

GENERATED ON 17/11/2022

RISK EXPOSURE REPORT

Prepared for
M82



Company Profile

Company Name: **M82**

Industry Type: **Food & Hospitality**

Industry Sub Type: **Confectioner & Sweet meat sellers**

Estimated Annual Turnover: **500000000**

Estimated Asset Value: **500000000**

Number of Employees: **100**

Industry Outlook

The hospitality industry in India is expected to reach a value of INR 1,210.87 Bn by the end of 2023, expanding at a compound annual growth rate (CAGR) of ~13% during the 2018-2023 period, owing to the high arrival rate of foreign tourists and business delegates.

Some of the key market trends to look out for in 2022 and beyond are:

- 1. Drive through and Quick Service Restaurants (QSRs)** - QSR is the future for any F&B brand as it involves less cost and space. Also, the drive-through concept is a growing trend in India. Burger giant McDonalds, among others, has pioneered in bringing this trend to India and will see an increased focus in the coming years.
- 2. Contactless Menu** - Maintaining social distance at the restaurant became one of the foremost protocols during COVID-19. To ensure all safety measures are in place, restaurants adopted contactless menus making customers comfortable and ordering seamless. In 2022 and onwards, this trend is going to increase. According to Square's Future of Restaurants 2021 report, 88 percent of restaurants will swap physical menus for digital ones.
- 3. Less dependency on physical kitchens** - or many restaurants, cloud kitchens became a means to survive during the pandemic. But now, it has become a new vertical that almost adds 10 percent to the top-line revenue, safeguarding against any losses incurred from the physical restaurants
- 4. Offer an experience of comfort** - Customers now have more expectations and are willing to pay extra for better experience at restaurants. While conditions have been relaxed, the industry needs to ensure that the patrons relax and enjoy in a secure and hygienic environment.
- 5. Focus on technology** - The industry needs to embrace technology and reduce inefficiencies. There are many technology-enabled solutions that can reduce dependence on human resources. These solutions include a better accounting PMS or IoT based engineering monitoring system.
- 6. Changing Workforce & Talent Management** - The industry is witnessing a serious talent crunch across the globe and India is no different. The employee turnover has increased significantly for both hotel and restaurant companies across the country. The focus on multi-skilling and cross-training of the staff has been a step in the right direction. However, the industry needs to look at options to optimise employees' working hours and rejig the salary structure.

Risk Outlook

 Extreme Risk

 Medium Risk



Cyber Risk



Crime Risk



Property Risk



Employee Risk



Liability Risk

Why Ragnall

We, at Ragnall, build partnerships with your organization that goes beyond pure risk transfer and offer a variety of additional services, like assessing your risk exposure, crisis management support or help with preventative measures. At Ragnall, we have specialized underwriters and product experts who take time to understand your business and procure protection from the most appropriate source according to your needs.

[KNOW MORE](#)

This report has been prepared by

Ragnall Insurance Broking and Risk Management Pvt Ltd. A-702, Rustomjee
Central Park, Andheri - Kurla Rd, Chakala, Andheri East, Mumbai 400093

For information, please visit - <https://www.ragnall.co.in>



Disclaimer:

This assessment is provided for informational purposes only. Risk-related analyses and statements in this assessment are statements of opinion of possible risks to entities as on the date they are expressed, and not statements of current or historical fact as to the security of any entity. You should not rely upon the material or information in this report as a basis for making any business, legal, or any other decisions. Ragnall or MSME Accelerate shall not be liable for any damages arising in contract, tort or otherwise from the use or inability to use this report, or any action or decision taken as a result of using the report. Neither Ragnall nor MSME Accelerate warrant that (i) the assessment will meet all your requirement; (ii) the assessment will be uninterrupted, timely, secure or error-free; or (iii) that all the errors in the assessment will be corrected.