- vi. Discussions with airlines and joint promotional campaigns; and
- vii. Discussions with Tour Operators and joint promotional campaigns.

### **Joint Working Group**

A Joint Public-Private Sectors Working Group (JWG) was set up, under the chairmanship of the Honourable Deputy Prime Minister, Minister of Housing and Land Use Planning and Minister of Tourism on 15 April 2021 with the mandate of formulating recommendations for the re-opening of our borders and re-launching the tourism sector.

Three sub-committees were, also, set up to look into destination marketing, air connectivity and entry requirements and health protocols and to come up with recommendations for the first phase of the re-opening of borders scheduled for 15 July 2021, and for the re-launch strategy of the destination.

The JWG submitted its recommendations to Government and these were approved for implementation.

## 2.2 MAJOR ACHIEVEMENTS OF THE MINISTRY

### 2.2.1 CONTROLLING POPULATION OUTBREAK OF CROWN OF THORNS, ACANTHASTER SPP. AROUND MAURITIUS



Numerous representations have been made by diving centres and pleasure craft operators raising alarm with regard to the outbreak of the population of Crown of Thorns (COTs), *Acanthaster Spp* at many diving and snorkelling sites around Mauritius thereby, impacting negatively on the coral cover.

The Crown of Thorns is a large multi-armed coral eating starfish. It is a marine invasive species which has the capacity to decimate extensive areas of coral reefs. In Australia, outbreaks of COTs have affected large areas of the Great Barrier Reef, impacting negatively on the tourism industry. COTs also represent a danger to individuals who come into contact with them because of their venomous spikes covering their 8 – 21 arms.

Consequently, the Ministry of Tourism has initiated actions for the control of the population outbreaks of these COTs, with a view to protecting the corals especially at our main diving sites. Following an Open Advertised Bidding Exercise, the contract was awarded to Reef Conservation on 7 January 2021. The contract, which was signed on 02 February 2021 is of a duration of two years. The National Environment and Climate Change Fund is supporting the project financially. Works have started since 09 February 2021 and are scheduled to be completed on 08 February 2023.

The project comprises inter-alia, the control of the outbreaks of Crown of Thorns population, the setting-up of a network of observers, the training of divers from diving centres on the control methodology, the control and monitoring of affected sites for recovery and sensitisation of the general public including tourism stakeholders to raise awareness and support the control actions.

The control of population outbreaks of the Crown of Thorns is being carried out through the injection of white vinegar in strict accordance with the Protocol established by the National Coral Reef Network in collaboration with the Ministry of Blue Economy, Marine Resources, Fisheries and Shipping. Assessment, control and post-monitoring have already started at 15 sites with the authorisation of the Ministry of Blue Economy, Marine Resources, Fisheries and Shipping since 03 May 2021.

A Steering Committee under the chair of the Ministry and comprising representatives of the Ministry of Blue Economy, Marine Resources, Fisheries and Shipping, the Ministry of Finance, Economic Planning and Development, the Ministry of Environment, Solid Waste Management and Climate Change, the National Coast Guard, the Mauritius Oceanography Institute, the Beach Authority, the Department for Continental Shelf, Maritime Zones Administration and Exploration and Reef Conservation, has been set up to guide, steer, direct and oversee the implementation of the project.

Six Steering Committee meetings have been held so far with the following milestones achieved since the start of the project:

- No. of dive sites assessed: 15
- Number of expeditions undertaken: 102
- Number of COTS observed: 1693
- Number of COTS injected: 1287

## 2.2.2 STUDY ON THE CARRYING CAPACITY OF THE LAGOON OF THE REPUBLIC OF MAURITIUS AND THE STRATEGIC ENVIRONMENT ASSESSMENT (SEA) FOR THE ICZM PLANS OF BLACK RIVER AND RODRIGUES

This project which is funded by the UNDP aims at assessing the impacts of the different nautical activities being carried out in the lagoon, namely:

- promote sustainable development of the tourism industry;
- properly plan the development of the pleasure craft sector in Mauritius;
- foster and encourage the conduct of nautical activities in a responsible manner;
- preserve the integrity of the Mauritian destination, including the sustainable management of its natural resources which form the basis of the tourism economy;
- provide for a high level of protection of the environment in the regions under study;
- contribute to the integration of environmental considerations into the preparation and adoption of plans;
- promote sustainable development; and
- ensure an environmental assessment of the ICZM plans.

The contract has been awarded to the consultant HIDRIA Ciencia, ambiente y desarrollo SL (Spain) which kickstarted the project in October 2020. The project is expected to be completed by March 2022.

## 2.2.3 ZONING OF LAGOON PROGRAMME

The Zoning of Lagoon Programme is one of the main projects of the Ministry of Tourism since 2007. The increasing number of pleasure crafts and nautical activities in our lagoons has prompted the need for a proper demarcation of our lagoon to:

- (a) enhance safety and security at sea for both tourists and the Mauritian public;
- (b) ensure that nautical activities are conducted in an orderly manner; and
- (c) protect the fragile marine ecosystem and seascape.

As at date, the Ministry of Tourism has implemented some 17 swimming zones, 4 mooring zones, 2 prohibited zones for motorized crafts at Pereybere and Mon Choisy, 7 speed limit zones, 1 buffer zone, 2 ski lanes, 3 snorkelling zones, 2 dangerous bathing zones, 2 Navigable Passages at Grand Baie and Riviere Noire and navigational aids at 26 passes around the island.

Following the reinstatement of the swimming zones, the Ministry has ensured that the cleaning and maintenance of the 15 swimming zones are being carried out on a regular basis at 8-weeks' interval. Replacement of damaged floats and connecting parts are being carried out to ensure the functionality of the swimming zones at all times for the safety and security of sea users.

During financial year 2020-2021, 17 cleaning exercises were carried out as follows:

Region	Swimming zones	Number of cleaning exercises during financial year 2020-2021
Northern region	<ul style="list-style-type: none"> <li>• Grand Baie Public Beach</li> <li>• Trou aux Biches Public Beach</li> <li>• Mon Choisy Public Beach</li> <li>• Pereybere Public Beach</li> </ul>	6

Eastern region	<ul style="list-style-type: none"> <li>• Belle Mare Public Beach</li> <li>• Palmar Public Beach</li> <li>• Trou D'Eau Douce Public Beach</li> </ul>	6
Western region	<ul style="list-style-type: none"> <li>• Wolmar Public Beach</li> <li>• Flic en Flac Public Beach</li> </ul>	5

The Ministry of Tourism is in the process of launching a new tender for the reinstatement of the existing zoning systems.

#### **2.2.4 REHABILITATION OF THE BOAT RAMP AT LE BATELAGE, SOUILLAC**

Le Batelage is a tourist site vested in the Ministry of Tourism responsible for its management. The Ministry of Tourism has embarked on an open procurement exercise for the rehabilitation of the boat ramp at Le Batelage, Souillac, which has collapsed causing erosion to the rock fill and structural cracks.

Funds to the tune of Rs. 8M under the COVID -19 Development Fund (ERP projects) has been allocated by the Ministry of Finance, Economic Planning and Development for the rehabilitation of the said boat ramp.

The scope of works for the rehabilitation of the boat ramp, amongst others, would consist of:

- (i) Demolition and carting away of the existing boat ramp;
- (ii) Construction of the reinforced concrete retaining wall which includes provision of cofferdams;
- (iii) Provision of compacted hardcore fillings for the ramp;
- (iv) Construction of the reinforced boat ramp;
- (v) Sit around for existing Badamier tree to be reinstated;
- (vi) Construction of stone revetment to prevent shore erosion; and
- (vii) Construction of a boat storage area.

A bidding exercise will be carried out for award of contract in the next financial year. The works are expected to be completed 4 months after award of contract

#### **2.2.5 TOURISM SIGNAGE**

The Tourism Signage Project is an on-going project which started in 2007 with the technical assistance from the Singapore Tourism Board. The project consists of the installation of directional and information panels of international standards and icons from the World Tourism Organization around the island with a view to:

- enhancing the visibility of both the inland and coastal tourist attractions as well as guiding tourists and visitors on excursions.
- providing information on tourist attractions and sites to both tourists and locals; and
- creating more economic opportunities in remote areas by directing the visitors thereto.



To date, some 425 panels, both directional and information panels, have been installed in a phased manner around the island along 8 “routes”. Over the years, these panels have been subject to wear and tear, damages due to accidents or acts of vandalism. These panels need to be maintained and kept in good state at all times to ensure that they effectively serve their purpose of guiding the tourists and locals.

In this context, since 2017, the Ministry has embarked on the maintenance of the tourism signage panels. The maintenance project consists of the upgrading of existing panels, replacement of damaged or missing panels, addition of new directional panels and new information panels in English, French and Chinese language where required. To date, maintenance of panels installed as part of Routes 1 (Albion to Riviere des Galets), 2 (Curepipe to Mahebourg), 3 (Port Louis – Grand Baie) and 4 (Grand Baie – Poste De Flacq) has been completed.

The Ministry has been working on the implementation of the maintenance of tourism signage installed along Routes 5 (Poste de Flacq to Mahebourg) & 6 (Vacoas to Black River Gorges National Park) and also the installation of new panels from and to La Citadel, Chamarel, Curepipe and Trou aux Cerfs.

The project could not be implemented in FY 2020-2021 because of the pandemic and will be implemented during FY 2021-2022.

## 2.2.6 PROMOTION OF LEISURE ACTIVITIES

### COVID IMPACT ON EVENTS

The events sector has not been spared by the pandemic and Mauritius is no exception. The sanitary situation and subsequent lockdowns and restrictions regarding public gathering have led to the scaling down, postponement and cancellation of events.

## 2.2.7 FESTIVAL KILTIR EK LANGAZ KREOL MORISIEN 2020

The Ministry of Tourism hosted the Festival Kiltir Ek Langaz Kreol Morisien (FKLKM) under the theme ‘Nou viv ansam, Nou rebondi ansam’ from 05 to 13 December 2020. The objective was to revitalise the solidarity among Mauritians including all communities, hence preserving the Mauritian culture, languages, varied beliefs in its uniqueness to create the Mauritian identity.



This edition had two poles ‘Nou Viv Ansam, Nou Rebondi Ansam’. A new logo which depicted the two joint forces which were expressed throughout the activities listed in the FKLKM calendar was also launched for the event.

FKLKM has always strived towards the promotion of new artists and talents, by giving an opportunity to various artists to showcase their talents as singers, dancers, musicians, designers and painters. The FKLKM also provides a forum for these artists to interact, inspire and create a new awakening and unifying the Mauritian community, whilst at the same time demonstrating the authenticity of our culture which is in line with this Ministry's strategy for the promotion of cultural tourism. In this bid, a series of activities was organised.

### 2.2.8 FKLKM 2020 IN A SNAP SHOT

The one day '*Konferans lor Langaz Kreol Morisien*' along with an exhibition/sale of books held on Saturday 05 December 2020 at Le Sirius, Labourdonnais Waterfront Hotel.



The '*Sware Poezi*' was also held on Saturday 05 December 2020 at the Nelson Mandela Centre, La Tour Koenig and was graced by the presence of Hon. Pravind K. Jugnauth, Prime Minister of Mauritius along with other eminent personalities.



The '*Bal Rann Zariko*' which is a formal dance party, was organised in six different regions on Saturdays 05 and 12 December 2021.



'*Festival Sinema*' was held on 07, 09, 10 and 11 December at Trianon, Flacq and Port Louis.



'*Defile Lamod*' was exceptionally organised in a new concept, seated style on 09 December at Henessy Park Hotel promoting new designers local/students of Fashion Design Institute. The event inspired creativity and encompassed specific segments notably new trends and fashion circle.



*'Festival Teat ek Sinema an Plener'* was held on 10 December 2020 at Cité Malherbes, Curepipe.



*'Konser Omaz'* was held on Friday 11 December at Pere Laval Stadium to pay tribute to Ino Nakeed.



*'Sware Tipik'* was held on Friday 11 December at Le Morne Public Beach.



*'Zwe Lontan'* which was held on 12 December at the Intercontinental Slavery Museum Port Louis was a new initiative to promote antic games and plays.



*'Festival Lamizik'* was held on Saturday 12 December in the yard of the Municipal Council of Curepipe to promote new talent of artists of the region.



On Saturday 13 December at Mahebourg Waterfront, various activities were organised exclusively comprising *'Inisiasion lavwal'*, *'Defile Bato Peser'*, *'Defile Tambour'*, *'Festival Lakwizinn ek Artizana* and regatta. *'Sware Konser'* was for the first time organised at Mahebourg on the same day in the evening.



## 2.3 ACTIVITIES OF PARASTATAL BODIES

### 2.3.1 TOURISM AUTHORITY

#### (i) Preparation of Guidelines

During the financial year July 2020 to June 2021, the Board of the Tourism Authority approved guidelines for Tour Operators, Guest Houses and Travel Agents, which have been published in the Government Gazette and are available on the website of the Tourism Authority. Kitesurfing Guidelines have also already been gazetted.

(a) Seven guidelines were also prepared and still awaiting approval as follows:

- Boutique Hotel
- Water Skiing
- Towing Activities
- Restaurant
- Tourist Residence
- Eco Tourism
- Tourist Guide

(b) The following four Guidelines which have been finalized were in the process of being gazetted:

- Parasailing
- Operating as Boat House
- Providing non-motorised water sports, etc.
- Recreational scuba diving centre

#### (ii) Cleaning Campaign

The Cleaning and Embellishment Unit of the Tourism Authority has been present in the Tourism Sector for about 14 years now. This Unit has been involved in the uplifting and maintenance of various tourist attractions around the island.

Several activities were carried out by the Unit during FY 2020/2021 as follows:

- providing support in respect of the Clean-up Mauritius and Embellishment Campaign;
- cleaning of the environment (beaches, tourist sites, islets etc...) and Citadelle;
- assisting in the organisation of various cultural activities;
- assisting in the launching of the ISM Temporary Exhibition and Public Consultation Process organised by the Ministry of Arts and Cultural Heritage;
- fixing of bins;
- assistance given in the context of '*La Messe du Tourisme*'; and
- cleaning of drains in the region of Quatre Bornes and at the Monument aux Esclavage at Pointe Canon.

#### (iii) Monitoring and Enforcement Activities

The Monitoring & Compliance Unit of the Tourism Authority ensures that licensees/operators in the Tourism Industry operate according to laws, standards, guidelines, code of conduct and conditions

to license. The activities of this Unit are geared towards enhancing the quality of service offered to tourists and improving the image of the destination.

A total number of 666 inspections were carried by the Monitoring & Compliance Unit during period 2020-2021 and 35 contraventions were established for both land and sea-based activities. Most of these contraventions were in respect of land-based activities relating to trading without licence and failing to produce the licence. As for sea-based contraventions, most contraventions were established for Breach in Conditions to Pleasure Craft Licence.

The emergence of the COVID-19 pandemic during the year 2020-2021 resulting in the closing of the Mauritian borders and a second lockdown in March 2021 disrupted the activities of the Monitoring and Enforcement Unit as most of the operators holding a Certificate/Licence/Permit did not restart business due to absence of tourists and clients.

#### (iv) Sustainable Island Mauritius Project



The Tourism Authority had embarked on an eco-project [*Improving Sustainable Tourism in Mauritius through greening the value chain of tour operators (SUS-ISLAND)*] with financial assistance to the tune of EUR 1.1 million from the UNDP under the Switch Africa Green Project for a period of 4 years (i.e. July 2018 to June 2022)

The project aims at promoting sustainable tourism in Mauritius by demonstrating and scaling up a self-sustaining mechanism for improving sustainable added value along the value chain, and improving awareness and marketing of sustainable tourism products. Due to COVID-19, some of the earmarked activities in the second quarter 2020 had to be postponed.

In the meantime, the project assisted on other areas of high urgency such as the COVID-19 and the MV Wakashio Oil Spill that occurred in July 2020.

#### **The main achievements under the project were:**

- i. following the oil spill caused by the MV Wakashio event, the SIM project has been involved in a series of activities:
  - Rs 250,000 worth of personal protective equipment (PPE) and cleaning equipment have been disbursed to help the volunteers;
  - focal point between the private sector and the Authorities for sponsorship received in terms of PPE's and cleaning materials such as drums, rakes and more importantly the materials to construct artisanal booms in preventing the oil spill to reach the shores;
  - assisted the Mauritius Wildlife Organisation in the transfer of endangered animals and plants to secured places by sponsoring protective glasses; and

- collaboration with the Delegation of the European Union on a One-month sensitisation campaign called 'Nou lagon nou leritaz, ensam anou protez nou laplaz'. It aims at raising awareness among citizens about the protection of marine eco-system with a daily media presence and beach cleaning activities around a plastic free destination.
- ii. MoU between the Tourism Authority and Reef Conservation Society for the capacity building of 200 operators on the preservation of the marine eco-system.
  - iii. The Tourism Authority through the SIM project supported the Mauritius Standards Bureau (MSB) to be accredited by the Global Sustainable Tourism Council (GSTC) as a Certification Body. 60 SME Operators in the Tourism Sector have benefitted from a Certification Scheme under the MS:165 2019 Standards in collaboration with SME Mauritius Ltd.
  - iv. The Mauritius Pro-Handprint Innovation Framework has been developed with Mautourco as DMC and a new product, '*The Wise Dodo*' has been developed. Further Tour Operators would be trained on the MauPHI once restrictions on borders are fully lifted.
  - v. SIM is collaborating with SME Mauritius, the MCCI and the Association of Mauritian Manufacturers to develop an online B2B platform to connect artisans and the tourism operators. Through this platform, co-creation with the support of designers would be encouraged through capacity building.
  - vi. The Sustainable Island Project is working on a Creative Guide Book with step by step resources for local artisans and design entrepreneurs and SMEs to create successful sustainable products.
  - vii. Further planned workshops in Handicraft on stakeholder engagement and capacity building shall be organised as soon as the international travel restarts, and the meeting formats are safe to be held.
  - viii. The Tourist Satisfaction Index (TSI) and Tourism Service Quality Index (TSQI) have been completed with 1221 outgoing tourists surveyed at the SSR International Airport. The report is being completed and shall be disclosed to the professionals of the Tourism Industry.
  - ix. Following the challenges caused by the COVID-19 pandemic and the resulting impacts on the tourism sector, SIM co-organised a 2-day workshop on 'Financial support and schemes to the tourism sector' for small- and medium-sized enterprises (SMEs) together with the SME Mauritius in July 2020. The workshop was organized to inform the tourism SMEs about the existing financial schemes and assistance available during the Covid-19 period, as well as access to SME green finance available for innovative and sustainable projects. The event was attended by over 400 participants.

- x. Moreover, the Sustainable Island Mauritius project produced three explanatory videos (in English and French) on the best recommended guidelines for staff, tourists/guests and connected activities such as boat operators, parks and golf practices.

### 2.3.2 MAURITIUS TOURISM PROMOTION AUTHORITY

#### (i) Promotional Activities

Due to the closure of borders, the promotional activities that were usually carried out in our traditional, emerging and new markets had to be revisited and adapted to the new context which was characterised by rigorous travel restrictions internationally, and the emergence of a new consumer mind-set.

In this context, the MTPA redirected its promotional resources towards digital marketing actions across our markets, leveraging on social media tools to keep the destination 'top-of-mind' of potential travellers, in the midst of the global crisis. This included participation in virtual tourism fairs in our main markets. Moreover, the '#MauritiusNow' campaign was conceived to refresh the image of Mauritius as a prime destination, and to communicate vital information on the destination to the international travel trade.

Furthermore, the MTPA carried out a number of virtual working sessions with our international tourism partners to brainstorm on the new strategy to be adopted in the eventuality of the reopening of borders, and online sensitization campaigns were held with major international partners, as well as the MTPA PR representatives abroad, to educate our main markets about the COVID-19 situation in Mauritius.

In addition, the Ministry in collaboration with tourism stakeholders, worked closely during the period of closure of borders to devise a roadmap for tourism resumption and recovery. A Joint Committee on Post Covid-19 Strategy co-chaired by MTPA and AHRIM was set up to define a comprehensive recovery plan for the tourism sector. The Joint Committee comprised representatives of private sector including associations, airline and other relevant partners, to set a common action plan with clear objectives, while adopting an inclusive approach. Two sub-Committees were also set up on Communications and Marketing and Digital Transformation.

### 2.3.3 TOURISM EMPLOYEES WELFARE FUND

The Tourism Employees Welfare Fund was set up under the Tourism Employees Welfare Fund Act 2002 to cater for the economic and social welfare of employees of tourism enterprises and their families through the provision of loans, educational schemes, training of employees, SC and HSC grants, laureate gifts and TEWF Scholarship.

The main achievements of the TEWF for the year 2020/2021 are as follows:

#### (i) Educational Schemes

An amount of Rs 273,700 representing the various Educational Schemes have been paid for year 2020/2021.

## **(ii) Social Schemes**

Several Social Schemes are also offered by the Fund in the form of gifts and grants offered to its members in order to enhance their social life. For the FY 2020/2021 an amount of Rs 6,296,000 was paid under the Social Schemes for the following gifts and grants:

- Retirement Gift
- Death Grant – Employee and Dependent Relative
- Marriage Gift
- Parental Gift

## **(iii) Training Course**

The impact of Covid-19 forced the whole industry to embrace huge changes in the workplace whereby training and development were being prioritised so as to mitigate the impact of the pandemic upon the planned opening of the borders to international arrivals. An amount of Rs 122,500 was spent for the period July 2020 to June 2021 on the provision of on the job training.

So as to prepare the employees in the tourism sector on the basic precautions that they have to take while dealing with clients, the Tourism Employees Welfare Fund carried out three training courses namely:

### **(a) Housekeeping Refresher course**

The housekeeping refresher course focused on the basic housekeeping techniques and comprehension of the department in the hospitality industry. The content of the course included;(i) Role and Importance of housekeeping (ii) Procedures for cleaning of room and sanitary issues (iii) bed making procedures and bathroom cleaning and (iv) cleaning product.

Seven institutions benefitted from the training course:

- Le Beach Club
- 20 degrees Sud
- Manta Cove (Horizon)
- Anahita residences & Villas Ltd
- So Mauritius
- Maritim Crystal Beach
- Club Med – Pointe Canonnières

The Course was delivered over two days in batches of 14 employees. A total number of 116 persons benefitted from the refresher course.



### **(b) Stress Seminar at 20 Degree Sud**

In order to improve staff morale and cultivate optimism in the face of adversity and reframing setbacks or rejection into opportunities, the TEWF organized Stress Management Seminar for the employees of the sector. Some 220 persons from the 20 degree Sud hotel, So Sofitel, Sunset Reef Hotel, Veranda Tamarin, Club Med Le Canonnières, Anahita Residences & Villas Ltd and Anahita Golf Ltd (AGL) benefitted from the courses.

### (c) Covid-19 Awareness Programme

The Covid-19 pandemic has forced employees to adopt a new normal and bring huge changes in the way of operation at their workplace as the immediate impact is on people, be it the employees or the client. The TEWF in collaboration with the Constance Hospitality Training Centre conducted a 3-hour course on the precautions that have to be taken to prevent the propagation of Covid-19 in the working environment. A total of 201 employees from 7 hotels over the island benefitted from the course.

### (iv) “Long Culinary Service to the Tourism Industry” Award Ceremony

The TEWF in collaboration with the Mauritius Chefs Association had organized the “*Long Culinary Service to the Tourism Industry*” award ceremony on Wednesday 9th of December 2020 at Gymkhana Club Vacoas.

Nine chefs who have completed more than 20 years of service in the Tourism Sector were given the award based on the criteria established by the Mauritius Chef Association.



## 2.4 STATUS ON IMPLEMENTATION OF BUDGETARY MEASURES 2020/2021

Budget Paragraph	Budget Measure	Action Taken
87	Establishment of a protocol to ensure all sanitary precautions from arrival to departure	Measures were taken to implement a phased Reopening of Borders as from 1 Oct 2020. Detailed Sanitary Protocols were elaborated for airline operations including crew, airport operation and passenger facilities (arrival and departure) including Duty Free outlets; and operation of quarantine facilities.
88b	New Tourism Branding strategy by MTPA and EDB	Preparation of the bidding document for Country Branding was underway at the level of the EDB. The present tourism branding will be incorporated in the overall country brand. The first step of the assignment would be the conduct of a perception survey.
88c	'A commercial partnership with the Liverpool Football Club (LFC) for the promotion of the Mauritius destination, starting September 2020'	'Contract was signed by LFC Board on 12 June 2020 and was effective as from September 2020 over a period of 3 years. Mauritius is benefitting from a range of LFC digital, social media and marketing assets (e.g Advert on Monthly magazine, Branded logo of 'Mauritius Unique Lifestyle' feature on LFC's official website, online ads, LED display during all LFC's domestic games)

## 2.5 STATUS ON IMPLEMENTATION OF KEY ACTIONS 2020/2021

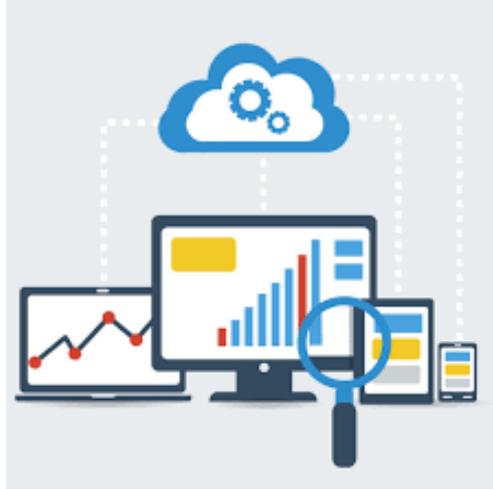
Key Action	Key Performance Indicator	Target 2020/2021	Actual as at 30 June 2021	Remarks
<b>Vote 14-1 Ministry of Tourism</b>				
Market Mauritius as a Safe COVID free destination	Number of operators obtaining the Certificate for "Mauritius Protocols for the New Normal"	6,300	<b>1632</b>	
	Number of online campaigns	45	<b>55</b>	
Facilitate orderly and sustainable conduct of nautical activities	Number of skippers trained	325	<b>212</b>	Additional training cancelled because of COVID Lockdown
Revamp highly frequented proclaimed public beaches as per Beach Management Plans	Number of proclaimed public beaches upgraded	2	-	Beach Authority is under the aegis of the Ministry of Environment, Sustainable Development and Disaster and Beach Management
Provision of high quality courses and training in line with Industry needs	Number of students who successfully completed courses at Ecole Hôtelière Sir Gaëtan Duval (EHS GD)	900	<b>959</b>	Results received in July 2021

## 2.6 IMPLEMENTATION PLAN – DIRECTOR OF AUDIT COMMENTS

The following comments, among others, were made in the Director of Audit Report for the Financial Year ended June 2021:

ITEM	ACTION TAKEN
La Citadelle Project	<p>Pursuant to a Government decision in September 2021 to the effect that La Citadelle, being a National Heritage site and having the potential for development, action has been initiated for the enlistment of the services of the Consultant through an Expression of Interest (EOI), for the development of the Fort Adelaide and its surroundings by using modern technology and innovative ideas. EOI was being finalized.</p> <p><b>Clearing of Lands and Fencing of Site</b></p> <p>The expertise of a surveyor from the Ministry of Housing and Land Use Planning was solicited to carry out a survey of the State Land so as to demarcate the exact area to be fenced. The survey report was received in July 2021</p>
Arrears of Rental Fee - Le Batelage premises at Souillac	<p>The AGO has been consulted to advise on the appropriate course of action since 2011 to recoup the amount due by Mr Rajcoomar and request his eviction from the premises, even before the expiry of the Lease Agreement (Lease Agreement expired in 2012).</p> <p>Since the court has been requested to adjudicate the issue, there was no further action that the Ministry could initiate.</p>
Amount due by students of SSR medical School	<p>The Ministry of Education, Tertiary Education, Science and Technology had informed that students from the SSR Medical College needed to be physically present to take part in the examinations. The said College submitted a list of students from South Africa and India, and informed that the students had agreed to pay the quarantine fee.</p> <p>In this context, arrangements were made to repatriate the medical students from South Africa on 28 September 2020, and they were accommodated at Le Mauricia Hotel to observe the 14-day quarantine. Accordingly, the MTPA was requested to issue claims in</p>

	<p>respect of the medical students for the payment of the quarantine fees. The MTPA informed this Ministry that the students have refused to pay the quarantine fees despite several requests made to them.</p> <p>In view of the fact that the matter was long outstanding, the MTPA was consulting its legal advisor with a view to initiating legal action against the students.</p>
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### 3.1 FINANCIAL HIGHLIGHTS



As per budget estimates, for financial year 2020/2021, the Ministry of Tourism has only one vote under its control, namely: **14-1 Tourism**.

### 3.2 ANALYSIS OF MAJOR CHANGES

The overall budgetary allocation of the Ministry of Tourism was Rs 576 million for the financial year 2020/2021, out of which Rs 497.2 million was allocated as Grant as follows:

Institution	Amount (Rs)
Mauritius Tourism Promotion Authority	80,4 million
Tourism Authority	310 million
Beach Authority	50,3 million
Ecole Hoteliere Sir Gaetan Duval	56,5 million

Following the Constitution of new Cabinet and redistribution of Ministerial portfolios, the responsibility for the subject of "Beach Authority" has been assigned to the Ministry of Environment, Solid Waste Management on 17 July 2020. An amount of Rs25.1 M was transferred to that Ministry. The remaining balance lapsed at the end of the Financial Year 2020/2021, and was returned to the Ministry of Finance, Economic Planning and Development.

Under Capital items, a provision of Rs 15.5 million was made for on-going capital projects.

### 3.3 STATEMENT OF REVENUE AND EXPENDITURE

Total revenue comprises of Tourist Enterprise Licenses from the Tourism Authority.

**Table 4.1: Statement of Revenue 2020/2021**

STATEMENT OF REVENUE 2020/2021			
Revenue Rs Million	2019/2020 Actual Rs 000	2020/2021 Estimates Rs 000	2020/2021 Actual Rs 000
Property Income	-	-	-
Sales of Goods and Services	-	-	-
Fines, Penalties and Forfeits	-	-	-
Miscellaneous Revenue	72,884	0	23,989
<b>Total Revenue from Property Income, User Fees and Other Sources</b>	<b>72,884</b>	<b>0</b>	<b>23,989</b>

91 % of Expenditure under vote 14-1 has been incurred as Grants provided to the Mauritius Tourism Promotion

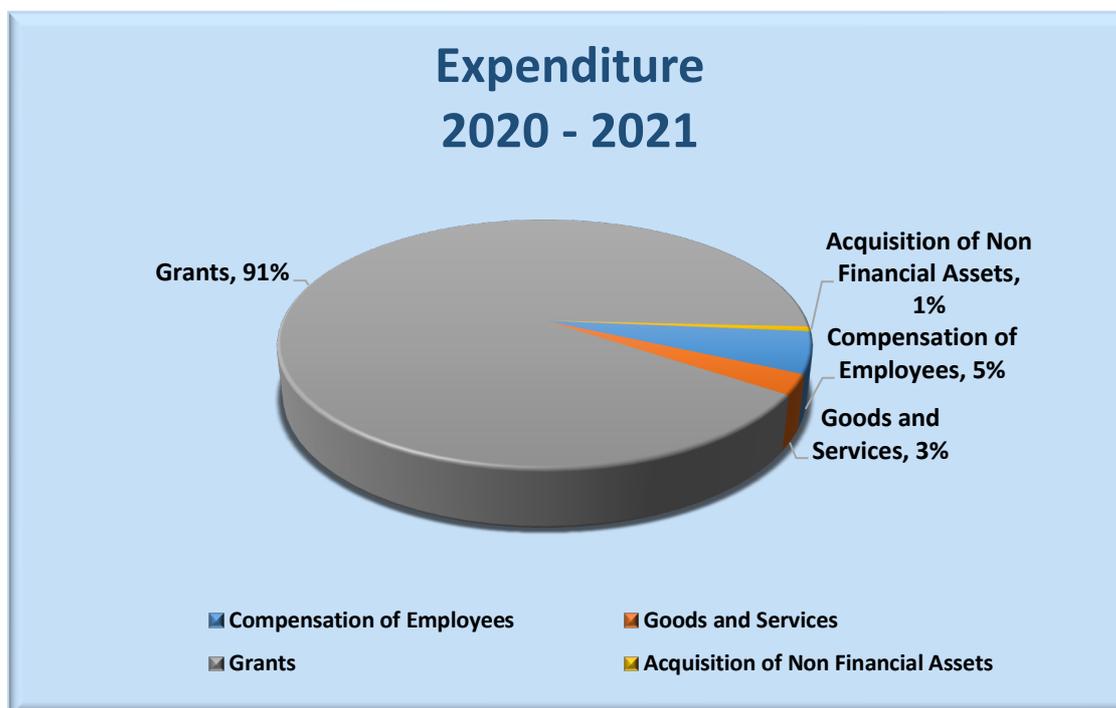
Authority, Tourism Authority, Beach Authority and Ecole Hoteliere Sir Gaetan Duval (EHS GD).

**Table 4.2: Statement of Expenditure 2020/2021**

Statement of Expenditure 2020/2021			
Head/Sub-Head of Expenditure Rs Million	2019/2020 Estimates Rs 000	2020/2021 Estimates Rs 000	2020/2021 Actual Rs 000
Compensation of Employees	43,470	40,760	36,349
Goods and Services	19,935	16,445	16,157
Subsidies	0	0	0
Grants	625,495	504,395	587,962
Social Benefits	0	0	0
Other Expense	0	0	0
Acquisition of Non-Financial Assets	19,100	12,000	4,212
Acquisition of Financial Assets	0	0	0
<b>TOTAL</b>	<b>708,000</b>	<b>576,000</b>	<b>644,680</b>

The pie chart below gives a graphical distribution of the expenditure incurred during the last financial year.

**Figure 4.2 Expenditure 2020/2021**



## PART IV – WAY FORWARD

### 4.1 TRENDS AND CHALLENGES

#### 4.1.1 TRENDS

The trends of the sector have been analysed as follows:

- **Information and Communication technologies** directly or indirectly influence the consumer decision making processes and are very important for the overall tourism experiences. For example, tourists check consumer ratings and feedback before booking for hotels.
- **Crowd funding platforms** also allow tourists to sponsor and support the implementation of tourism experiences such as concerts, tours or other events.
- **Technology** is also influencing the motivation of tourists to choose their destinations as many people are being influenced by social media pictures and selfies being posted. Traveling may also be used as an act of self-promotion and identity development, however, social media advances have further escalated and digitised this social practice. For some travellers, the quality of the tourism experience itself does not determine their satisfaction. Tourists are not experiencing their environment as much of their time is spent with the camera and their emotions depend much on the content shared on social media.
- **Eco-Travel** – Increasing demand for eco-friendly and sustainable tourism destinations. This trend would be further increased with a new form of post-covid-19 consciousness and tourists' adherence to nature and the environment. Sustainable has also become part of 'Resilience'.

#### 4.1.2 CHALLENGES

The COVID-19 pandemic has severely hit the travel and tourism sector, with airplanes grounded, hotels closed and travel restrictions put in place in virtually all countries around the world.

##### Short Term Challenges

- Safe and early re-opening of borders
- Re-launch of tourism industry for economic growth and revenue generation
- Enhance safety and security of tourist activities both inland and at sea.

##### Medium Term Challenges

Maximise revenue from diversification strategy

- Targeting new markets
- Redefining the tourism product based on the changing tourist profile
- Enhancing the attractiveness of Mauritius as a safe homeport for cruise tourism
- Encouraging domestic tourism and capitalising on outer islands

Mauritian tourism industry has been at a crossroad due to various external factors, with the majority of them being beyond our control.

- Airlift, which is at the heart of the tourism industry, has not been as booming as the years before COVID-19 which was the peak of our industry, and impacted adversely on growth of broad-based markets, namely India and China.
- Due to the COVID 19 pandemic, many cruise workers were repatriated back to Mauritius and were technically unemployed.
- Climate change is a major threat to our tourism industry. Mauritius's ecosystem presents key weaknesses to its tourism industry, which may be harmed by other sectors in the country. For example, the recent oil spill by the MV Wakashio on July 25, 2020, raised concerns about littering and ocean pollution that threaten the sustainability of Mauritius's tourism industry.
- Technology is a major threat among small operators where the global trend is that tourists book a holiday via online platform.

#### **4.1.3 STRATEGIC DIRECTION**

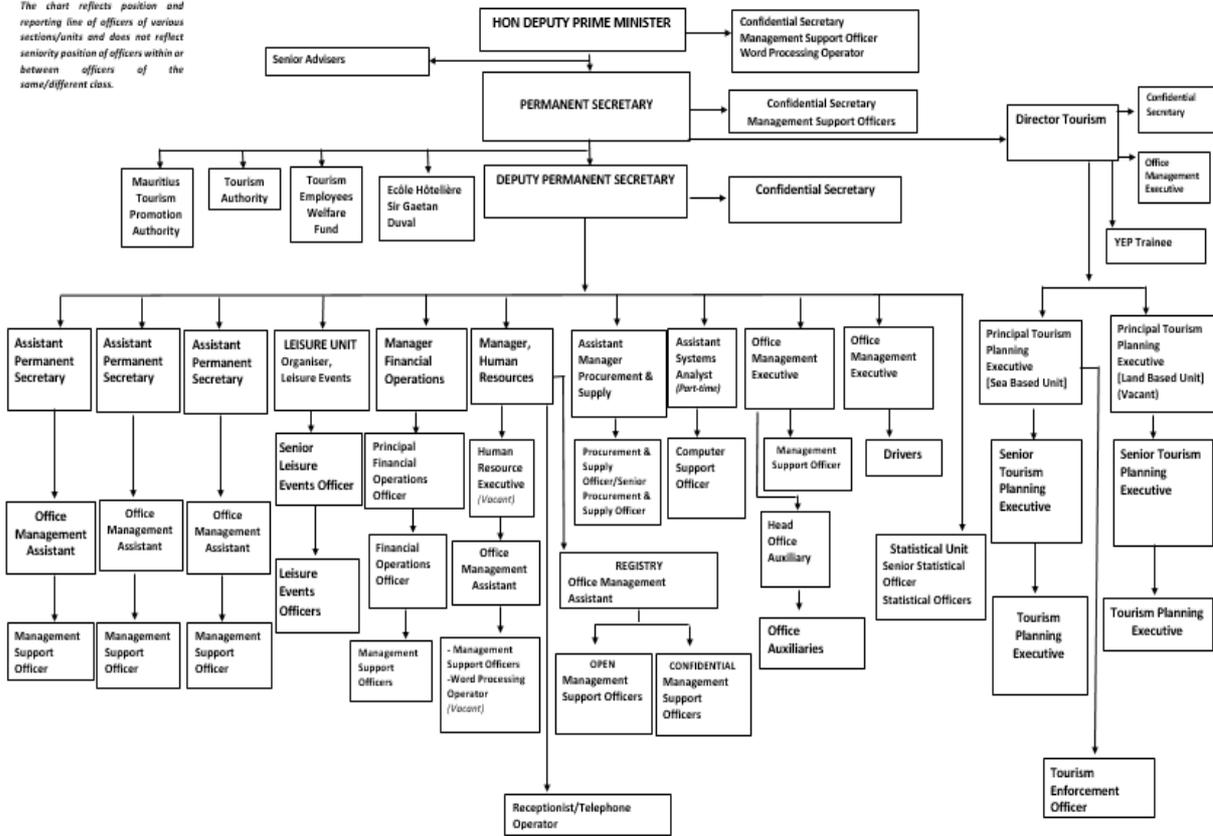
The Strategic direction of the Ministry for the next Financial Year will be geared towards:

- Positioning Mauritius as a safe destination
- Supporting tourist industry during the pandemic and prepare for the recovery
- Supporting adequate connectivity with key and opportunity markets
- Mainstreaming eco-friendly practices in tourism development

# Appendix I – Organisational Chart

## Ministry of Tourism

The chart reflects position and reporting line of officers of various sections/units and does not reflect seniority position of officers within or between officers of the same/different class.



October 2021