



PLANHOTEL
HOSPITALITY GROUP



PUBLIC SUSTAINABILITY REPORT

Diamonds Dream of Africa,
Sandies Malindi Dream Garden
& Sandies Tropical Village



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 DREAM OF AFRICA, SANDIES MALINDI DREAM GARDEN & SANDIES TROPICAL VILLAGE

A large, stylized graphic of a plant with three leaves in shades of brown and tan, 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.

SUSTAINABILITY AT PLANHOTEL HOSPITALITY GROUP

At Diamonds and Sandies Malindi, the fundamental approach is to assist in solving local social issues by applying our trade, products and personnel with a focus on the tourism industry. Guided by our policy concerning local community contribution activities, we engage in a broad spectrum of activities focusing on efforts to protect the natural environment and youth development.

We will follow a principle based approach to achieve our sustainability goals as we have extensive programs in place to conserve energy, reuse water for secondary functions and to recycle waste materials produced by the resort. We also have a strong belief that our team and our guests have to believe in our sustainability practices for it to be fruitful.

Educating our staff and our guests on our approaches are vital for the success of our sustainability goals. We also believe small steps will have a big impact and realistically more possible to be converted into enduring habits.

SUSTAINABLE ROOMS

We made a conscious decision to use guest amenities that are safe for the environment and free of any chemicals. They are not tested on animals and are 100% organic.

These amenities are also in containers which we refill, to eliminate the use of plastic containers. We do have goals in place to move to 100% biodegradable cleaning products used in rooms, in the future.

The laundry bags we provide for guests are made from linen and 100% reusable. We educate our guests on sustainable practices in terms of towel and linen use. We encourage our guests to reuse towels and hang beach towels to dry instead of leaving them on the floor for a replacement. Our mini bars are 100% plastic free. We offer guests drinking water in glass bottles which we replace daily, as well as all soft drinks in our mini bar are either in glass or tin containers. The tea we provide are in paper sachets and our coffee is compostable.

We encourage our housekeeping team to minimise the change of linen, without compromising on the luxury of our guest offering. Considering this, we use water saving measures in the laundry by only washing full loads, doing pre-wash stain treatment in order to avoid unnecessary second washes. We try to limit operating hours of the laundry.

INITIATIVES AT DIAMONDS DREAM OF AFRICA, SANDIES MALINDI DREAM GARDEN & SANDIES TROPICAL VILLAGE

SUSTAINABLE WATER

We are not ignorant to the fact that water is a very valuable commodity and the source of life. We have RO plants (reverse osmosis) to desalinate water from boreholes into fresh water used in guest rooms. We also conduct quarterly testing of water samples through a third party to ensure that the water is safe for usage.

SUSTAINABLE ENERGY

Energy saving methods include:

- Educating guests on AC use at optimum temperatures and keeping doors and windows closed at all times when the AC is switched on.
- We changed all lights in rooms and public areas to LED lights. This is an ongoing project for the back of the house and other areas.
- Assessing energy use of appliances before we purchase them.

SUSTAINABLE KITCHEN

We purchase all of our food from local suppliers, we are ensured of the freshest supply, while supporting the local economy. We avoid procuring any endangered products. Our fresh produce is sourced from local markets in Malindi Town. We make use of a dedicated purchase manager to assure we purchase sustainably without compromising on quality. In other measures to ensure quality is the testing of food samples by a third party. This is conducted monthly.

Another effort to reduce single use plastic on our resort, is by rethinking the way we offer butter to guests and avoid buying small individually packed. The hotel has an organic farm where most of the vegetables come from.

SUSTAINABLE WASTE & RECYCLING

Diamonds and Sandies Malindi has an enormous issue with garbage and waste. Illegal littering is very common and for many it is common practice to dump waste into the ocean. As a whole, the country lacks facilities to collect, separate and recycle or reuse waste. All recyclable material is considered as waste and transported to a dumping site in Malindi. As tourism and development continues to increase, so will the waste issue.

Therefore we feel it is imperative that we try and reduce our waste as much as possible.

SUSTAINABILITY AT PLANHOTEL HOSPITALITY GROUP

Waste reducing methods include:

- We try to order in bulk and less items which are individually wrapped.
- We actively try to reduce plastic as mentioned in points above.
- We reuse office paper, waste wood and other materials we can re-claim.
- Our waste area has been reconfigured in order to separate waste items, like tin, glass, plastic, and others.
- As mentioned in points above we are actively using less plastic and more recyclable material in the resort.
- Malindi clean ups for teaching the community for a healthy and clean environment.
- Beach operates training in a harmonious environment.
- We purchase staff's name badges from the local community.
- We purchase candles from blessed generations.

SUSTAINABLE ACTIVITIES & LOCAL ATTRACTIONS

One of the wonders of the Malindi are the rich and beautiful marine life. An integral part of our business is the fact that guests want to come and see this beauty for themselves. It is also our responsibility to protect and care for the natural marine and live in harmony with our beautiful environment.

Marine protection methods include the following:

- Most importantly we educate our guests on responsible snorkelling and the mindfulness of the sensitivity of the marine environment.
- We strongly discourage the feeding of fish.
- We are also committed to respect sensitive ecosystems and do not encourage activities that would jeopardise any animals or places.
- We do a weekly clean-up of a local uninhabited where plastic regularly washes ashore. Our guests love this and really feel that they contribute to the cause by taking part in these activities.

INITIATIVES AT DIAMONDS DREAM OF AFRICA, SANDIES MALINDI DREAM GARDEN & SANDIES TROPICAL VILLAGE

BEACH WALK

At Diamonds and Sandies Malindi, we care about the environment. Our Animation team led by John Lucky from time to time organises beach walks to introduce new ways of disposal. Educate the locals on marine life and how we should all be responsible in keeping their lives safe by not disposing of any hazardous items on our beaches. On such walks the staff collaborate with the locals and guests to collect the debris on the beaches.

SUSTAINABLE EMPLOYEE

Our people are the core of our business and without them, it would be impossible to offer any service. It is for this reason that we are committed to develop, support, and nourish our team members. Methods to achieve these include:

- We are also committed to adhere to the minimum of 95% local staff.
- Lobster -ink. is a training platform we have in place for training and development of all staff.
- The hotel also supports staff and community by offering full scholarships through Progress Welfare Association of Malindi (PWAM) to further their studies at EBU (European Business University).
- Staff survey to be conducted anonymously once a year.
- We strongly encourage cross training and regularly send staff to visit sister properties and different departments.
- Strong focus on the improvement and upkeep of staff area and staff meals.
- Encourage the local culture to prevail through singing and dancing in the form of bands. Often local bands groups are invited to perform at our resort during arrival and special events.
- We also strongly affirm and respect the local culture.
- We are committed to staff welfare and do regular team sport, in house, between different resorts and on the beach area.
- Strong commitment towards health and safety. Resort is fully certified for HACCP/ OSHA and regular audits are conducted.
- Medical benefits available to all staff.
- Fully complied with health & safety legislation and regulations (OSHA) and assurance measurements are in place to protect every person.

SUSTAINABILITY AT PLANHOTEL HOSPITALITY GROUP

Performance tracking and measurement is key to meeting our sustainability goals and we are devoted to succeeding in all aspects.

TRAINING AND EMPLOYMENT

There is training for youngsters from the local area. We from time to time recruit the students into our resort to undertake training through our various departments to enable them gain knowledge and empower them to work with either us or other different resorts or hospitality industry around the nation and even abroad.

The hotel also supports the community by offering scholarships through Progress Welfare Association of Malindi (PWAM) to further their studies at EBU (European Business University).

Diamonds and Sandies Malindi have a system of giving aid to KWS, PWAM, especially on education training opportunities, employment opportunities, access to support, and of course safety and security.

Moreover, in collaboration with the tour leaders; we have introduced our guests into giving any donations to children homes around Malindi. Most of them respond by sending their donations such as food stuff, clothes, The hotel also supports the Blessed Generation orphanage by purchasing candles from them.

MALINDI MONTHLY CLEAN UP

Normally the clean-up exercise organised by the Progressive Welfare Association of Malindi which brings together all stakeholders from the business community, tourism investors, tourism players, youth, women groups, beach operators, the national police service, KWS, and the county government of Kilifi among others. This has attributed the success to the continuous sensitization which has made residents take responsibility for their waste in their homes and their surroundings.

International Coastal Clean-up Day on September 17 is a promise to bring cleanliness and purity to nature as a whole. The day was started as a way to raise awareness about the growing pollution on various beaches of the world. The company celebrates that day by joining the community in general clean-up of the seashores and the market area.

INITIATIVES AT DIAMONDS DREAM OF AFRICA, SANDIES MALINDI DREAM GARDEN & SANDIES TROPICAL VILLAGE

The hotel and its entire management team are dedicated towards the protection of the environment and encourage reduction of the property's operational impact on the environment by:

- Separating our waste streams including glass, paper and plastic and identifying opportunities to reuse or recycle these materials.
- Conducting training such that our staff are up to date with our environmental commitments and understand the mutual role in delivering our objectives and targets.
- Buy most of the products from local suppliers.
- By using glass water bottles instead of the plastic ones.

The hotel now makes compost manure from kitchen waste material and has started a horticultural garden that grows food and plants vegetables.



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