



Internal Sustainability report - January 2024 till January 2025

The last internal sustainability report was compiled by myself in 2023 this dealt with progress to date and with the intention of setting realistic targets and percentages for improvements .That report focussed on the following :

1. **Working within the goals and objectives set in the Sustainability Management System (SMS)** namely the following which are relevant for our context and size and covered the following :
 - HR Management and Labour relations and include prohibition of forced labour , freedom of association ,child labour , disciplinary procedures, grievance procedures , retrenchment, recruitment and prevention of sexual exploitation of children.
 - Human Rights and include non discrimination, prohibition of harassment and exploitation of children, adolescents, women , minorities , immigrants and other vulnerable groups.
 - Health and Safety and include general policy on medical emergencies, fire and evacuation, general safety of those involved in the operation of the business including employees and guests .
 - Employee well- being which includes access to medical support and well – being information
 - Risk Assessment and crisis management which includes risk assessment and crisis management related to medical, fire, natural disasters, pandemics and financial crisis.
 - Quality of guest experience
 - Social development
 - Procurement policy
 - Codes of conduct regarding respect for visiting communities and cultural heritage
 - Environmental impact management which includes energy use, water conservation , waste management , pollution prevention and biodiversity conservation .
2. **Food waste management** would be a key focus along with a commitment to implement a system whereby we actually measure the wastage in the restaurant's kitchens . I am pleased to report that this system was implemented in January 2024 and has certainly made all employees more aware of wastage items and the need to avoid this happening. We are however still mindful of not over purchasing perishable goods and to achieve this we have increased our local suppliers (especially fruit and vegetables) so that we can now order more frequently and not the once a week scenario that we were previously in . Careful menu planning has also helped as well as very strict portion control on chips, fish , Calamari and the likes.
3. **Reduce – Re- Use – Composting** – for purposes of this report I am going to repeat our “ waste map “ which comprises the following areas :
 - Kitchen – waste produced where we have plastic, tins, used cooking oil , glass, plastic . In the case of food waste it is waste generated through spoilage (eg mouldy items) , food prep (eg peels, burned food, meat trimmings) and cooked food waste.
 - Bar and Restaurant – waste includes plastic, paper, cans and glass .

- Housekeeping and laundry – waste includes paper, plastic , chemical containers , bleach and guest waste
- Grounds and gardens – waste includes grass cuttings and trimmed hedges and bushes
- Maintenance – waste includes globes, paint, pool acid and chemical containers, batteries and fire extinguishers .
- Spa – waste includes paper, plastic
- Office / admin where waste includes paper, e- waste, printer toner .

Re-cyclable waste is collected twice a week on Wednesdays and Thursdays by Extreme Enviro Recycling . Our waste is separated into cans/tins, glass . plastic and cardboard. Kitchen waste such as peels (all non acidic) , egg shells, egg boxes, and paper (which is shredded) is taken 3 times per week to our worm disposers at our working farm where we grow a lot of the vegetables and salads that we use on the restaurants. The earthworms are certainly an integral part of our farm to fork experience .

Used cooking oil from the restaurants is collected by a local farmer Albie Schreuder and converted to bio diesel which he uses in the day to day running of his business. The amount collected over the period under review totals 4, 140 litres . Based on research the conversion has a yield of 83.36% meaning that we have produced 3,451 litres of bio fuel .

Garden cuttings and grass are shredded and mulched and mulched back into the gardens.

All condemned / used / spent fire extinguishers were removed by Bay Fire in August when they completed their annual inspection.

E Waste is collected by Network and Associates as and when necessary.

All other waste is bagged and collected twice a week by our local Kouga Municipality.

So in summary this is what we recycled in the past 12 months

• Worm food	1 316 kgs
• Glass bottles	10 547 kgs
• Metal and tin cans	1 152 kgs
• Cardboard boxes	5 502 kgs
• Plastic	879 kgs
• TOTAL =	R 19 396

Looking at what was achieved at the time of my last report the figures are as follows ;

Plastic was 687 kgs , now 879 kgs – this means that we are more effective in our programme

Cans was 805 kgs , now 1 152 kgs – indicates that we are more effective with our recycling

Glass was 5 734 kgs , now 10 547 kgs , a substantial increase largely due to the fact that we have been busier and that there is definitely a preference to glass as opposed to cans and plastic

Cardboard boxes was 5 502 kgs , now 3 766 kgs , once again a substantial decrease which I can only put down to more efficient recycling and including all the kitchen cardboard waste

Worm food was 843 kgs , now 1,316 kgs which could indicate that we are just getting better at recycling . Total recycled in previous period was 11 835 current is 19 396 , an improvement.

One of the biggest shift over the past 2 years has been the complete change over from single use plastic water bottles in the rooms. The change has been to glass bottles which are collected and refilled by the manufacturer on weekly basis. A conservative estimate of single use plastic saved would be in the region of 9, 000 bottles . This is based on the number of 750 ml glass bottles of water purchased and multiplied by 2 as the 1 bottle would be shared by 2 persons.

4.Solar energy – we are 30 % there in terms of being set up with invertors and batteries in all cottages and Guest Houses (spend of at least R1 million) however we have been advised that this expenditure is not on the table for the year going forward . Hopefully I can report differently next year.

5. Procurement – Buying local . It's always been priority to support local business and small business where possible. As we are situated outside of the city area this has been challenging at times. For the period under review local spend was 61.13 % of total spend. The previous period reflected a local content percentage of 75.43 % but this did include Kouga Municipality for Utilities and rates and taxes so that would definitely have inflated the percentage . We will continue to build on procuring locally.A suggested realistic target for the next 12 months would be at least an increase of 2% to local spend.

6.Staff training – Employee training is what keeps us competitive and we do devote a large amount of time to in house and formal training . In addition last year (May) saw us entering into a Memorandum of Understanding with Injongo FET College who are based in Jeffreys Bay . Our undertaking is to provide training opportunities for selected students . We are responsible for their transport and they receive a monthly stipend from CATHSETA . We started out with 21 students and are now down to 9 students whom I am confident have chosen Tourism / Hospitality as their career path . So our cost to company for training is a total of R 124, 675 plus a further R 50, 000 for inhouse training making it a total spend of R 174, 675. Based on expected increase its only 4.5 % instead of the projected 8%

7.Supporting local communities – Talhado school has crept into our hearts , not only the school and teachers but also their Marimba band. We have been involved with Talhado for the past 10 years in a number of ways – financially where we have donated monies to assist with children's school fees for pupils whose parents are unable to pay, arranged outings for the youngsters , donated items when called upon in time of need but most importantly by promoting Betty's Tour to guests, tour groups and tour operators. Through Betty's Tour we take guests to Seal Point lighthouse , then onto Talhado School which is now a Montessori school and if time allows finishing off at Nomvulo's knitters. It's essentially an introduction to our community and a real opportunity to make a difference . Betty's tour is marketed internationally at trade shows and the Dutch have always shown a strong interest . Donated to Talhado for the period under revue was the amount of R51,500 .

We have over the years also supported the Sea Vista Primary School by arranging an annual Fun Run which was held in December where R 9,000 was raised . The Resort arranges the necessary permits , prizes and logistics.

We remain committed to the local Sharks rugby team, soccer team as well as the local Soup kitchens and Clinic.

8. Water and Electricity Consumption – our target last review period was to reduce water consumption by 5 % , well we smashed that . We reduced total consumption by 60.3 %

Jan to Dec 2023 = 13,983 units

Jan to Dec 2024 = 8, 434 units

Granted we did have a water leak which was eventually located .

Despite this big improvement we will continue to be water efficient by :

- Maintaining pipes and repairing water leaks
- Continuous staff training
- Keep up the display of signs reminding staff to save water
- Continue to advise guests to help with water use
- Regular monitor the already installed water saving devices flow restrictors aerators
- Instal mixer taps where necessary
- Check that all toilets have “hippos” in cistern
- Check that all low flush WC’s are in good working order
- Continue to advise guests / place signs up to encourage guests to reuse towels
- Re-use grey water in the gardens
- Continue to water at the coolest time of day

Electricity Consumption – we had in mind the installation of solar panels during 2025 but as stated above this is not going to become a reality so we will push for a decrease of 1% for the next 12 months would be realistic and achievable .

Looking forward into 2025 these are targets that we all need to work towards :

- **Reducing our energy consumption by 1 %**

How are we planning to achieve this:

1. in depth energy assessment of the laundry area where older and high energy machines could be replaced by more efficient machinery.
2. a test run with Key cards, more particularly in Club Break which has the heaviest traffic
3. finding lower energy using hair dryers, once again in Club Break

- **Effectively utilize grey water for Laundering purposes**
- **Reducing our water consumption by a further 2 %.**

Achievable if the following is put into place:

1. harvest rainwater (see below) and lessen the dependency on borehole water
2. add an option for guests to opt -out of daily cleaning

- **Reducing the use of single use plastic by 50 %**

Achievable by:

1. Replacing plastic water bottles (which are currently being used in the 3 Conference venues) with glass bottled water. Estimation is that there will be an improvement of at least 7, 860 single use plastic water bottles

I am confident that with a dedicated Employee and Guest support we will be able to achieve these targets.

Dated at Cape St Francis this 17th February 2025

Anita Lennox

