



PLANHOTEL  
HOSPITALITY GROUP



# PUBLIC SUSTAINABILITY REPORT

Diamonds Mapenzi Beach



## SUSTAINABILITY AT PLANHOTEL HOSPITALITY GROUP

Planhotel Hospitality Group is committed towards sustainable hospitality practices. The commitments and actions taken cover Environmental, Social and Governance (ESG) endeavours to preserve, restore and enhance our planet, its people and living ecosystem.



### OUR COMMITMENT AND SUSTAINABILITY GOALS

As Planhotel Hospitality Group, we recognize the urgent need to address climate change and reduce greenhouse gas (GHG) emissions. We are committed to proactive measures to mitigate our environmental impact and contribute to a sustainable future. To this end, we have set a goal to reduce our GHG emissions from water, energy, and waste by 20% by the end of 2030.

Biodiversity forms the foundation of a healthy planet and ensures the well-being of current and future generations. Consequently, biodiversity preservation and restoration are integral to all aspects of our operations and beyond. We aim to reduce single-use plastic by 20% by the end of 2028.

We firmly believe our staff are our greatest asset. We are dedicated to ensuring fair and respectful treatment for all team members, as they are essential to our success and the exceptional guest experiences we strive to provide. Upholding human rights principles, in-

cluding the protection of minorities and vulnerable groups, is imperative. We demonstrate our commitment to human dignity in all aspects of our operations, and regularly conduct discrimination prevention training.

We strive daily to be a responsible member of the communities in which we operate. We are committed to making a positive impact and contributing to the well-being and sustainability of our local communities through environmental stewardship projects, such as beach clean-ups, tree planting activities, and environmental awareness campaigns.

We are also dedicated to creating and maintaining a safe and secure environment for all children and young people. We recognize our responsibility to safeguard children from harm, abuse, and exploitation, and to promote their well-being at all times. Our policy mandates the immediate reporting of any suspected cases of child exploitation and abuse to the local police. We encourage our guests, staff, and visitors to report any concerns about child exploitation and abuse directly to the local authorities.

Sustainable development is a collaborative journey. As Planhotel Hospitality Group, we commit to the above actions and encourage our valued guests and visitors to help us conserve water and energy and minimise waste by following the reminders posted throughout the hotel. We also invite them to participate in biodiversity and local community conservation programs. Additionally, we welcome guests to share their general and sustainability-related feedback with us, as we are dedicated to considering each recommendation and implementing necessary actions.

## INITIATIVES AT DIAMONDS MAPENZI BEACH RESORT

A large, stylized graphic of a plant with three leaves in a light brown color, set against a dark green background. The leaves are arranged in a fan-like pattern, with the central leaf being the largest and the two side leaves being smaller and positioned lower.

### SOCIAL RESPONSIBILITY & COMMUNITY

Diamonds Mapenzi is committed to working with the people of the community, local businesses, agencies and organisations to ensure that, as far as humanly possible, the resort is able to offer support, monetary or otherwise, throughout:

- The recruitment of local people (or people living locally) so as to help money circulate within the community and discourage locals to seek jobs abroad.
- Training programs of local students.
- When possible the participation in fundraisings, and other charity events and or the donation of food or equipment that is no longer in use.
- Local events and businesses are permitted to promote their services and products for free (flyers, brochures) within the resort.

The resort's relationship with the local community is and will continue to be of paramount importance.

**Earth Day Celebration – Green Day:** at Diamonds Mapenzi we care about the environment. Apart from our daily cleaning schedule, from time to time Diamonds Mapenzi Beach Resort organises Beach Cleaning Days to support the local community and increase awareness and responsibility by not disposing of any hazardous items on our beaches. On such days our Team collaborates with the locals and guests to collect the debris on the beaches.

### WATER

Diamonds Mapenzi Beach Resort has taken steps to control and reduce the consumption of water:

- All our rooms have been set up with our environmental policies "Save Mother Earth" in order to provide the necessary information to our guests and encourage them to minimise the water consumption.
- New water pressure pump and filtration system as well as a new pool filtration system and technique has been installed with more effective and modern water consumption control to ensure the risk of wasting water.
- Daily water readings of consumption in order to continuously control and avoid unnecessary wastage of water and consumption.
- Toilets are equipped with low flush buttons.

- Public area showers work with push buttons for up to 15 seconds.
  - Bedroom linens are changed every 2 days.
  - Beach towels are only changed upon request or by returning the beach towels.
  - Guests are encouraged to reuse their bath towels and save water.
  - Daily recordings of consumption of potable water.
  - Sustainable irrigation of gardens by watering early in the mornings and late in the evenings, below soil levels and planting water resistant vegetation, etc.
  - Recording and monitoring the quantities of linen and towels sent to the laundry.
- Employees and guests are now more aware and concerned regarding water consumption and the urgent need to minimise waste and unnecessary usage.

### ENERGY

Diamonds Mapenzi Beach Resort has been taking various appropriate measures to reduce the overall consumption of energy:

- Replacing current electrical appliances with low energy appliances (energy saving devices):
  - Rooms are provided with LED lights,
  - Light timers in all the public areas of the resort,
  - LED lights in public areas.
- Employees and guests are provided with information about saving energy and encouragement to minimise their energy use.
- Ensuring that all electrical faults are reported and repaired immediately. And that electrical maintenance is carried out and reported only by a professional on a regular basis.
- Daily electricity recordings and a preventive maintenance plan has been implemented to ensure continuous control and full functional equipment in order to avoid unnecessary wastage of electricity and consumption.
- Team member training to report any faulty equipment etc.
- Daily recordings of diesel consumption and ways to identify wastages, extraordinary consumption and leakages.
- Special arrival room AC and light set up.

### WASTE

The reduction of the waste produced throughout our operational cycle is of paramount importance.

Various actions taken so as to minimise waste in general as far as possible include:

- Recycling of glass, paper, cardboard, plastic, metal, batteries, used cooking oils, bulbs and electronic devices.
- We use paper straws.
- We purchase in bulk when possible.
- Shampoo and shower gel dispensers in bathrooms and soap dispensers in the public areas.
- Recycling bins have been positioned in order to promote recycling culture.
- Instructions are given to all staff to print only when necessary, on double sided paper and in black & white whenever possible.
- We re-use destroyed linen as cleaning rags and food items not consumed in the buffet are taken to the staff cafeteria for consumption.
- Awareness training for team members and regular training to our employees on waste management.
- Solid waste is separated on site to each individual container and properly stored until taken back to recycle or be disposed of appropriately by the contracted garbage company.

### CHEMICALS

Diamonds Mapenzi Beach Resort has adopted the policy in purchasing environmental friendly cleaning supplies and team members are trained for appropriate use:

- We also keep records of all chemicals' details incl. consumption, storage quantities, hazardous & non-hazardous info of each chemical etc.
- We ensure a proper storage of chemicals as per international standard.
- Team members are trained to take all precautions when dealing with chemicals using the required protective measures and knowing their correct use.
- A monthly training conducted by our international partner and supplier takes place.
- A monthly check up of the chemical dosing machines is held by our international partner and supplier to guarantee that no additional chemicals will be unnecessarily wasted in our laundry facilities.

- When fuels or hazardous materials are being delivered, they must be supervised by a responsible person to ensure that containers are not overfilled and spillage does not occur.
- Any spillage must be reported and cleaned up according to correct procedures.

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

### PURCHASING

Whilst ensuring a wide range of high quality products, Diamonds Mapenzi purchases and promotes solely suppliers from the local market. This will help us reduce CO2 emissions from transportation of products from abroad.

Additionally, prior to every purchase of electrical equipment, we have asked our head office (who decides from whom to purchase this equipment from) to consider buying equipment that is energy efficient. We have also asked our head office purchasing department to consider (when dealing with suppliers for the forthcoming annual purchasing agreements) supplying us in bulk so as to reduce the amount of carton / packaging paper.

We have also been in touch (in writing) with our local suppliers and have informed them of our Sustainability Policy and have asked them to keep in mind and consider the said policy by assisting us from their side by adopting similar methods and practices.

E.g.: Ensuring that items such as shampoo, soap, guest amenities are wrapped in biodegradable packaging or provided in containers that can be refilled or reused.

Furthermore we have planted our own herb and vegetable garden to provide more organic food towards our guests and employees. We believe that the above mentioned steps have helped our scope and subsequently improved the awareness of sustainability with matters related to purchasing.

### HEALTH & SAFETY

We consider the health and safety of each of our guests, employees and everyone within our Resort to be of incomparable importance.

We commit to adhering to all Health and Safety at Work regulations as we wish to ensure the safety and welfare of all of our employees. We provide to all employees the necessary tools, enabling them to work in a safe and pleasant environment. These may include training

seminars on safety and health, First Aid, related information leaflets and guidelines, various safety equipment to work with, as well as 'safety data sheets' of chemicals etc. Several other publications such as the 'Evacuation & Emergency Plan', the "Codes of Conducts", "HAC-CP" manual and rules, "Pool Safety" manual, "Disaster Management" manual, "Employee Handbook" etc. are also given, and are all readily available to read and study.

Furthermore, we apply rules on personal appearance and hygiene, we provide team members with the best possible food options as well as changing rooms / shower rooms. Routine health checks as a standard procedure are a must for all our team members. With regards to accidents and illnesses (involving both guests and employees), we record all kinds of accidents/illnesses no matter how important or minor they may seem, and we take immediate corrective actions so as to prevent them from happening again. Our targets on Health & Safety are ongoing and remain the same; it is our commitment to provide and maintain a safe and healthy place for all; we want to provide the safest environment for both guests and staff.

We have taken further steps ahead and obtained the certification by the Occupational Health and Safety Agency (OSHA).

### CHILDREN PROTECTION

Diamonds Mapenzi Beach Resort fully and strongly supports the protection of children, including under-aged child labor, physical and or sexual abuse. All employees receive training to recognise basic child abuse incidents and are encouraged to report to the resort management if any is suspected or noted. The management in return will immediately report the incident to the local child protection authorities, whether they originate from guests or employees. Our resort and its employees cannot and will not tolerate such incidents under any circumstances.

Our aim is to continue to support the full protection of children by training our staff so as to be able to identify any form of child abuse and subsequently report the same to the local authorities.

### HUMAN RESOURCES

Diamonds Mapenzi Beach Resort adheres to the rules and regulations of the employment law. Additionally we take particular attention to ensuring the adherence to the following:

- We do not discriminate against any job applicant or any employee because of the person's race, colour, religion, sex (including pregnancy), national origin, age, disability or genetic information. Because of this:
  - We recruit regardless of gender, age, race, nationality, religion, or/and disability.
  - We recruit people of the minimum age required by law.
- Our new employees have an introduction week (resort policies, health & safety, job training) and are provided with the company's Codes of Conduct booklet.
- When there is a job opening, we try to promote from within the resort itself or from other units within the group.
- We also aim to re-employ our staff every year.
- All employees are entitled to benefits (i.e.: social insurance, annual leave, sick leave, uniforms, transportation and meals when on duty).
- All employees will interact and treat each other with respect.
- Monthly reconciliation programs are held e.g., employee of the month, birthday celebration, team member parties, ...
- Yearly employee surveys.
- Yearly Human Resources Activity program.
- Open door policy for all team members.
- All disciplinary actions and procedures are handled as per given law and standard.
- All employees are aware of the rules and regulations.

We aim to provide our employees with a friendly, comfortable environment so as to make it as easy as possible for them to express work related concerns and issues as and when needed. Team members are treated fairly and are explained in detail what is expected from them whilst at work incl. grievance and discipline.



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