



Cape St Francis Resort

Summary of Policies August 2023

These are the policies in place, addressed are human resource management, human rights, health and safety , employee wellbeing, risk and crisis management , social development , economic impacts , cultural heritage and environmental impacts.

HR Management & labour relations:

The following written policies are in place:

Prohibition of forced labour, Freedom of Association ,Child Labour , Disciplinary procedures and Retrenchment

Prohibition of forced labour:

Malherbe Resort cc strictly prohibits the use of forced labour and human trafficking in all company operations. The South African constitution states that no one may be subjected to slavery, servitude or forced labour. No person may cause, demand or impose forced labour on another person. This is illegal. The International Labour Organisation defines forced labour as "all work or service which is exacted from any person under the menace of any penalty and for which the said person has not offered himself voluntarily".

Forms of forced labour include:

- Restrictions on freedom of movement
- Confiscation of identity documents or passports
- Threats of exposure to immigration authorities (if the worker is an immigrant)
- Creating indebtedness and manipulation of debts
- Forced overtime accompanied by threats of dismissal for non-compliance.

We say "no" to exploitative labour practices and to any associated criminal conduct.

Freedom of Association

We support the right of freedom of association and will ensure that workers are provided with information on this right. Coupled with this the right of all workers to establish or join an independent workers organization of their own choice is supported. The company undertakes never to oppose any efforts by workers to organize themselves independently.

Organizations may include (but is not limited to):

- Workers Committee
- Workers Forum
- A union

Support - Management will support any form of workers organization in the following manners:

- Workers will not be discriminated against for exercising their right as members of a legal workers organization. Time will be allowed during working hours for workers to meet and organize themselves.
- Elected representatives will have access to workers in the workplace within reasonable limits
- The provision of facilities and resources for worker representatives to meet with the workers.
- The provision of facilities and resources for worker representatives to meet amongst themselves.

Meetings -Workers organizations will meet at least once a month in work time. Management will meet with worker representatives at least once a term.

Child labour

South Africa's laws as well as international conventions provide for the protection of children from various forms of exploitation. We value children as the future of South Africa and, as such, Cape St Francis Resort is fully committed to these principles, and we ensure that children are protected.

South African Law Regarding Employment of Children

South Africa's Basic Conditions of Employment Act (BCEA, Chapter 6, Section 43) and Sectoral Determination 14: Hospitality Sector (SD14, Part F, Section 23) specify the following:

- No children under 15 years of age are ever to be employed
- Children who are older than 15 but younger than 18 years must not be employed in any way that is inappropriate for their age, or that places their wellbeing, education, physical or mental health, or spiritual, moral or social development at risk. Although children between the ages of 15 and 18 might partake in practical work experience, for example, this must not put at risk any of the conditions mentioned under this point.

Cape St Francis Resort will comply with all relevant and applicable local and international labour regulations, treaties, conventions and principles relating to the protection, welfare and health & safety of children. Children under 18 have a right to be protected from work that is exploitative, hazardous, inappropriate for their age, detrimental to their schooling, or detrimental to their social, physical, mental, spiritual, or moral development.

OBJECTIVES

- The company are committed to foreseeing that the welfare and health & safety of children are paramount at all times.
- Measures for the protection of children should be clearly communicated to both guests and staff.
- Raising awareness among their staff and suppliers on the rights of children and on how to stop child labour.

- No child will be employed under the age of 15 who is under the minimum school-leaving age in terms of any law, if this is 15 or older. [Section 31(1) of the South African Schools Act, 1996 (Act No. 84 of 1996) requires every parent to cause every learner for whom he or she is responsible to attend a school until the last school day of the year in which the learner reaches the age of 15 or the ninth grade, whichever is the first.]
- Children aged 15 to 18 may not be employed to do work inappropriate for their age or work that place them at risk.
- Any child that is 18 years of age and employed must be there with the knowledge and consent of their parents or legal guardian.

Cape St Francis Resort's Policy Regarding **Protecting Children from Sexual**

Exploitation In line with our commitment to ensuring that all children are protected ,Cape St Francis Resort is supportive of the introduction of "The Code" (The Tourism Child Protection Code of Conduct www.thecode.org) in South Africa. The Code is an international initiative introduced in the country in 2010 to mobilize South Africa's tourism sector to ensure that children are protected from commercial sexual exploitation through child sex tourism.

As we go forward and further develop our operational practices to align with responsible tourism and Fair Trade, we will find out how we can empower our team to help us to combat child sex tourism both in terms of risk in our place of business and also in their communities. As a start, we will share the following video with our team in an effort to start to raise awareness about the issue:

Protect Children from Child Sex Tourism in Africa

www.youtube.com/watch?v=Dud6bAszINY

Disciplinary proceedings

Every employee has a signed Contract of Employment which is subject to the conditions laid down in the Basic Conditions of Employment Act as amended. A copy is handed to the employee at commencement of their contract and the original retained in the Employee's file.

Disciplinary proceedings are covered in the contract as well as those infringements that may lead to the institution of a disciplinary hearing .At all times during the proceedings the employee is entitled to be represented by a fellow employee or if a member of a union their shop steward.

The schedule of offences and possible penalties , the warnings referred to below are also set out as an attachment to the Contract of Employment.

Procedure - Should the employee commit serious misconduct the employee shall be given notice to appear before a disciplinary hearing. A representative of SEESA who is appointed by the employer will act as chairperson. The chairperson shall determine the date, time and place of the disciplinary hearing. The employee shall have the right to be represented by a shop steward (union representative) or co-employee and to present.

Evidence - Should the employee refuse or fail to appear at the disciplinary hearing, the hearing may proceed in the employee's absence. The employee will also have the right to appeal.

Sanctions may include the following :

- Verbal or written warning for less serious offences valid for 6 months
- Final written warning where the offence is more serious, and a final warning is merited . This may be valid for a period of 12 months.
- Suspension without pay for a serious offence.
- Suspension pending disciplinary hearing if the offence is a dismissible offence. If this is reverted to the employee will continue on full pay
- Demotion – should the Chairperson feel that this is the appropriate sanction the employee has to agree to this as it will involve an adjusted salary / wage.

Appeal procedure – Notice of appeal must be delivered within 7 days of the disciplinary hearing . The employer shall submit the appeal application to an independent person, who was not involved in the initial hearing, who shall make a final decision based on the appeal application, the minutes of the disciplinary hearing, as well as other relevant facts.

Grievance procedure -_Once again this is contained in the employee's Contract of Employment where it is dealt with as follows – “The employee shall lodge any grievance with the employee's immediate supervisor. Should the supervisor not be able to solve the problem to the satisfaction of the employee, it will be referred to the employer whose decision on the matter will be final. The employer will have 14 (fourteen) days to resolve the grievance. The employee will only resort to an external dispute resolution mechanism if the employer has failed to resolve the grievance. Annexure “G” of this agreement is to be used for grievance purposes in terms of this clause.”

Retrenchment

The Contract of Employment provides for the instance of Retrenchment as follows :The employer shall have the right to terminate this contract for reasons based on economic, technological, structural operational or other similar needs. Should the employer contemplate the termination of this contract for these reasons, the employer shall follow the guidelines contained in Section 189 of the Labour Relations Act, 1995. The employee takes note that in the event of him/her being affected by retrenchments, the employer may apply a selection criteria based on his/her disciplinary record, absenteeism, skills and performance. Should the employee's services be terminated as a result of these reasons, and unless the provisions of Section 27(3) of the Sectorial Determination applies, the employee shall be paid severance pay equal to one week's remuneration for each completed year of service with the employer.

Recruitment

We make our selection based on a combination of your skills, competencies, experience and motivation without having regard to discrimination factors, such as race and gender. The purpose of this policy is to direct and discipline recruitment and employment practices to ensure that the objectives of the Company are attained - especially those objectives which are related to structural and operational efficiency within the business, the demographic composition of the workforce and to provide guidance on the recruitment of staff so as to comply with the provisions of the Labour Relations Act 66 of 1995 and the requirements of the Employment Equity Act of 1998.

- Internal candidates are given prior consideration for job appointments and only where it is considered that a suitable internal candidate is not available will an external candidate be appointed.
- Cape St Francis Resort considers itself an Equal Opportunity Employer and thus aims to eliminate all forms of unfair discrimination in the recruitment and selection of staff.

Recruitment procedure follows the following steps :

- Advertising
- CV Selection
- Interviews
- Selection Stage
- Offer of employment
- Employee Orientation

Human rights

The management and workers of Cape St Francis Resort support the right of all the employees in service of the company to work in an environment that is free from discrimination. A key reason that discrimination should not be allowed in the workplace is that it is illegal. When employers and employees violate this Act employees and employers suffer financial, emotional and sometimes, physical effects.

Objectives- All management and employees of Malherbe Resorts cc are committed to being tolerant to all people that they share the working environment with and will not discriminate against others in the working environment through words or actions

All management and workers have the right to report any discrimination experienced on personal level, but also discrimination against others that they may observe. Management undertakes to investigate all reported instances of discrimination and to take the necessary steps to address this.

Management and workers of are aware that the following may be ground for discrimination:

- Race Colour
- Sex Sexual orientation
- Disability Marital Status
- Age Religion
- Political opinion Union membership
- National extraction Social origin

Discrimination on the grounds as mention above may not be practised in recruitment, promotion, access to training, remuneration, allocation of work, termination of employment or retirement .

SEXUAL HARASSMENT

Management acknowledge that it is familiar with the below contents of the Notice of Code of Good Practice on the handling of sexual harassment cases proclaimed under Notice 1367 of 1998 and undertakes to follow these codes in the event of a sexual harassment case.

NOTICE 1367 OF 1998

NATIONAL ECONOMIC DEVELOPMENT AND LABOUR COUNCIL

LABOUR RELATIONS ACT, 1995

NOTICE OF CODE OF GOOD PRACTICE ON THE HANDLING OF SEXUAL HARASSMENT CASES

Notice is hereby given in terms of section 203 (2) of the Labour Relations Act, 1995 (Act No. 1995), that the National Economic Development and Labour Council has issued under section 203 (1) of that Act a code of good practice on the handling of sexual harassment cases as set out in the Schedule.

Code of Good Practice on the Handling of Sexual Harassment Cases

1 Introduction

1. The objective of this code is to eliminate sexual harassment in the workplace.
2. This code provides appropriate procedures to deal with the problem and prevent its recurrence.
3. This code encourages and promotes the development and implementation of policies and procedures that will lead to the creation of workplaces that are free of sexual harassment, where employers and employees respect one another's integrity and dignity, their privacy, and their right to equity in the workplace.

2. Application of the code

(1) Although this code is intended to guide employers and employees, the perpetrators and victims of sexual harassment may include:

1. Owners.
2. Employers.
3. Managers.
4. Supervisors.
5. Employees.
6. Job applicants.
7. Clients.
8. Suppliers.
9. Contractors.
10. Others having dealings with a business.

(2) Nothing in 2(1) above confers the authority on employers to take disciplinary action in respect of non-employees.

(3) A non-employee who is a victim of sexual harassment may lodge a grievance with the employer of the harasser where the harassment has taken place in the workplace or in the course of the harasser's employment.

3. Definition of sexual harassment

(1) Sexual harassment is unwanted conduct of a sexual nature. The unwanted nature of sexual harassment distinguishes it from behaviour that is welcome and mutual.

(2) Sexual attention becomes sexual harassment if:

- a. The behaviour is persisted in, although a single incident of harassment can constitute sexual harassment; and/or
- b. The recipient has made it clear that the behaviour is considered offensive; and/or
- c. The perpetrator should have known that the behaviour is regarded as unacceptable.

4. Forms of sexual harassment

(1) Sexual harassment may include unwelcome physical, verbal or non-verbal conduct, but is not limited to the examples listed as follows:

- a. Physical conduct of a sexual nature includes all unwanted physical contact, ranging from touching to sexual assault and rape, and includes a strip search by or in the presence of the opposite sex.

Verbal forms of sexual harassment include unwelcome innuendoes, suggestions and hints, sexual advances, comments with sexual overtones, sex-related jokes or insults or unwelcome graphic comments about a person's body made in their presence or directed toward them, unwelcome and inappropriate enquiries about a person's sex life, and unwelcome whistling directed at a person or group of persons.

- b. Non-verbal forms of sexual harassment include unwelcome gestures, indecent exposure, and the unwelcome display of sexually explicit pictures and objects.
- c. Quid pro quo harassment occurs where an owner, employer, supervisor, member of management or co-employee, undertakes or attempts to influence the process of employment, promotion, training, discipline, dismissal, salary increment or other benefit of an employee or job applicant, in exchange for sexual favours.

2) Sexual favouritism exists where a person who is in a position of authority rewards only those who respond to his/her sexual advances, whilst other deserving employees who do not submit themselves to any sexual advances are denied promotions, merit rating or salary increases.

5. Guiding principles

(1) Employers should create and maintain a working environment in which the dignity of employees is respected. A climate in the workplace should also be created and maintained in which victims of sexual harassment will not feel that their grievances are ignored or trivialised, or fear reprisals. Implementing the following guidelines can assist in achieving these ends:

Employers/management and employees are required to refrain from committing acts of sexual harassment.

- a. All employers/management and employees have a role to play in contributing towards creating and maintaining a working environment in which sexual harassment is unacceptable. They should ensure that their standards of conduct do not cause offence and they should discourage unacceptable behaviour on the part of others.
- b. Employers/management should attempt to ensure that persons such as customers, suppliers, job applicants and others who have dealings with the business, are not subjected to sexual harassment by the employer or its employees.
- c. Employers/management are required to take appropriate action in accordance with this code, when instances of sexual harassment which occur within the workplace are brought to their attention.

(2) This code recognises the primacy of collective agreements regulating the handling of sexual harassment cases and is not intended as a substitute for disciplinary codes and procedures containing such measures, where these are the subject of collective agreements, or the outcome of joint decision making by an employer and a workplace forum. However, collective agreements and policy statements should take cognisance of and be guided by the provisions of this code.

6. Policy statements

(1) As a first step in expressing concern and commitment to dealing with the problem of sexual harassment, employers should issue a policy statement which should provide that:

- a. All employees, job applicants and other persons who have dealings with the business, have the right to be treated with dignity.
- b. Sexual harassment in the workplace will not be permitted or condoned.
- c. Persons who have been subjected to sexual harassment in the workplace have a right to raise a grievance about it should it occur and appropriate action will be taken by the employer.

(2) Management should be placed under a positive duty to implement the policy and take disciplinary action against employees who do not comply with the policy.

(3) A policy on sexual harassment should also explain the procedure which should be followed by employees who are victims of sexual harassment. The policy should also state that:

Allegations of sexual harassment will be dealt with seriously, expeditiously and sensitively and confidentially.

Employees will be protected against victimisation, retaliation for lodging grievances and from false accusations.

(4) Policy statements on sexual harassment should be communicated effectively to all employees.

7. Procedures

Employers should develop clear procedures to deal with sexual harassment. These procedures should ensure the resolution of problems in a sensitive, efficient and effective way.

(1) Advice and Assistance - Sexual harassment is a sensitive issue and a victim may feel unable to approach the perpetrator, lodge a formal grievance or turn to colleagues for support. As far as is practicable employers should designate a person outside of line management whom victims may approach for confidential advice. Such a person:

- a. Could include persons employed by the company to perform inter alia such a function, a trade union representative or co-employee, or outside professionals.
- b. Should have the appropriate skills and experience or be properly trained and given adequate resources.
- c. Could be required to have counselling and relevant labour relations skills and be able to provide support and advice on a confidential basis.

(2) Options to resolve a problem

- a. Employees should be advised that there are two options to resolve a problem relating to sexual harassment. Either an attempt can be made to resolve the problem in an informal way or a formal procedure can be embarked upon.
- b. The employee should be under no duress to accept one or the other option.

(3) Informal procedure - It may be sufficient for the employee concerned to have an opportunity where she/he can explain to the person engaging in the unwanted conduct that

the behaviour in question is not welcome, that it offends them or makes them uncomfortable, and that it interferes with their work.

- a. If the informal approach has not provided a satisfactory outcome, if the case is severe or if the conduct continues, it may be more appropriate to embark upon a formal procedure. Severe cases may include: sexual assault, rape, a strip search and quid pro quo harassment.

(4) Formal procedure - Where a formal procedure has been chosen by the aggrieved, a formal procedure for resolving the grievance should be available and should:

- a. Specify to whom the employee should lodge the grievance.
- b. Make reference to timeframes which allow the grievance to be dealt with expeditiously.
- c. Provide that if the case is not resolved satisfactorily, the issue can be dealt with in terms of the dispute procedures contained in item 7(7) of this code.

(5) Investigation and disciplinary action Care should be taken during any investigation of a grievance of sexual harassment that the aggrieved person is not disadvantaged, and that the position of other parties is not prejudiced if the grievance is found to be unwarranted.

- a. The Code of Good Practice regulating dismissal contained in Schedule 8 of this Act, reinforces the provisions of Chapter VIII of this Act and provides that an employee may be dismissed for serious misconduct or repeated offences. Serious incidents of sexual harassment or continued harassment after warnings are dismissible offences.

In cases of persistent harassment or single incidents of serious misconduct, employers ought to follow the procedures set out in the Code of Practice contained in Schedule 8 of this Act.

- b. The range of disciplinary sanctions to which employees will be liable should be clearly stated, and it should also be made clear that it will be a disciplinary offence to victimise or retaliate against an employee who in good faith lodges a grievance of sexual harassment.

(6) Criminal and civil charges -A victim of sexual assault has the right to press separate criminal and/or civil charges against an alleged perpetrator, and the legal rights of the victim are in no way limited by this code.

(7) Dispute resolution - Should a complaint of alleged sexual harassment not be satisfactorily resolved by the internal procedures set out above, either party may within 30 days of the dispute having arisen, refer the matter to the CCMA for conciliation in accordance with the provisions of section 135 of this Act. Should the dispute remain unresolved, either party may refer the dispute to the Labour Court within 30 days of receipt of the certificate issued by the commissioner in terms of section 135(5).

8. Confidentiality -(1) Employers and employees must ensure that grievances about sexual harassment are investigated and handled in a manner that ensures that the identities of the persons involved are kept confidential.

(2) In cases of sexual harassment, management, employees and the parties concerned must endeavour to ensure confidentiality in the disciplinary enquiry. Only appropriate members of management as well as the aggrieved person, representative, alleged perpetrator, witnesses and interpreter if required, must be present in the disciplinary enquiry.

(3) Employers are required to disclose to either party or to their representatives, such information as may be reasonably necessary to enable the parties to prepare for any proceedings in terms of this code.

(4) The relevant provisions of section 16 of this Act will apply to the disclosure of information in terms of this code.

9. Additional sick leave - Where an employee's existing sick leave entitlement has been exhausted, the employer should give due consideration to the granting of additional sick leave in cases of serious sexual harassment where the employee on medical advice requires trauma counselling.

Health and Safety

By the effective management of occupational health and safety we strive to do the following

- To apply sound occupational health and safety and safety management principles and operating practices
- Protect and promote the health and safety of all employees, guests and the community.
- Be alert to guest needs, technological advancements and socio economic priorities
- Reduce potential hazards in our business.
- Reduce any detrimental impact our business might have on the community.
- To maintain and build a constructive relationship with all authorities and meet all operating licences and permits.
- To achieve these objectives we undertake to:
- To motivate, train and educate employees to assume personal ownership of health and safety issues
- To keep the public informed about our operation
- To focus on appropriate standards, including sound management , fire protection and good operating practices to ensure that all possible measures are taken to minimum losses and avoid accidents - for example during the fire of 2017 had our systems in terms of fire fighting and evacuation not been up to standard we would have had severe losses
- To ensure that sub-contractors are aware of their obligations regarding education and training in occupational health and safety aspects
- To co-operate actively with professional bodies in formulating standards
- To inspect on a monthly basis vehicles, fire equipment including fire extinguishers, rooms, exterior lighting , signage , pathways, smoke detectors and the likes

Guest safety – the following measures are in place to ensure that this is maintained at all times :

- Safety equipment , including designated smoking areas and general safety signage
- Emergency contact numbers and evacuation procedures provided in all guest rooms
- Fire prevention equipment and emergency procedure in place
- Emergency First Aid procedures and equipment in place

Health and Safety equipment - Cape St Francis Resort commit to the following equipment being available on site :

- First Aid kits with contents , checked monthly
- Fire equipment throughout the property , including 3 fire hydrants, various hose reels, fire extinguishers and fire blankets
- Safety equipment for handling harmful chemicals (currently only pool acid) including rubber gloves, safety goggles, dust masks and overalls

Staff training in Health and Safety measures –

- Having at least 1 First Aider on site at all times
- Annual fire training and inspection of fire equipment and extinguishers
- How to handle potentially harmful substances

Employee well-being

It's vital that our employees be aware of their health, lifestyles and ways of preventing illnesses. So in line with that we are very proactive in facilitating annual clinic visits , annual TB and Aids testing days run by our local clinic . Access to information is vital and the staff rooms are handy areas to educate and create awareness .

Probably our biggest focus the past years have been the awareness of HIV and AIDS . To this end we have a comprehensive policy in place which is supported by information booklets , distribution of condoms in all staff bathrooms and staff rooms. We do have a long standing relationship with the Love Life programme who have been conferencing with us over the past 12 years or possibly even longer.

The term "AIDS virus-related conditions" refers to the following four medically diagnosed conditions:

1. Presence of the AIDS antibody without symptoms of AIDS
2. Presence of an AIDS-Related Complex (ARC)
3. AIDS
4. Central nervous system infection

MEDICAL OVERVIEW

Medical experts on AIDS virus-related conditions have informed us that there is *no* known risk of AIDS transmission between an affected employee and other employees through either casual or close contact that occurs during normal work activities.

An AIDS virus-related condition is not transmitted by breathing the same air, using the same lavatories, touching a common piece of paper, or using the same telephone. Transmission of the virus through oral secretions or tears is not a recognized risk according to medical authorities. Additionally, the virus is very fragile and has been found to be transmitted only through intimate exchange of bodily fluids (for example, blood or blood-contaminated tissue fluids such as semen or vaginal fluid).The AIDS virus attacks the immune system, causing a breakdown in a person's normal protection against infection. This leaves the body vulnerable to life-threatening illnesses. In addition, the virus by itself can affect the nervous system.

Infected staff - We have a duty nevertheless to ensure that productivity and morale is not disrupted, and should take one of the following alternatives into consideration when it becomes clear that the employee is no longer able to carry out his present function or where it would be insensitive to colleagues or customers to leave the employee in his present position.

- Place the person in an alternative position if he is able to perform the function
- Adjust the salary and benefits in accordance with an alternative function offered to the employee
- Consider adjusting the work schedule (hours) or place of work, to provide for more convenient circumstances for the employee
- Consider alternative positions - bearing in mind sound business practice
- Where alternative positions are not available, an application for ill health retirement benefits may be considered

If an infected employee is being victimised or harassed at work, making working life intolerable or impossible, the Company has a duty to support the employee in order that he may work without disruption or harassment from fellow workers.

Testing of employees - Testing will only be undertaken on a voluntary basis when requested by the employee and will be for the employee's own cost. However, in the event of prolonged or repeated sick leave, the Company (at its cost) may request a medical examination by a

medical practitioner of its choice as is the case with any other chronic or serious illness. The results of such an examination will be contained in a medical report stating only whether the Employee is fit to work or not. Where required, professional counselling services should be made available. This counselling service should also be used when a job performance problem indicates that testing for HIV is necessary.

The National Aids Information Service number is 0800 112322

Where results are positive - Employees receiving HIV positive results are not under any obligation to inform the Company. However, HIV positive employees who work in the kitchens or whose work performance is affected, are urged to inform either the CEO or their immediate Manager, so that the problem can be dealt with and employee assisted. The results of tests are to be kept strictly confidential. Only management who need to know should be informed confidentially.

Continued employment - Aids will be treated like any other life-threatening disease and employees may continue to work for as long as their condition allows, provided that they meet required performance standards and are not a threat to their own safety or that of others.

The physical and emotional health and well-being of all employees must be protected, and reasonable accommodation for the medically impaired employee with an AIDS virus-related / other condition must be provided, as long as the employee is able to meet acceptable performance standards. Danni Shaw is appointed to the HIV/AIDS Portfolio – her responsibilities will be to keep abreast of research and new technologies and to arrange for educational sessions and work closely with the local clinic and Department of Health.

Quality of the guest experience

Cape St Francis Resort was established in May 1995 to provide accommodation and leisure services to our guests. We are based in Cape St Francis, Eastern Cape, South Africa and employ 59 persons .

Quality is important to our business because we value our guests. We strive to provide us guests with the services that meet and even exceed their expectations. We are committed to continuous improvement and have established quality assurance procedures that provide a way for us to measure and improve our performance.

We have the following systems and policies in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- Regular gathering and monitoring of guest feedback by way of a Guest Revu package whereby guests are sent a quality assurance questionnaire on departure. They are asked to rate their stay and make suggestions on how to improve the experience
- Customer complaints procedure – all complaints are addressed to the CEO and responded to personally
- Training and development for all our employees on an ongoing basis and sourcing interns to complete their training period with Cape St Francis Resort
- Regular monitoring of feedback and taking action to improve when identified and when reasonable and practical
- Measurable quality objectives which reflect our service level standards
- Regular reporting to management of our guest feedback and complaints

Procurement strategy

Cape St Francis Resort focuses its purchasing decisions in a way that meets our business needs while maximizing the economic impact of our operations in the local area. Our procurement policy seeks to ensure that our entire team understands our purchasing policy and priorities so that we can work together to identify new opportunities in the area that can support our vision.

Our Context - We operate in the village of Cape St Francis. The village offers limited opportunities to procure goods and services in the immediate area. The closest centre for the vast majority of purchases is Port Elizabeth, which is approximately 120 kms away.

Purchasing Priorities - Our main priorities with respect to procurement are as follows:

- **Buying Local:** This is our top priority. We have demonstrated this commitment over the years by shifting purchases from Jeffrey's Bay for example Top Carpets and The Butcher Shop.
- **Support for Small Businesses:** By supporting local, small businesses, we encourage their resourcefulness and contributions to a more diverse local economy. These and other small businesses tend to have a greater economic impact on the local economy, so we try to focus our support on them.
- **Support for Emerging and BEE-compliant Businesses:** in our local area which tend to be owned by people who were historically disadvantaged. As such, our support is directed to them.

Green procurement - In order to minimize our footprint on the environment (and for the successful operation of our wastewater / soak pit system), we use cleaning products that break down easily and do not harm the surrounding environment.

Minimizing Waste Produced - Due to the nature of our operations and our location, it is important to minimize the amount of waste that we generate. Examples of measures taken to do this include:

- We order in bulk thus reducing the packaging
- Office paper is printed on both sides in order to reduce our consumption.
- We use refillable ink cartridges to cut down on plastic waste and laser printer where possible.

Support for Fair Trade - In recognition of and respect for the positive impact made on our local economy and environment we support other businesses certified by Fair Trade Tourism whenever possible.

Visitor behavior

Through Betty's Tour we urge visitors/ guests to respect local culture when visiting our local township of Sea Vista. These include – do not take photographs without asking permission, do not ask to enter someone's home, if they wish you to enter you will be invited.

We also encourage guests to buy locally made goods such as those handmade at Nomvulos knitters.

Working with our local community

Cape St Francis Resort's vision is to always create a travel experience that takes the guest on an unforgettable journey.

Part of the company's sound values, is managing business strictly on the principle of responsible and sustainable tourism which by its very nature includes working with our local community which is made up of Coloured and Xhosa people, most of whom are employed in the fishing, construction and tourism industry.

We commit to:

- Integrate our guests into the environment made up of walks and trails, natural fynbos, a marvellous beach and small wildlife of the surrounds.
- Give clients appropriate verbal and written educational material, interpretation and guidance with respect to the natural and cultural history of the area. The first inhabitants of the Kouga area were the Khoisan who have moved inland so are no longer living in the greater St Francis area. We do request our guests to dress appropriately when visiting local communities and not to take any photographs without first asking permission.
- Use locally produced goods to benefit the local community and not buy goods made from threatened or endangered species.
- Respect the culture, traditions and property rights of the local community and ensure that they are treated fairly and equally whether as individuals, communities or employees.

Employee Policy

VISION

At the Cape St Francis Resort our Senior Managers are committed to treating it's Employees fairly by showing that it is sensitive to their needs and human rights.

GOALS

Through our Employee policy we will ensure that all Employees are treated fairly and with respect and dignity:

- 1.All, including seasonal Employees have written contracts of Employment that are subject to the provisions of the Basic Conditions of Employment Act as amended. This contract is stored in the Employees personal file and kept in a secure place.
- 2.Employees are free to enter employment through their own choice and to leave when they choose to, without penalty.
- 3.Personal documents such as passports / identity documents are not retained.
- 4.No employees are paid less than minimum wage and that their working hours comply with those as laid down by the Basic Conditions of Employment Act.
- 5.There are clear written disciplinary and grievance policies which are attached to all Contracts of Employment.
- 6.They are able to make representations to senior management on employment issue , including the right to belong to a trade union. We have a clear Equity Plan in place and in terms of that plan meetings are held every 2 months with the Equity Committee which consists of 4 representatives duly elected by the Employees. In addition Senior Management operate an open door policy should Employees wish to discuss problems or raise concerns.
- 7.There is an anti- discrimination policy that is communicated to all Employees.
- 8.There are no children under the age of 17 years employed and that the welfare of children over 17 years are protected.

9. Recruitment of local people to work at the Cape St Francis Resort. Presently 95 % of the permanent staff are from the local areas of St Francis Bay and Humansdorp.

10. That Employee's regularly receive training on not only Travelife related issues such as environmental awareness, working with the local community, employment rights, quality, health and safety and equal opportunities but also on improving their skills and performance. Examples of the latter are Customer Service, Telephone Techniques, Computer proficiency, Food and Beverage training, advanced cooking classes, cleaning techniques and the likes.

11. By offering certain benefits to all Employee's such as staff rooms, good working conditions, extending the seasonal contracts of those not employed full time, contribution of 50% towards a provident fund, transport to and from work, paid sick leave to a maximum of 36 days in a 3 year work cycle.

12. To monitor the progress of each Employee there is a bi-annual performance assessment where Senior Management are able to measure the progress of each individual and implement adequate training where necessary.

13. For changes in company policy use is made of a notice board in staff rooms as well as discussion sessions where those attending are obliged to sign an attendance register.

The Cape St Francis Resort remains committed to the transferring of skills to those previously disadvantaged individuals through Black Economic Empowerment or as it is known in South Africa, BEE. The above policy is endorsed by the owners and senior management of the Cape St Francis Resort.

Employee Performance Incentive Policy

Objectives

- To recognize & reward employees for their performance & additional efforts in a specified duration.
- To Motivate employees
- Employees' remuneration packages are determined at the time of initial appointment and are set out in each employee's contract of employment.
- The company strives to create a work environment that encourages the employee to identify with company strategy through incentives schemes, which aim to link rewards directly to individual and/or team performances.
- The application of incentive schemes and payment in terms of such schemes are at the discretion of management and the employee has no legal entitlement to such payments.
- Salaries are reviewed annually on the basis of such factors as merit, market practice, job grade and potential, and are at the discretion of management. However, when a salary is reviewed it does not necessarily mean an increase.
- Remuneration will be calculated on the basis of total cost to the company.
- Employees are able to obtain incentives in the following ways :
For a function to strive to be the best and be recognized as those that will benefit from a gratuity.

Generally for going that extra mile and striving and achieving service excellence. This does not have to be tied to a specific event so Employees can benefit at any time of the year.

At an event for achieving the target GP in the form of an agreed percentage of the nett profit.

Strategies to improve impact

We are aware of that our business may impact negatively on the environment . Area where we mitigate the impacts are :

- Energy use , meaning electricity that is supplied by Eskom via the local ,municipality
- Water usage / conservation/
- Waste management
- Pollution prevention
- Handling of chemical and
- Protecting the bio diversity of the greater St Francis area.

What we do:

Energy use – LED lighting throughout the property, timer switches , day night sensors on common area lighting , purchase of “eco “or “energy saving “ criteria , small kettles in Guest House and Club Break rooms, signs to remind guests, employees to switch off lights when not in use, only using washing machines/dishwashers when the load is full.

- Transport – minimizing transport for employees, reducing marketing trips , encouraging employees to walk / bicycle to work.
- Monitoring energy use on a monthly basis such as
- Eskom power (Kwh)
- LPG Gas (kg)
- Petrol (L)
- Diesel (L)

Energy conservation Action Plan

- Continue tracking energy usage, re-a set baseline and set realistic targets
- Meet with HOD's to discuss monthly tracking and ways to improve.
- Revise check lists to ensure that Energy use is properly covered.
- Replace all defective / problem electrical appliances.
- Set in motion the plan to Solar power earmarked for 2024.

Carbon Footprint

With the submission of this report we have calculated the carbon footprint of Cape St Francis Resort. Reducing this footprint forms part of our Action plan to:

- Monitoring accurately Scope 1 and Scope 2 carbon emissions
- We will monitor this process via Green Key
- We will escalate efforts to minimize carbon footprint.

Water Conservation – we endeavour to save water wherever we can by fitting aerators on all water taps, low volume cisterns for all toilets, small kettles in Guest Houses and Club Break.

In place we have procedures whereby all leaks are reported with around time of 2 hours, washing appliances must be fully loaded, signage to advise guests of prolonged drought , signage to advise guests of dirty towel policy .

We monitor water supply that comes from our local municipality, borehole water and water that comes from wells.

Action plan – due largely to the fact that we are a drought sensitive area our monitoring and tracking is intensified to a daily reading. Work on the baseline usage figure and reduce that by setting realistic targets, ensure that all checklists include water saving notes, regularly check that water reducing devices in showers are operating properly, install more rain harvesting Jojo tanks .

Waste management

We currently recycle paper, cardboard, tins and cans, bottles and glass and peelings and some waste from the restaurant kitchen. Our earthworm farm has helped recycle / compost several tons of waste over a period of time.

We undertake to:

- Purchasing differently to reduce waste i.e., in bulk
- Re-using items.
- Intensifying the recycling and sorting process
- Making sure that all hazardous waste is stored and disposed of separately.
- Ensuring that harmful waste is safely disposed of for example e waste, batteries and globes
- Thorough staff training to ensure that maximum waste is recycled.

Pollution prevention

We are aware that we may contribute to noise pollution by running a generator and hosting functions, weddings and live music.

We have procedures in place to monitor this by having strict cut off times for music, use the sound metre when necessary to measure noise and have muffled the generator to reduce noise

Staff training - All staff and team members are trained on noise pollution and how to monitor situations.

Biodiversity conservation

We will continue to positively contribute to the conservation of nature and bio diversity of the greater St Francis area by:

- Promoting FOSTER, those community volunteers who manage our 5 surrounding nature reserves.
- Plant indigenous trees, plants and expand our Spek boom coverage
- Remove all invasive plants and trees.
- To provide guests with information on the biodiversity of the area with maps, info folders and accompanied walks