

# LEOPARD BEACH RESORT & SPA



## SUSTAINABILITY REPORT 2024

# Management Statement

Dear all,

The current state of the climate, natural, child and human c challenges the future of our Planet requires immediate action.

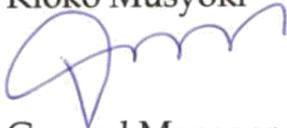
The last one year, we at leopard beach resort, are actively working to be the change we wish to see in the world.

The purpose of this report is to inform you about our first efforts and results during this journey and to evaluate their meaningful contribution to the resorts' quality and social responsible profile.

We are learning from our mistakes and as we are going deeper in the understanding of our daily operation's connection with the natural and social environment of the destination, we realize that there is always room for improvement.

The coming years, we wish and will work to achieve a better involvement of our staff, Guests, partners, suppliers and general public's, aiming to generate values for the destination and the local community as well as to strengthen the economical pillar of our hotel's sustainability performance



Kioko Musyoki  
  
General Manager

# AWARDS AND ACHIEVEMENTS

We take pride in meeting and exceeding our guest's expectations as a testament to this and the confidence our guests have in us;

Leopard Beach Resort and Spa is home to internationally recognized awards.



**Africa's Leading Hotel Residences**



**Africa's Leading Hotel Residences**



Gold Certified for  
Accommodation Sustainability



**Africa's Leading Family Resort**  
2018, 2017, 2016



**Kenya's Leading Beach Resort**  
2018, 2017, 2016, 2014



**Kenya's Leading Resort**  
2017, 2016, 2014  
2013, 2012, 2011, 2010



**Africa's Leading Spa Resort**  
2016, 2014, 2013



**Kenya's Leading Spa Resort**  
2016, 2014

## LEOPARD BEACH RESORT SUSTAINABILITY

Leopard Beach Resort and Spa Beach is proud of its sustainability progress and activities. Over the last one year, the hotel has managed to maintain and improve in various areas thanks to its employees' efforts and loyalty toward the environment, the respect towards human rights as well as promotion and support to three local communities.

The roles of the Travelife team

- ❖ Travelife Team Leader: **Nahshon Matheka**
- ❖ Environmental Officer: **Fidelis Wambua**
- ❖ H&S Officer: **Harrison Ngoka**
- ❖ Welfare & Labour Standards: **Mwanaisha Suleiman**
- ❖ Local Community Coordinator: **Francis Wandale**
- ❖ Quality Assurance Officer: **Joan Ndung'u**
- ❖ Communication Officer: **Chris Opongo**

This report is prepared to keep the hotel's senior management team and subsequently the rest hotel's employees.

### 1. ENERGY

Various activities were taken to reduce the consumption of electricity. These actions include but are not limited to:

- ❖ The majority of high-cost and high-energy light bulbs used in the past have been replaced with low energy & LED.
- ❖ Outdoor area lights are controlled with an automatic timer system.
- ❖ Energy-saving stickers in rooms.
- ❖ Walk-in cold rooms are equipped with entrance curtains
- ❖ All equipment that we discard is replaced with new, better energy classification.
- ❖ Monitoring and adjusting temperatures of air-conditioning of the public areas.
- ❖ Preventive maintenance of all machinery as per annual maintenance program in order to reduce energy loss through faulty equipment.
- ❖ Staff training to report any faulty equipment etc.
- ❖ Information to staff on how to reduce the consumption of gas and diesel through careful procedures when using equipment i.e. Kitchen Ovens etc.
- ❖ Recordings of electricity, gas & diesel Consumption and ways to identify wastages, and extraordinary consumption.

## CONCLUSION & TARGETS

We intend to reduce the kilowatt hours per guest (combining fuel, gas & electricity) to 30kwh



## 2. WATER

We tried also to control the consumption of water in various ways:

- Lower water flow at our water outlets
- Toilets are equipped with low flush buttons
- Hot water constantly circulates in the hotel
- Beach towels and bedroom linen are changed every 2 days
- Guests are encouraged to reuse their bath towels and save water
- Regular recording of water consumption

## CONCLUSION & TARGETS

We intend to reduce the amount of water consumption by 20% in the next three months.

### 3. WASTE

Waste minimization also plays a significant role into our environmental action. To do so:

- We recycle glass, paper, cardboard, plastic, metal batteries, used cooked oil (UCO), light bulbs, and electricity devices
- We use reusable polycarbonate cups instead of disposable plastic cups
- We purchase in bulk where possible
- We own recycling bins positioned in public areas to promote a recycling culture
- We re-used to destroy linen as cleaning rags

### CONCLUSION & TARGETS

We intend to significantly reduce the amount of waste we [produce by 20% in the next 3 months to dispose of green waste for treatment.



### 4. CHEMICALS

The hotel has adopted a policy of purchasing environmentally friendly cleaning chemicals that are biodegradable (90%), and staff is trained for appropriate use.

We also keep records of all chemicals' details, including consumption, storage quantities, and hazardous and non-hazardous information about each chemical, etc. Staff are trained to take all precautions when dealing with chemicals, using the required protective measures and knowing their correct use.

### CONCLUSION & TARGETS

Our target was to have zero incidents of spillages and accidents involving employees (and guests) and chemicals. No incidents were recorded during the last couple of years.

### 5. PURCHASING

Whilst ensuring a wide range e of high-quality products, our hotel purchases and promotes partially from the local market suppliers. This will help us reduce CO2 emissions from transporting products from abroad.

Additionally, before every purchase of electrical equipment, we consider buying equipment that is energy efficient.

We conduct business reviews and audits with our suppliers and distributors and incorporate environmental, social, and diversity considerations into our sourcing activities. Engagement with our suppliers enables us to source high-quality products aligned with our corporate responsibility commitment, such as sustainable ingredients for our restaurants.

To support the local economy, we support our local suppliers by purchasing products for our food and beverage outlets.

We have adopted a new purchasing policy with sustainability criteria trying to increase the local value and the sustainability supply chain, Diani has close cooperation with the local community, town hall, and local organizations.

## CONCLUSION & TARGETS

The above-mentioned actions have helped our scope and subsequently improved the awareness of sustainability with matters related to purchasing.

### 6. COMMUNITY

Our hotel is omitted to work with local; businesses, agencies, churches, and organizations who believe in building strong communities. We are therefore recruiting local people and people who live to help money circulate within the community and discourage locals from seeking jobs abroad.

When possible, we participate in fundraising, or/and donate food or equipment we no longer use.

We promote to our guests the Swahili breakfast and various traditional cuisines as well as we organize traditional dancers from the local community e.g. the Giriama dancers and Maasai Morans

Our all-inclusive drinks package involves mostly locally produced alcoholic/ non-alcoholic drinks

Local community businesses are permitted to promote their services and products for free (flyers, brochures) as well as including the Maasai market.



## CONCLUSION & TARGETS

The hotel aims and will continue to aim to assist and support the local community in every possible way.

## **7. HUMAN RESOURCE**

It is well known that one of the most stable pillars of our 40 years of success is our loyal and professional employees, who we take great pride in. As a company of soul, knowing their needs, we can meet and exceed their expectations in the best way possible:

- We do not employ children
- We do not discriminate (based on sex, color, ethnicity, religion, age etc) at any stage of hiring staff, selection, promotion, and payment. An annual; staff evaluation and all HR. function are based on objective criteria, i.e. qualifications, experience, knowledge, skills, abilities, and performance.
- We comply with the labor law to ensure a healthy and safe working environment and follow the [provisions by the employee's physician and safety Technician thereby minimizing the likelihood of accidents at work and exposure to health hazardous factors.
- Promote equality of employees in the workplace as well as career opportunities and access to the labor market.

Moreover:

- Clear health & safety policy hotel.
- All employees have access to medical from Diani Beach Hospital;
- Free accommodation is offered to employees if requested (e.g. far distance from their home, financial reasons)
- Special rates for friends and family accommodation
- Free breakfast, lunch, and dinner is offered to all our employees
- Continual employee development (e.g. language courses, professional development courses, First Aid courses, etc.)
- All members of staff are encouraged to join the hotel employees Trade Union.
- All our employees are fully insured and have a legal contract according to Kenyan law.

## **CONCLUSION & TARGETS**

During 2018/ 2019, there have been no cases of complaints related to employment and human rights nor any differences with employees regarding mistreatment and unfair dismissal. Targets for zero cases with human resource-related issues have been successfully achieved.

## **8. HEALTH & SAFETY**

We try to adhere to all health and safety regulations at work as we strive to ensure the safety and welfare of all our employees. We provide all employees with the necessary tools to work in a safe environment; these may include training seminars on safety and health, related information leaflets and guidelines, various safety equipment to work with, safety data sheets of chemicals, etc.

Several other publications, such as the Evacuation and Emergency Plan, Leopard Beach Resort employee manuals, and the Codes of Conducts handbook, are also given to staff and are available to read and use.

Furthermore, we apply rules on personal appearance and hygiene and provide staff with the best possible food options and changing rooms/shower rooms.

With regards to accidents and illnesses (involving both guests and employees) we record all kinds of accidents/illnesses no matter how important they are, and we take immediate corrective actions to prevent them from happening again. An analysis of all accidents and illnesses is done annually to study their nature, frequency, cause, location etc. Preventive actions are taken when necessary and if possible.

## **CONCLUSION & TARGETS**

Our targets on health & safety are ongoing and remain the same; we want to provide the safest environment to both guests and staff with zero accidents and zero illness occurring around the hotel's premises. When these occur though, we evaluate and investigate every incident to take all the right corrective actions to prevent them from happening again and/or to stop any possible spread of an infection.

## **9. GRIEVANCES & DISCIPLINE**

All members of staff may discuss any issues and personal complaints with their Head of Departments. If they feel that their issue and/or complaint was not resolved, after meeting with their department head, they are free to ask to meet with the hotel Manager. Staff need to feel comfortable with their colleagues and supervisors, and at their workplace, therefore meeting with their head of department and the hotel management is made easy for them.

Disciplinary penalties/warnings are given /issued by the Department Heads. In case of minor wrongdoing, the employees are issued with a verbal warning. Repeating or in case of another minor wrongdoing, will lead to a written warning to understand his/her wrongdoing to avoid repeating it in the future. If this continues, and after issuing a 3<sup>rd</sup> written warning, employees are dismissed from the hotel. Every time an employee is issued with a warning, the employee's trade union representative is copied with the warning.

In case of serious wrongdoing (i.e. stealing, abusing /bullying colleagues or guests, etc.), the employee will be dismissed on the spot with no warning.

At the beginning of their employment, all employees are issued with the Codes of Conduct handbook; all information related to employment conditions, disciplinary rules, and regulations ``do's`` and ``don'ts`` are mentioned on the said handbook so that employees read and understand the same.

## **CONCLUSIONS & TARGETS**

We aim to provide our employees with a friendly, comfortable environment to make it as enjoyable and safe as we can.

## **10. CHILDREN PROTECTION**

Our hotel fully supports the protection of under-aged including child labor, and physical and sexual abuse. All employees received training to distinguish basic child abuse incidents and are also encouraged to report to the hotel's management when they notice one. The management in return

will immediately report the incident to the local child protection authorities whether it originates from guests or employees. Our hotel and its employees can not under any circumstances tolerate such incidents.

## CONCLUSION & TARGETS

We did not notice neither we have been informed about any such incidents. We aim to continue protecting children by training our staff to identify any kind of abuse and subsequently report the same at the local authorities.

## II. ENVIRONMENTAL ACTIONS AND GUESTS

As guests of this planet, we want to ensure an extended and more enjoyable stay for all of us. Our mission to care for the communities we call home includes a deep commitment to care for the natural environment on which we all depend. Therefore, we give great attention to encouraging our visitors to put their efforts towards the above goal.

ECO learning and activities in our kids' club

Guests' involvement in our environmental activities such as

- Clean up the beach
- Environmental day
- Weekly beach walks
- Protection of the local flora
- Own a botanical vegetable garden
- Encouraging guests to support recycling



## 12. SOCIAL ISSUES

Donations to various organizations such as the born-again children home

We support local schools near airports Diani.

Jungle Snake Park partnership any reptiles for conservation pictures

Whenever renovations take place, furniture, equipment, and other various materials are given to staff

## FUTURE PLANS AT A GLANCE

What we intend to do in 2024- 2026

- Conduct an energy and water assessment
- Improve measurement goals regarding water, energy saving, and recycling
- Improve hazardous substances record and monitoring system
- Introduce green-cultural interactive activities for adults
- Explore the opportunity of a sustainable dining menu program
- Improve information and training packs for sustainability issues such as climate change, sustainable food,
- Human rights, etc.
- Strengthen the hotel's external marketing based on its solid sustainability profile
- Integrated and improved environmental data collection and analysis
- Integrated sustainable guidelines into the daily operation of each department
- Launched responsible procurement guidelines
- Delivered hotel staff training and promoted active involvement
- Improved local product use and promotion
- Improved in-house marketing and promoted active participation from guests and staff