



CORPORATE SUSTAINABILITY REPORT 2024

Caring for People, Planet, and Progress:
Our Sustainability Journey 2024




PLANHOTEL
HOSPITALITY GROUP

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Leadership Message

It is with great pride that we present the first edition of our Corporate Sustainability Report. This milestone reflects a longstanding aspiration: to bring together, in one document, the many initiatives that have always been part of who we are as a Group.

Sustainability is part of our DNA;

a natural expression of how we operate.

Long before the term became widely used, the way we cared for our guests, nurtured our teams, respected the environment, and engaged with our communities already reflected principles that today are considered sustainable. For us, this is the way of doing business: the essence of real hospitality.

This report is a powerful way for us to share our efforts with our stakeholders. Critically, consolidating all local initiatives into a global report helps us measure, track, and collaborate across properties in the pursuit of shared goals. It is an important reminder that blending local initiatives with global goals can

magnify our efforts and help us drive impact for all of our communities. In 2024, to strengthen our path and align all our properties with a singular framework, we adopted the Travelife Gold Certification standard. 75% of our properties have already been audited and have obtained this important, globally recognised, certification.

This is a clear testament to how sustainability in all of its forms is already deeply rooted in our way of understanding and delivering real hospitality.

Publishing our first report, signals the beginning of a new chapter for Planhotel Hospitality Group.

It is the foundation on which we will continue to build, measure, and strengthen our commitments to people, planet, and responsible growth.

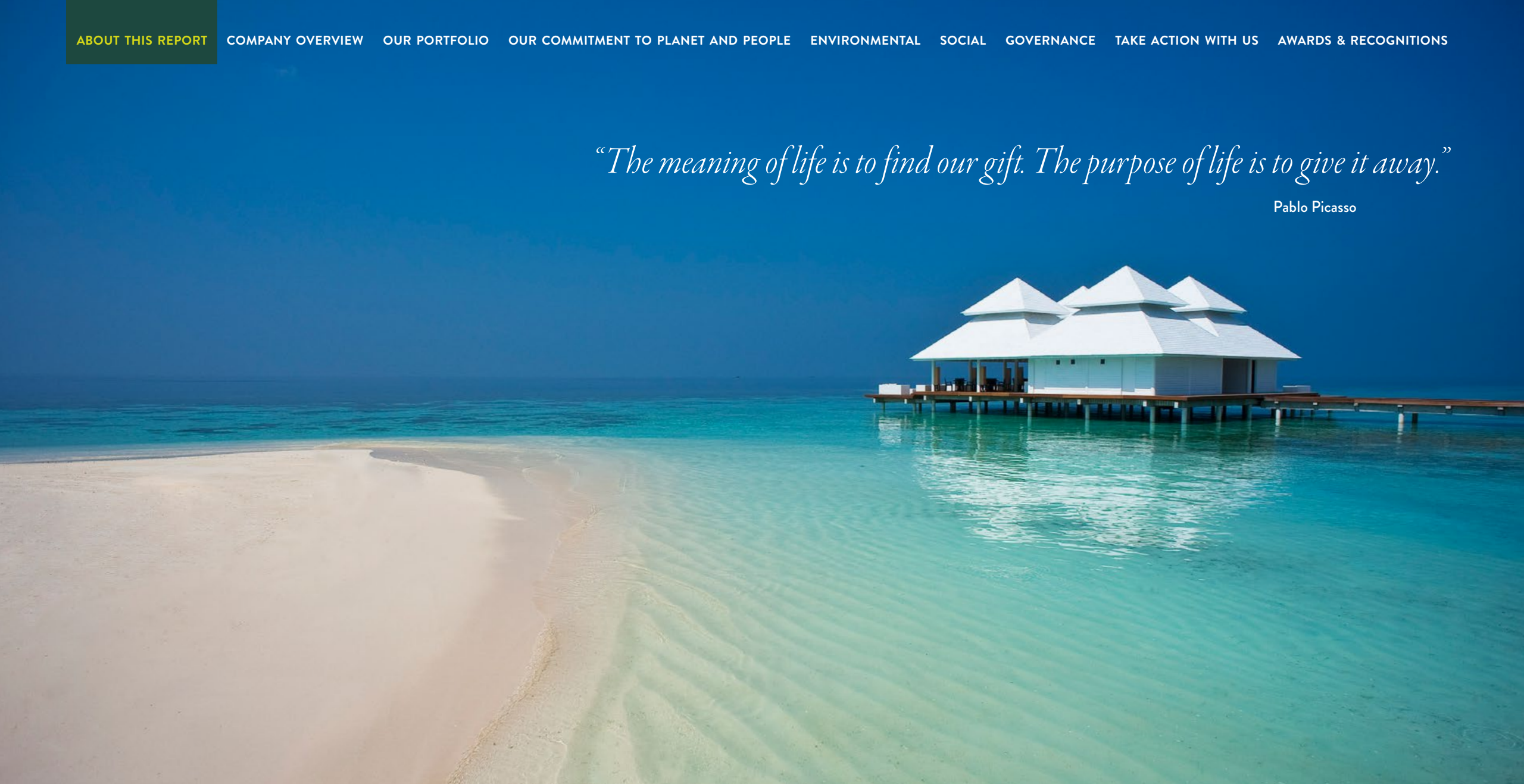
I warmly invite all of you - our guests, partners, and teams - to walk this path with us, carrying this vision forward and ensuring that the values we have always held close will continue to shape a brighter future for generations to come.

Sara Rosso-Cipolini, PRESIDENT & CEO



“The meaning of life is to find our gift. The purpose of life is to give it away.”

Pablo Picasso



ABOUT THIS REPORT

At **Planhotel Hospitality Group**, we believe that exceptional hospitality goes hand in hand with environmental stewardship, social responsibility, and strong corporate governance. This Corporate Sustainability Report 2024 presents a comprehensive overview of our sustainability journey, highlighting our initiatives to minimise environmental impact, foster inclusive communities, and uphold ethical business practices. Our report reflects our deep commitment to the sustainable development goals, responsible tourism principles, and the long-term well-being of the destinations where we operate. From reducing energy and water use, to empowering local communities, to advancing ethical supply chains and transparent governance, we strive to create lasting value for our guests, stakeholders, and the planet. We invite you to explore our ongoing initiatives, the progress we have made, and our vision for the future as we continue to build a more sustainable, inclusive, and responsible environment for Planhotel to operate in.



COMPANY OVERVIEW

Founded in 1997 in Lugano, Planhotel Hospitality Group has been a leader in hotel management for over 20 years specialising in resorts and hotels in the Indian Ocean. The Group focuses on management, marketing, and distribution, while expanding its Diamonds Resorts,

Sandies Resorts, and independent hotels. Renowned for blending local tradition with Italian style, Planhotel combines cutting-edge design with exemplary service. Its acclaimed all-inclusive formula ensures unforgettable stays in prestigious destinations. Discover dream locations such as the Maldives, Zanzibar, and Kenya, where Diamonds and Sandies Resorts offer personalised luxury, or enjoy an off-the-

grid escape at Exploreans Malaika. In Switzerland's Ticino, choose between THE VIEW Lugano, the city's most exclusive boutique hotel, or the Campra Alpine Lodge & Spa in the tranquil Blenio Valley. Lovers of history and culture can explore Tuscany at Hotel Italia Cortona in the charming Etruscan village of Cortona.

VISION

To be perceived and acknowledged as “The best small resorts & hotel chain in the world” in the eyes of our customers, business partners, employees and our competition.

MISSION

“To achieve above average returns for our owners through professional management, positive communication and interaction with our guests, our employees and business partners by continuously emphasising our brand and values.”

VALUES

- We believe in the family atmosphere.
- Our resorts & hotels are a home away from home.
- We are creative and innovative in carrying out our daily duties and in our way of approaching any task.
- We are continuously striving to better ourselves through our passion for the hospitality industry, self-improvement and learning.
- We display respect, fairness and integrity and foster mutual trust and care in our dealings with our employees, our business partners and our guests.
- We are continuously striving to deal with others with a professional and harmonious attitude, as we wish them to deal with us.
- We consider the development of all our employees to be a high priority in all fields.
- We instil and foster a sense of pride and feeling of “ownership” amongst our employees.
- We strive to be in harmony with the natural environment and our cultural surroundings.
- We contribute our resources, both financial and human to help better the environment and the community which we live in.
- We have fun and enjoy our work.

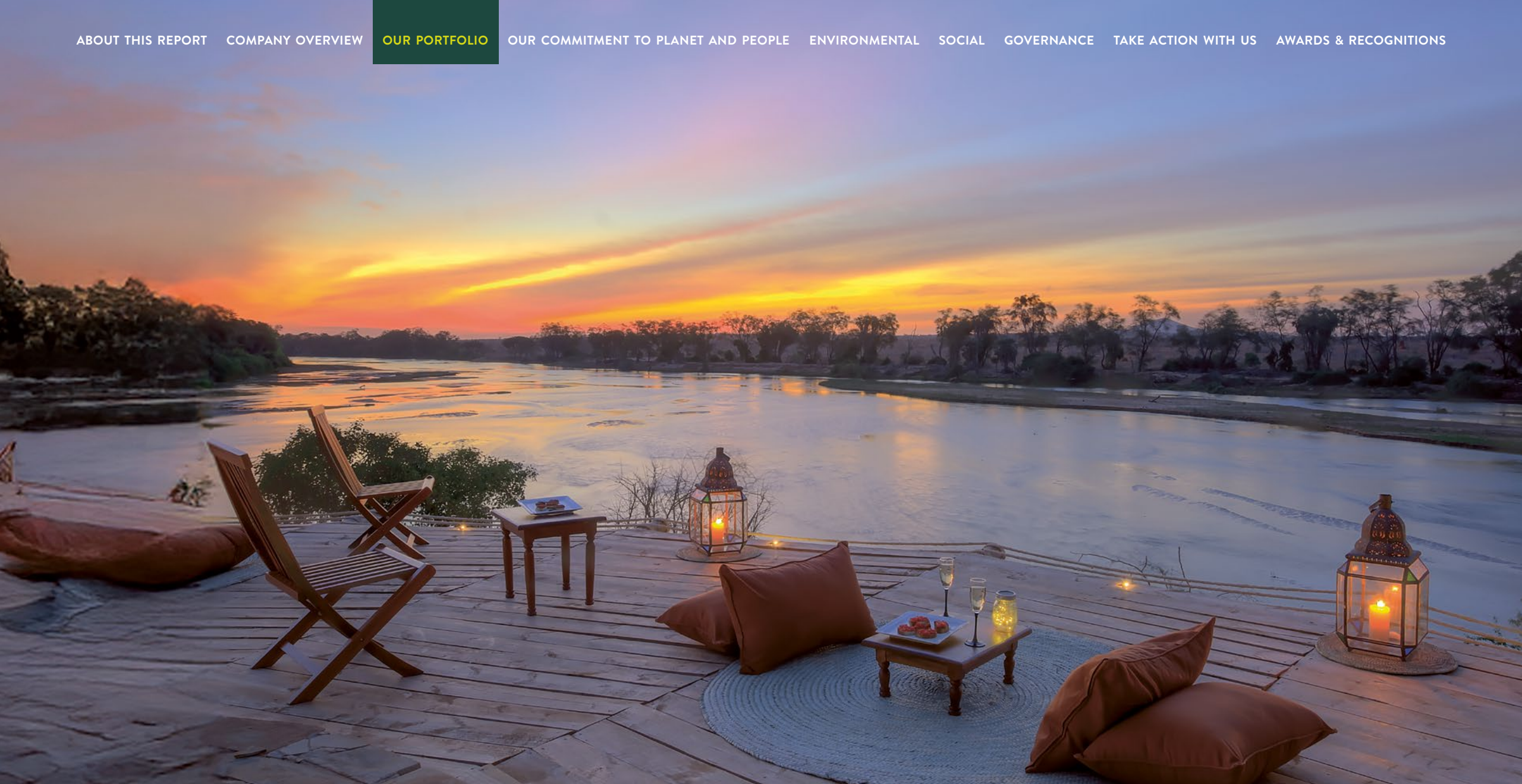
MAIN PURPOSE

To create and manage innovative, complete and wholesome vacation experiences in a unique and sustainable environment.

OUR PORTFOLIO

- ananea Diamonds Athuruga Beach and Water Villas
- Diamonds Thudufuhi Beach and Water Villas
- Diamonds Leisure Beach and Golf Resort
- ananea Diamonds Malindi
- ananea Diamonds Mapenzi Beach
- Diamonds Bijoux **COMING 2025**
- Sandies Bathala Beach and Water Villas
- Sandies Baobab Beach Resort
- Sandies Nungwi Beach **COMING 2025**
- Exploreans Malaika Villas & Beach Club
- THE VIEW Lugano
- Campra Alpine Lodge & Spa
- Hotel Italia Cortona





DIAMONDS RESORTS

Diamonds Resorts, a brand of the Planhotel Hospitality Group, are luxury all inclusive resorts situated in unique, magical and idyllic locations. The brand's philosophy is to listen to the individual needs of our guests in order to offer personalised services, exquisite culinary experiences and exclusive services to make each stay extraordinary and unique. Emphasising personalised service, these resorts provide guests with unique experiences, from exploring the crystal-clear Maldivian waters with marine biologists to savoring the exotic flavors of Zanzibar. Diamonds Resorts aim to create unforgettable memories for every guest.

SANDIES RESORTS

Sandies Resorts, a brand of the Planhotel Hospitality Group, offers all-inclusive accommodations in some of the Indian Ocean's most desirable locations, including Kenya, Zanzibar, and the Maldives. Emphasising simplicity and a friendly atmosphere, The brand's philosophy is to create a simple and friendly atmosphere whilst providing a high level of service. Whether traveling with family, friends, or as a couple, Sandies Resorts aim to create memorable and enjoyable stays for all guests.

EXPLOREANS MALAIKA

Exploreans Malaika Villas & Beach Club is located in Malindi Kenya, only 150 meters from the sea, ideal for relaxing while seeking an escape from civilisation. The property encompasses 17 housing solutions, ranging from one to four bedrooms, which develop around a swimming pool. Here, in the heart of one of the most famous marine reserves on the East African coast, long white sandy beaches, create a small oasis of peace that blends perfectly with the lush setting of the surrounding bay in order to preserve its natural beauty.

THE VIEW LUGANO

A contemporary design hotel combining privacy with exceptional service in luxurious surroundings. Perched in the hills of Lugano Paradiso, THE VIEW Lugano recalls a grand yacht overlooking Lake Lugano. Spacious suites with modern amenities offer relaxation, while the Michelin-starred restaurant delights with Italian-influenced cuisine. A 700-square-meter spa, indoor pool, fitness center, and 24-hour Ambassador service ensure comfort. With gourmet dining, a state-of-the-art spa, and electric smart cars, THE VIEW Lugano creates a truly distinctive atmosphere transforming it into a world of its own.

CAMPRA ALPINE LODGE & SPA

Nestled in the picturesque Blenio Valley, Campra Alpine Lodge & Spa blends comfort, nature, and outdoor adventure. The minimalist rooms, crafted with natural materials and featuring balconies, open onto enchanting landscapes. Guests enjoy local cuisine at the restaurant and unwind in the serene spa. With direct access to ski trails, plus mountain biking and hiking in the Lucomagno reserve, the lodge appeals to both relaxation seekers and adventurers. It also offers facilities for business meetings and events, making it a versatile destination.

HOTEL ITALIA CORTONA

Hotel Italia is located in an elegant Palace of the 15th century, right in the historic centre of the Etruscan village of Cortona. A traditional building and a family atmosphere welcomes guests in one of the most fascinating places in Tuscany. Guests can enjoy breakfast on the top floor, which features a roof terrace offering panoramic views of the Valdichiana plain and Lake Trasimeno. Its central location places guests within walking distance of notable attractions such as Chiesa San Francesco and the Cortona Cathedral.



OUR COMMITMENT TO PLANET AND PEOPLE

At Planhotel, sustainability is more than a responsibility. It is a core value that guides the way we operate, grow, and contribute to the world around us. We believe that responsible hospitality can be a powerful force for positive change, helping to shape a more sustainable and inclusive future for our planet and its people. This report presents a comprehensive view of our Environmental, Social, and Governance (ESG) commitments and actions aimed at preserving, restoring, and enhancing our natural ecosystems and the well-being of communities we engage with. From our resorts to our corporate offices, sustainability is embedded in every level of our organisation, driven by ethical business practices, environmental stewardship, and meaningful social impact.

Our sustainability strategy focuses on reducing our environmental footprint, enhancing guest experiences, and supporting the communities we call home. Key areas of action include energy efficiency, carbon reduction, water conservation, responsible sourcing, and waste management. We also invest in social responsibility initiatives such as promoting local culture and economies, ensuring diversity and inclusion, and fostering the growth and well-being of our employees and guests. We invite our guests, teams, partners, and other stakeholders to explore this report and join us on our journey to create lasting value for people, communities, and the planet, ensuring our destinations remain vibrant for generations to come.



ENVIRONMENTAL

The natural beauty of our destinations, from the Indian Ocean to the Swiss Alps, is central to the guest experience and drives our commitment to sustainability.

We recognise the urgency of climate change and focus on reducing our ecological footprint through three pillars: cutting resource consumption, managing waste responsibly, and protecting biodiversity.

Our efforts include renewable energy use, improved efficiency, waste reduction, and eliminating single-use plastics, supported by collaboration with local communities. Operating in ecologically rich regions, we integrate biodiversity conservation into daily operations and strategic goals, from safeguarding coral reefs to protecting coastal habitats.

We partner with governments, NGOs, and educational institutions on science-based initiatives, while raising awareness among employees and guests. Guided by a holistic vision that links environmental, social, and economic well-being, we continually evaluate our impact to ensure these destinations remain vibrant for future generations.



ENERGY

Energy sources at all properties are regularly reviewed, with a focus on renewable options suited to local conditions. Two resorts already use solar panel systems integrated into the grid, with further installations planned for new Zanzibar properties opening in 2025. In Switzerland, Campura relies on geothermal energy, providing low-emission heating and cooling, while THE VIEW Lugano operates entirely on hydropower. Beyond adopting renewables, we prioritise energy efficiency. Monthly monitoring tracks consumption, allowing real-time adjustments, upgrades to efficient appliances, and optimisation of systems such as HVAC, lighting, and water heating. At THE VIEW Lugano, sustainability is extended to guests, with complimentary Smart cars and e-bikes promoting cleaner mobility and reducing scope 3 emissions. Looking ahead, we aim to expand renewable capacity through additional solar arrays, hybrid systems, and energy storage solutions. These initiatives reflect Planhotel's long-term vision of achieving carbon neutrality while delivering a world-class hospitality experience in harmony with the environment.



Energy consumption is **monitored monthly** which enables us to identify patterns of high usage.



20%

Sandies Bathala's energy is supplied by solar power

WATER

Water is a vital resource for both hospitality operations and the wellbeing of the communities and ecosystems in which we operate. At Planhotel, we recognise our responsibility to manage water sustainably, minimising consumption and safeguarding water quality across all our properties. Our approach focuses on efficient usage, guest awareness, and where possible infrastructure improvements. In line with our broader environmental objectives, Planhotel has set a target to reduce overall water consumption by 10% by the end of 2030.

All our resorts actively monitor and measure their water use on a monthly basis, ensuring consistent tracking toward this goal. This commitment reflects our ongoing effort to align operational excellence with environmental stewardship, contributing to long-term water security in the regions we serve.

WATER DESALINATION

All Diamonds and Sandies resorts operate on-site Reverse Osmosis (RO) plants that desalinate water from wells, boreholes, or directly from the Indian Ocean. This technology purifies water by filtering out salts, minerals, and bacteria, ensuring a safe and reliable source of drinking water for both guests and staff. By producing water on-site, the resorts significantly reduce dependence on imported bottled water, contributing to both environmental and operational sustainability. Each system is carefully maintained, with routine inspections and membrane replacement to guarantee consistent performance.

Around half of our properties also feature dedicated bottling plants. Here, the RO water undergoes advanced treatment for maximum safety and quality, including UV sterilisation, activated carbon filtration, and remineralisation to restore essential minerals and improve taste. Guests can enjoy still or sparkling water, bottled and cooled directly on-site, providing both refreshment and choice while avoiding single-use plastic bottles.

Looking ahead, we plan to increase the number of resorts with bottling facilities by 2025. Expanding this initiative further reduces our carbon footprint and reinforces our commitment to sustainable resource management, while offering guests high-quality water that reflects our dedication to both comfort and care for the environment.

RAINWATER HARVESTING

As part of our commitment to sustainable water management, 30% of our resorts have implemented rainwater harvesting systems. These systems efficiently capture and filter rainwater, which is then stored in reservoirs. The water is primarily used for non-potable applications like irrigation and cleaning, reducing our reliance on municipal supplies. This initiative provides substantial water savings, particularly in regions with limited freshwater resources. It also reduces our environmental footprint by lowering the energy consumption associated with water treatment. Beyond environmental benefits, it strengthens our resorts' resilience to climate variability and supports our overarching sustainability goals. By thoughtfully managing water resources, we positively contribute to the communities where we operate and reinforce our role as environmental stewards.



50% of our resorts have bottling plants.



All Diamonds and Sandies resorts
are equipped with on-site Reverse Osmosis plants
to desalinate water sourced from wells,
boreholes, or directly from the

Indian Ocean.

WASTE

We are deeply committed to responsible waste management, which is crucial given our operations in sensitive ecosystems. Our approach focuses on minimising waste at the source through smarter procurement and optimised processes. We also improve recycling and waste segregation to maximise material recovery and reduce landfill waste. We are engaging employees, guests, and partners to promote a circular economy. A key part of this is significantly reducing plastic use, replacing single-use plastics with sustainable alternatives. To further this, we are installing bottling plants at all our remaining resorts to eliminate the need for disposable plastic bottles. Another critical focus is addressing food waste.

We are introducing composting machines and grinding systems at all properties to transform organic waste into nutrient-rich compost, which supports local ecosystems and reduces greenhouse gas emissions. Every property rigorously implements waste separation, recycling, and reuse programs to maximise resource recovery. We are training our teams and engaging guests to embed these practices into daily routines. By 2030, our goal is to reduce greenhouse gas emissions from energy, water, and waste by 10%.



Reduce GHG
emission of waste
by **10%**
by the end of 2030.

MARINE CONSERVATION

Our connection to the ocean is at the heart of who we are. Operating in some of the world's most ecologically sensitive coastal and island environments, we are aware of our responsibility to protect and restore the marine ecosystems that surround our resorts. From coral restoration and turtle conservation to marine research and education, our initiatives are designed to safeguard biodiversity, promote ocean health, and inspire sustainable tourism. Through close collaboration with marine biologists, conservation partners, and our guests, we are committed to preserving the beauty and vitality of our oceans for future generations.

MaRHE MARINE LABS

Since 2009, the University of Milano-Bicocca has had a presence in the Maldives. Now, through a partnership with Planhotel, we are proud to promote scientific research at our ananea Diamonds Athuruga, Diamonds Thudufushi, and Sandies Bathala resorts to protect the fragile Maldivian reefs.

Our collaboration with the university began in 2016, with a focus on marine research. Since then, we have supported PhD students whose work has resulted in internationally published articles and conference presentations, making us one of the few resorts with a regular scientific output, and our publications can be viewed on the Google Scholar profiles of the lead researchers Dr. Inga Dehnert and Dr. Luca Saponari.

Today, each of our three resorts has a modern Marine Lab with a permanent marine biologist and an intern from the University of Milano-Bicocca. The researchers actively collect data on the coral reef ecosystem, focusing on coral conservation and restoration. Their work includes projects on reef monitoring, shark behaviour studies, and identifying whale sharks and turtles.

The main goal of our marine labs is to bridge the gap between scientific research and our guests. We invite guests to participate in our citizen science projects, go snorkelling with our team, attend marine biology informative evenings, and learn about coral reef conservation through workshops and virtual reality sessions. Guests can also sponsor a coral frame or coral cookie to help with restoration efforts and receive updates on its growth.



LIVE CORAL COVER INCREASE FROM 2023 TO 2024



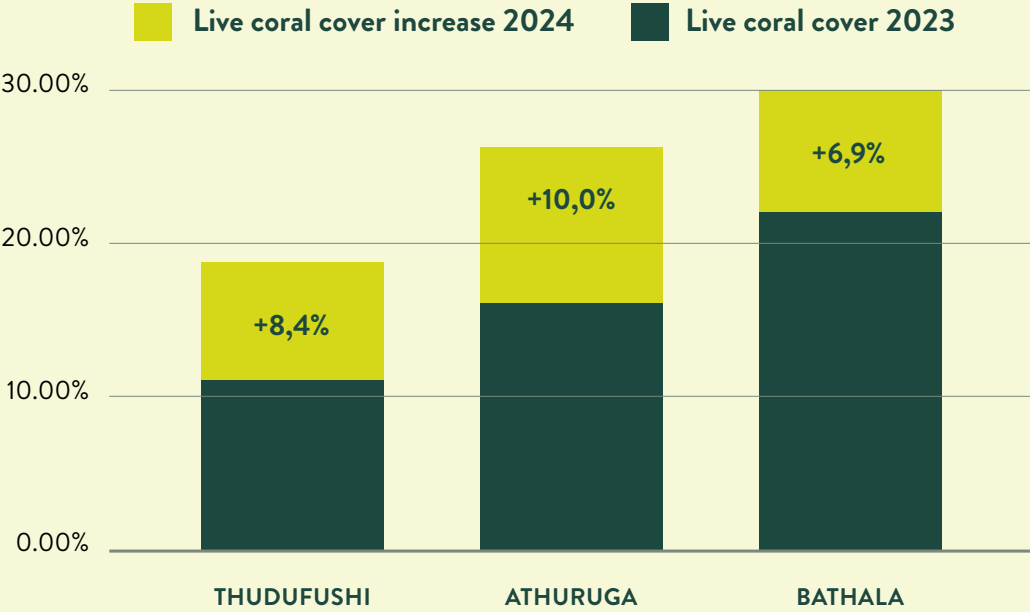
REEF STARS



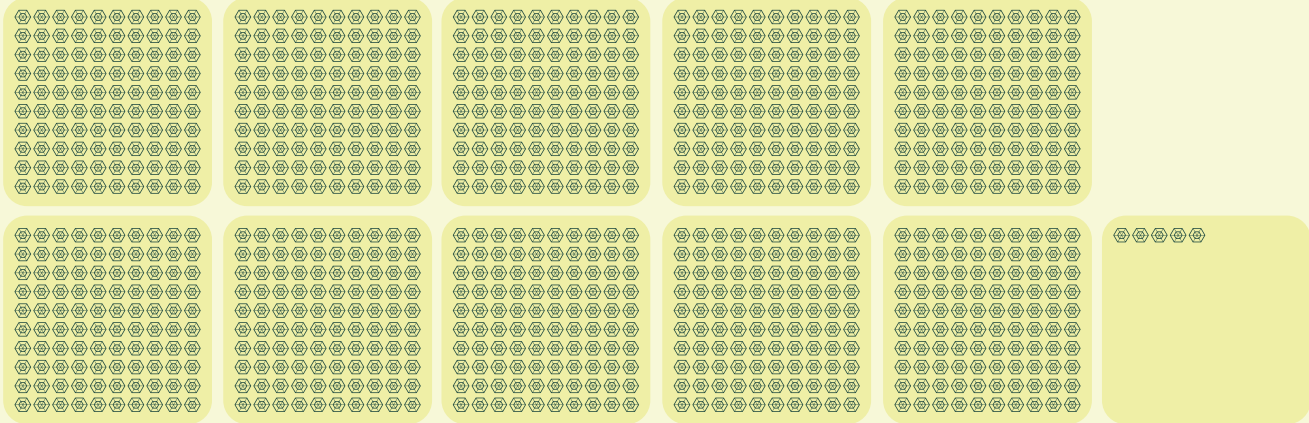
CORAL COOKIES



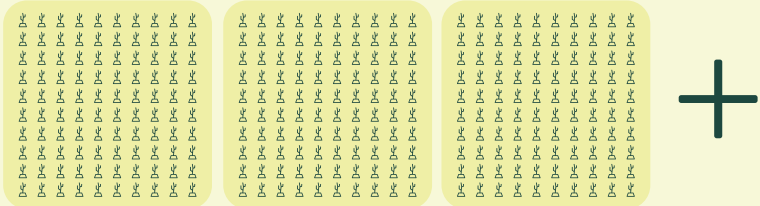
CORAL FRAGMENTS



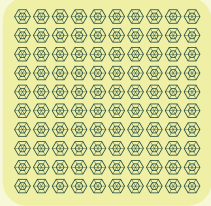
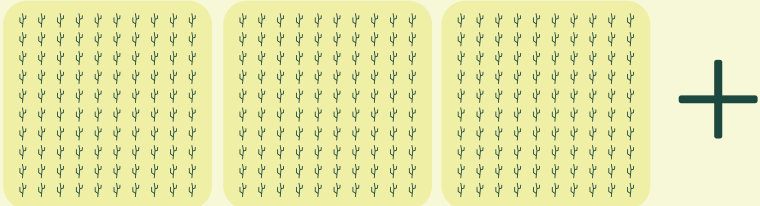
THUDUFUSHI 1005 REEF STARS PLANTED IN 2024



ATHURUGA 300+ CORAL COOKIES TRANSPLANTED IN 2024

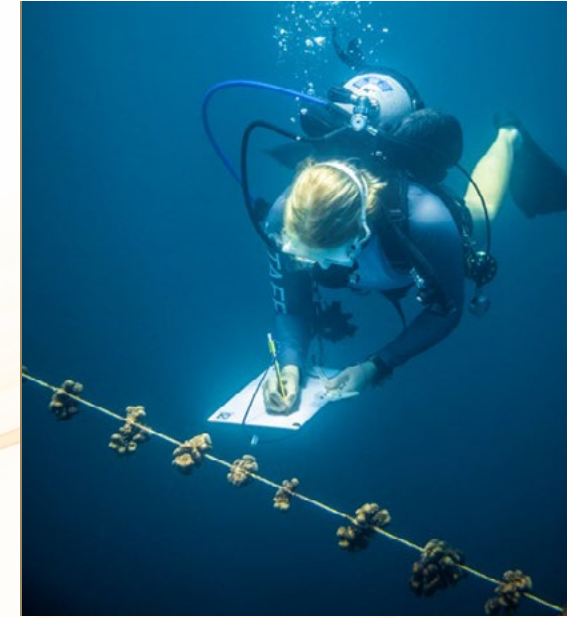


BATHALA +300 CORAL FRAGMENTS GROWING IN THE NURSERY IN 2024 AND 100 PLANTED REEF STARS



CORAL GARDENING

Our commitment to sustainability extends beyond the land to the precious marine ecosystems that surround our resort destinations. Coral reefs, often referred to as the “rainforests of the sea,” play a crucial role in maintaining marine biodiversity, supporting coastal protection, and providing livelihoods for millions of people. Unfortunately, coral reefs worldwide face significant threats due to climate change, ocean acidification, overfishing, and pollution. Coral gardening is a key element of Planhotel’s marine conservation efforts, especially in our resorts across the Maldives. This technique involves cultivating coral fragments in underwater nurseries and later transplanting them onto damaged reef areas to support regeneration and biodiversity. Broken coral fragments will not survive on their own, by collecting and placing them in our nurseries, they are taken care of by the marine biologists, until they are big and strong enough to be planted back onto the reef. All our Maldivian properties implement coral gardening initiatives; the reef surrounding Diamonds Athuruga has shown significant recovery, with coral cover increasing by 10% between 2023 and 2024, a testament to the effectiveness of our restoration efforts. These programs not only help rehabilitate marine ecosystems but also raise awareness among guests and staff about the importance of protecting coral reefs in the face of climate change and human impact.



Diamonds Athuruga
has shown significant
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increasing by **10%**
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2023 and 2024

THE BIG BUILD MALDIVES

The Maldives are a unique and extremely charming place, in particular because of one of the protagonists of its ocean, the coral. It is mainly thanks to this fundamental component of the oceans if guests of our resort can enjoy the incredible beauty of the reef.

Its vital importance to the reef's life is the reason why Diamonds & Sandies resorts in the Maldives decided to promote a big coral conservation project. The project's main objective is to preserve the coral reefs and to create and encourage a responsible kind of tourism. In 2023, Diamonds Thudufushi partnered with Mars Incorporated to launch its large-scale coral restoration journey, beginning with an intensive training session led by the Mars team for the resort's resident marine biologists. During the initial phase, 203 reef stars were installed and over 3,000 coral fragments embedded on the house reef, achieving a remarkable 99% coral survival rate. Guests were invited to witness and participate in the process, fostering awareness and engagement. Building on Thudufushi's success, reef restoration efforts have also expanded to Sandies Bathala, where in September 2024, Sandies Bathala team launched the new "Bathastar" project placing the first 100 reef stars on the reef flat in front of the pool. Over three days, the team and guests came together to attach approximately 1500 coral fragments to the reef stars which were then placed and anchored on the reef by the marine biologists.

In October 2024, Diamonds Thudufushi, in partnership with Mars Incorporated, launched Maldives' largest coral restoration project: The Big Build Maldives. This bold reef restoration project planted over 1,000 reef stars and 15,000+ corals to revive the island's reef ecosystem. Using the innovative Mars Assisted Reef Restoration System (MARRS), coral fragments were attached to hexagonal metal frames and placed on degraded reef areas. This large-scale effort was powered by a passionate team of

marine biologists from all three islands, Mars experts, resort team, volunteers, and guests, united by a shared mission: to help coral reefs recover from climate-related bleaching.

As ocean temperatures rise, coral reefs face unprecedented threats. But through collective action, hope remains. The Big Build Maldives is proof that meaningful change is possible with vision, collaboration, and a commitment to the future of our oceans. We will keep adding to the build with the help of our guests, who can adopt a reef star and thereby create new reefs and great memories.

During the initial phase,
203 reef stars
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achieving a remarkable **99%**
coral survival rate.



15,000+

corals were used in Diamonds Thudufushi to revive the island's reef ecosystem

DIANI TURTLE WATCH

At Diamonds Leisure Beach & Golf Resort, we are proud to partner with Diani Turtle Watch, an acclaimed initiative dedicated to the protection and conservation of endangered sea turtles along the Diani coastline. As part of this collaboration, the resort has established multiple accredited turtle hatchery stations on its beachfront, where turtle nests are safely relocated and monitored to ensure optimal hatching conditions. These protected sites provide a secure environment for turtle eggs, allowing hatchlings to emerge naturally between 55 and 75 days after relocation.

Diani Turtle Watch plays a vital role in marine conservation, engaging local communities, resort team members, and guests in efforts to monitor nesting activity, protect habitats, and raise awareness about the threats faced by sea turtles. Through educational outreach and active nest protection, the program encourages sustainable practices and fosters a deeper understanding of the importance of preserving marine biodiversity.

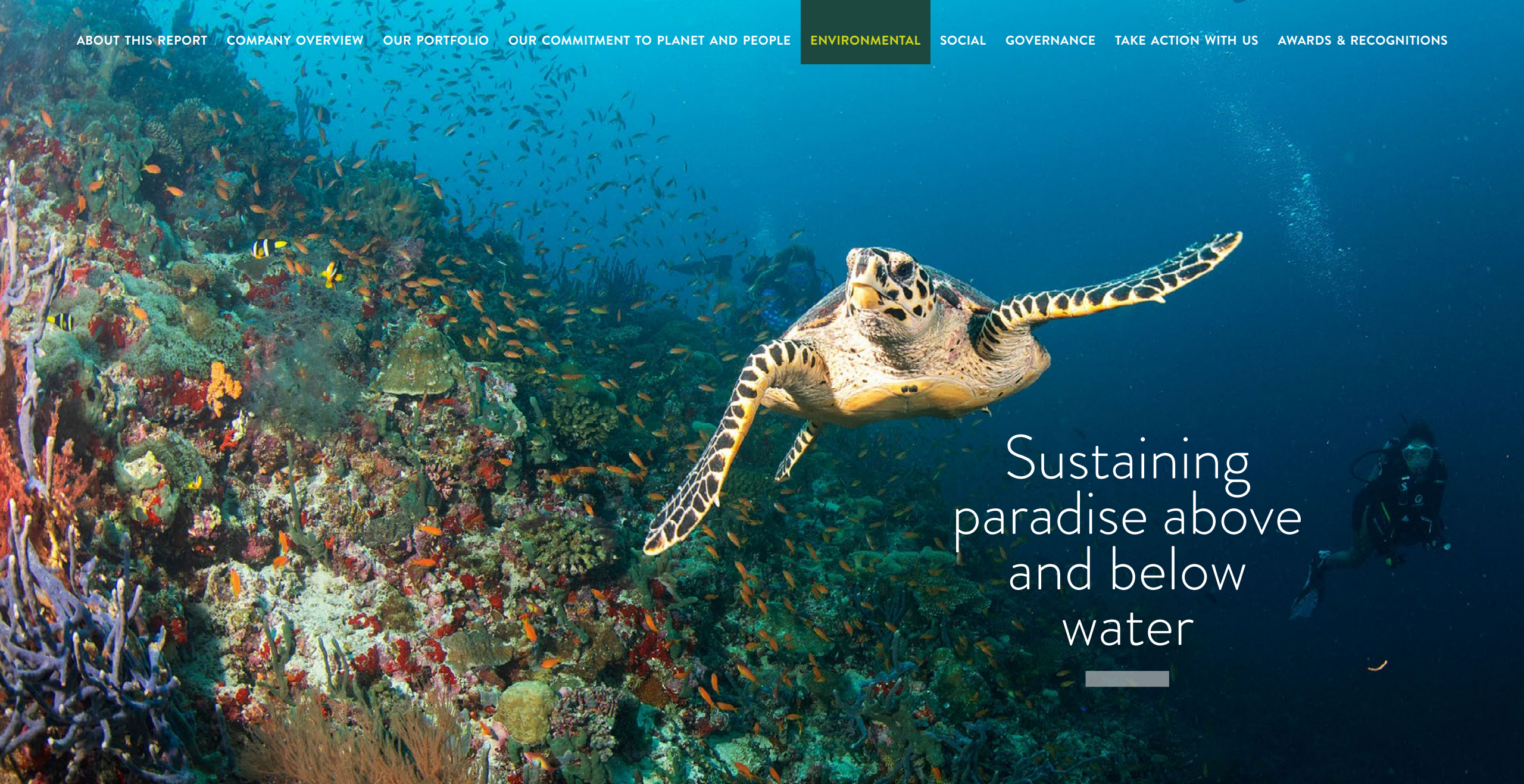
This successful partnership was nationally recognised in the 2024 EcoWarrior Awards, where Diani Turtle Watch received a Certificate of Recognition for demonstrating leadership in the conservation of aquatic life. We are proud to contribute to this shared mission, helping to ensure a safe future for sea turtles while offering guests the chance to witness and support this remarkable journey of life by the sea.



This successful partnership was nationally recognised in the 2024

EcoWarrior Awards,

where Diani Turtle Watch received a Certificate of Recognition for demonstrating leadership in the conservation of aquatic life.



Sustaining
paradise above
and below
water

BIODIVERSITY ON LAND

At Planhotel, we recognise that our operations are intrinsically linked to the delicate terrestrial ecosystems surrounding our properties. We are dedicated to being stewards of these environments, actively working to protect and restore the rich biodiversity that thrives there. Our strategy focuses on minimising our footprint, restoring degraded areas, and supporting the diverse flora and fauna that call these places home. This chapter outlines our ongoing efforts to protect and enhance the biodiversity that enriches both our resorts and the planet.



MONTHLY BEACH CLEANING INITIATIVE

We are committed to sustainability by actively engaging with our environment and local communities through our monthly beach cleaning program. In Kenya and Zanzibar, our team members, guests, and local partners, including schools and environmental NGOs, work together to clean beaches. We also collaborate with the Kenya Wildlife Service (KWS), providing them with supplies and participating in their campaigns to protect the marine environment.

In the Maldives, where uninhabited islands are vulnerable to ocean-borne waste, our teams travel to nearby islands for cleanups, collecting plastics and debris. These excursions provide a firsthand understanding of marine pollution.

Our beach cleaning days have a dual purpose: they make an immediate positive environmental impact and cultivate long-term awareness through community education and guest participation. By fostering environmental stewardship, these monthly events reinforce our vision for sustainable hospitality, which protects the ecosystems we depend on and empowers people to be part of the solution.

In 2024, we collected
and properly disposed
of **1,500+kg**
of waste across all properties.





Conservation, animal welfare
and education of primates in their habitat.

COLOBUS CONSERVATION

Diamonds Leisure Beach & Golf Resort is proud to collaborate with the Colobus Conservation Centre, a renowned organisation based in Diani Beach, dedicated to the protection and preservation of the Angolan black-and-white colobus monkey (*Colobus angolensis palliatus*). This endangered primate species is native to the coastal forests of Kenya and plays a vital ecological role in maintaining forest health and biodiversity.

The Colobus Trust educates guests about Colobus Conservation from the Hotel Colobus Conservation education centre. Diani Beach is home to the Angolan Black and white Colobus Monkey and the center serves as a hub for environmental awareness and primate welfare. As part of our partnership, the resort actively encourages guests to visit the Centre, where they can engage with expert educators, view rescued monkeys, and learn about the conservation challenges facing colobus populations. The Centre offers insights into the monkeys' behaviours, diets, and their symbiotic relationship with the forest ecosystem.

The Colobus Conservation Centre undertakes a range of critical activities including rescue and rehabilitation of injured and orphaned primates, habitat protection, and scientific research. It also works closely with local communities to mitigate human-wildlife conflict and promote sustainable land use that preserves natural habitats.

By supporting this initiative, Diamonds Leisure Beach & Golf Resort contributes to long-term biodiversity protection in the region. The collaboration not only enhances guests' understanding of Kenya's rich wildlife heritage but also empowers them to be part of the broader effort to safeguard the future of one of Africa's most charismatic and endangered monkeys.



The Angolan black and white **Colobus Monkey**
the Colobus Trust educates guests about Colobus Conservation from the
Resort's Colobus Conservation education centre.

ORGANIC CHEF GARDENS

At the heart of our resorts, the Chef Gardens embody our commitment to sustainability, culinary excellence, and community engagement. These organic gardens supply our kitchens with a variety of fresh fruits, vegetables, and herbs, all grown on-site using chemical-free, environmentally responsible practices. By cultivating our own produce, we reduce our carbon footprint, ensure ingredient transparency, and deliver peak freshness from garden to plate. For our chefs, the gardens are a source of creativity and joy, allowing them to hand-pick ingredients daily and collaborate closely with our gardening teams. Guests are invited to explore these lush spaces through guided tours that highlight the nutritional value of our crops and the principles of sustainable farming. Visitors can even participate in harvesting, gaining a meaningful, hands-on connection to the food they enjoy. Beyond enriching the guest experience, the gardens also play a vital role in our environmental mission: several kilograms of kitchen waste are composted daily to nourish the soil, and any surplus produce is donated to local community kitchens. This initiative not only reduces waste and supports food security but also creates job opportunities for local residents. More than just a food source, the Chef Gardens are a living example of how responsible tourism can positively impact both people and the planet, turning every meal into a celebration of nature, care, and community.

These **organic** gardens
supply our kitchens with a variety
of fresh ingredients.



PLANT NURSERIES

Across several of our Planhotel resorts, dedicated plant nurseries play a key role in promoting ecological balance and sustainable landscaping. These nurseries are carefully managed by our experienced gardeners, who cultivate seedlings into strong, mature trees and plants that are later used to enhance the green spaces within and around our properties.

The focus is on growing a wide variety of native and indigenous plant species, ensuring that the flora is in harmony with the local environment. By prioritising indigenous vegetation, we not only support the region's natural biodiversity but also help maintain the delicate relationships between local plant and animal species. This approach reduces the risk of introducing invasive plants and ensures that our resorts blend seamlessly into the surrounding ecosystem.

Our plant nurseries also contribute to habitat restoration efforts, especially in areas where natural vegetation has been lost due to development or environmental degradation. Through consistent replanting initiatives, we help rehabilitate local landscapes and improve resilience against erosion and climate-related challenges.

Beyond their ecological benefits, the nurseries support the aesthetic enhancement of our properties, creating lush, welcoming environments for guests while fostering a deeper connection with nature. This initiative exemplifies our commitment to sustainability, showing how thoughtful landscaping and biodiversity conservation can go hand in hand to protect the beauty and health of the destinations we call home.



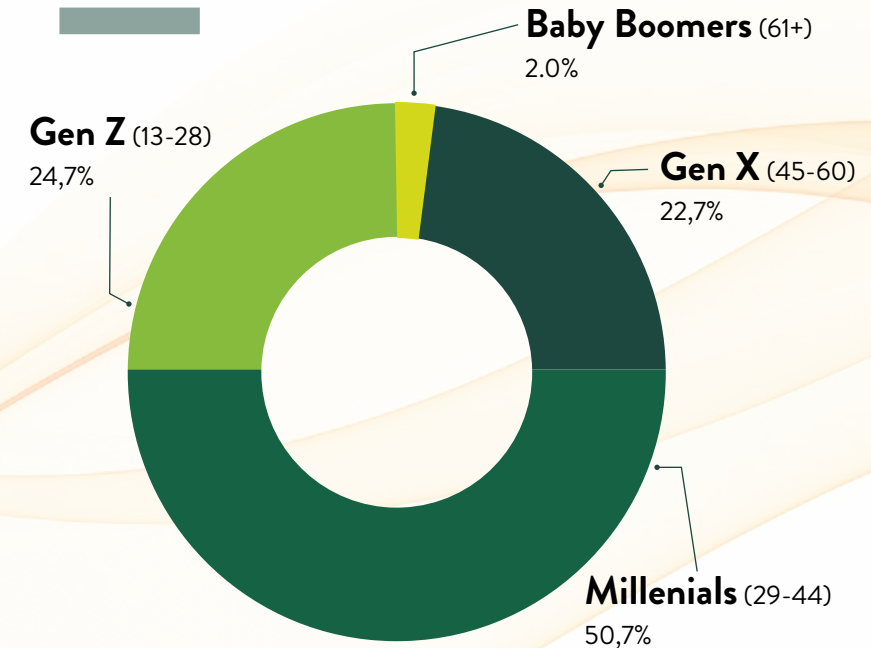
Planted **250+** trees in 2024.

SOCIAL

Our commitment to sustainability extends beyond environmental stewardship to include the social well-being of the people and communities we interact with. As a company deeply rooted in the culturally rich and diverse regions of the Indian Ocean, we understand that our success is intrinsically linked to the prosperity and resilience of the local communities we serve. At the heart of our operations are the people: our employees, guests, and local partners. We believe in creating an inclusive and supportive work environment where our team members are empowered, trained, and given opportunities to grow. Diversity and inclusion are central to our ethos, and we are committed to fostering an atmosphere of respect, equal opportunity, and cultural exchange. Our social responsibility strategy is built on three key pillars: community engagement, employee well-being, and cultural preservation. We are dedicated to creating

lasting positive impact by fostering economic development, supporting education and health initiatives, and empowering local businesses. By prioritising local hiring and sourcing, we contribute directly to the economic growth and social fabric of the communities where our properties operate. Through collaboration with our stakeholders, we strive to create a thriving ecosystem that promotes social equity, cultural richness, and shared prosperity, ensuring that our presence benefits not just our guests, but the people and places that make our destinations unique. In this section, we will highlight the initiatives that drive our social impact, from employee development programs and community outreach projects to partnerships that promote local culture, heritage, and the arts. We will also share the success stories of the individuals and communities who have benefited from our programs and outline our ongoing efforts to ensure that our social footprint is as positive and meaningful as our environmental efforts.

OUR TEAM'S GENERATIONAL PROFILE





OUR PEOPLE

At the heart of everything we do are our people: their passion, professionalism, and purpose are the driving forces behind the exceptional guest experiences we offer and the sustainability goals we pursue. We firmly believe that our team members are not just employees, they are ambassadors of our values and essential partners in our journey toward responsible hospitality, along with our collective pursuit of becoming the best version of ourselves.

We are committed to fostering a workplace culture rooted in fairness, respect, and opportunity. From entry-level roles to leadership, every team member is offered equal access to employment, training, and career advancement, regardless of background, gender, or any protected characteristic.

Diversity and inclusion are not just guiding principles, they are part of our identity and part of how we grow, evolve, and strive for personal and professional excellence.

Our commitment to human rights underpins every aspect of our operations. We uphold ethical labor practices, promote the dignity and safety of every individual, and work to protect the rights of minorities and vulnerable groups. Discrimination prevention and awareness training are regularly conducted to ensure a respectful and inclusive environment, one that supports our continuous growth as individuals and as a team.

We prioritise fair compensation and competitive benefits, a safe, healthy, and supportive workplace, continuous professional development and recognition, open and transparent communication, compliance with all relevant labour laws and

ethical standards. These pillars enable our people not only to succeed, but to pursue their full potential.

We also invest in nurturing local talent and creating opportunities that empower individuals and uplift communities. Through training, mentorship, and engagement, we build resilient teams that reflect the regions in which we operate and embody a shared commitment to becoming our best selves, both personally and collectively.

Ultimately, our people are the foundation of our sustainability success. Their voices, experiences, and contributions shape our culture and drive meaningful change across our hotels, offices, and destinations. Together, we are building a workplace, and a world, where everyone can thrive, and where striving to be the best version of ourselves is part of who we are.



OUR COMMUNITIES

We strongly believe in the power of community and are dedicated to creating a meaningful and lasting impact in the regions where we operate. We see ourselves not just as hospitality providers, but as active partners in the social, cultural, and economic development of our host communities. Our commitment extends beyond our resorts to include support for local businesses, education, skills development, and cultural preservation. Our approach begins with active engagement, listening to local residents, organisations, and businesses to understand their needs and collaborate on shared goals. We prioritise local sourcing, foster employment opportunities, and invest in training programs that empower individuals to grow within our organisation or pursue broader opportunities. Through structured volunteering, donations, and community development projects, we address local challenges and promote social welfare.

Cultural heritage is central to our operations, and we honour the identity of each destination by integrating traditional crafts, performances, and authentic experiences into our guest offerings. At the same time, our commitment to environmental stewardship ensures that our initiatives are sustainable and beneficial in the long term.

Through open communication, transparency, and responsible action, we strive to build relationships founded on trust, mutual respect, and a shared vision for a better future. Together with our communities, we are working to create lasting value and resilience for today and for generations to come.



EMPOWERING YOUTH AND SUPPORTING EDUCATION IN MALINDI

In Malindi, Kenya, Planhotel is deeply committed to empowering the next generation and uplifting the community through education, skills development, environmental stewardship, and active engagement. One of our key initiatives is a vocational training program designed to provide practical experience to local youth. At Diamonds Malindi, we regularly welcome students from the nearby hospitality school to complete their internships across various departments, including front office, food and beverage, housekeeping, and kitchen operations. These training placements offer students their first exposure to real-world hospitality, equipping them with critical professional skills. Many of these young trainees go on to secure permanent employment, either within Planhotel or at other resorts in Kenya and beyond.

In addition to hands-on training, Planhotel supports academic advancement through scholarships that broaden access to quality education. Since 2019, we have partnered with the Progress Welfare Association of Malindi (PWAM) to provide full scholarships for deserving local students to pursue higher education at the European Business University (EBU). To date, Diamonds Malindi has supported the educational journeys of 50 community students. This initiative not only opens doors to international academic and career opportunities but also fosters long-term empowerment and social mobility. Our partnership with PWAM also extends to environmental action. Together, we organise a monthly clean-up exercise on the first Saturday of each month, reflecting our shared commitment to maintaining a clean and healthy environment in the local community. Furthering this environmental mission, Diamonds Malindi launched a marketing initiative featuring a renowned Kenyan marathon runner, organising a beachside marathon to promote environmental consciousness. The event highlighted the natural beauty of our coastline while emphasising the importance of preserving it.



SECONDARY EDUCATION AND SUSTAINABILITY IN DIANI

As part of its long-term commitment to social responsibility and community development, the owner of Diamonds Leisure Beach and Golf Resort in Diani, Kenya has established the Rondwe Jalaram Girls Secondary School, a transformative initiative aimed at providing quality education and life-changing opportunities to girls from underprivileged backgrounds. Built on the grounds of the resort's golf course, the school reflects a strong belief in education as a catalyst for empowerment and equality.

Rondwe Jalaram is a full-board institution, offering not only academic instruction but also accommodation and daily meals to its students, many of whom come from neighboring villages where access to secondary education is often limited or financially unattainable. By removing economic and logistical barriers, the school ensures that girls can focus on their studies in a safe, supportive environment.

Beyond the classroom, the curriculum is enriched with environmental education, encouraging students to participate in conservation activities and adopt sustainable practices from a young age. A standout element of this approach is the greenhouse program, which equips students with hands-on knowledge about sustainable agriculture, food production, and resource management. This initiative fosters food security and builds a sense of self-reliance, while simultaneously preparing young women to take on leadership roles in sustainability and rural development.

The close relationship between the school and Diamonds Leisure Beach is ongoing and dynamic. The resort regularly donates essential items such as furniture (couches, chairs,...), technical supplies (computers, keyboards,...) and stationeries (pens, notebooks,...)

supporting both the comfort and learning environment of the school. In addition, the hotel ensures a continuous supply of clean water and contributes food donations, reinforcing the bond between hospitality and community welfare.

Through this meaningful project, Planhotel not only supports education and gender equality but also nurtures a generation of environmentally conscious leaders, creating lasting impact within the community and beyond.



WATER SUPPLY FOR NUNGWI SCHOOL

Access to clean water and proper sanitation is essential for children's health, dignity, and ability to learn. At Sandies Baobab Beach, in Nungwi, Zanzibar we are committed to supporting the well-being of students at Nungwi School through our "WASH!" project, an initiative focused on improving water, sanitation, and hygiene standards.

Recognising that the lack of adequate sanitation facilities was affecting the students' daily lives and learning environment, the resort took concrete steps to provide reliable access to clean water. We installed a 3,000-litre fresh water tank on the school grounds, which we now fill twice a week to ensure a continuous supply. Our support extends beyond infrastructure. We incentivise educational programs focused on personal hygiene and sanitation, empowering students with the knowledge and habits needed to stay healthy. Furthermore, whenever the school requires essential supplies (from computers and stationery to furniture) we provide financial assistance to meet their needs, helping to create a safer and more supportive learning environment.

Through this initiative, Sandies Baobab Beach is proud to contribute to the health, dignity, and future potential of the children of Nungwi.

Diamonds Leisure Beach
a continuous supply of clean **water**
and contributes food donations.

COMMUNITY PARTNERSHIP IN KIWENGA

At Diamonds Mapenzi Beach in Zanzibar, Planhotel Hospitality Group proudly collaborates with a local collective of women, known as the *Mamas Group*, to foster cultural exchange and support community livelihoods. Every Wednesday, the Mamas visit the resort to lead immersive workshops for guests, showcasing their expertise in seaweed-based beauty products such as soaps, creams, and scrubs. These natural products are handmade using sustainably harvested seaweed from Zanzibar's shores, combining traditional knowledge with eco-conscious practices. Guests are invited to learn about the production process, test the products, and purchase them directly, providing the women with a valuable and dignified income stream.

Beyond the beauty workshops, the experience extends to the kitchen, where the Mamas host traditional Zanzibari cooking classes. Together with guests, they prepare and share local dishes, turning the activity into a warm, communal exchange of culture and stories. Through this initiative, Planhotel not only enriches the guest experience with authentic, hands-on cultural engagement but also actively supports women's economic empowerment, sustainable resource use, and the preservation of Zanzibar's rich culinary and artisanal heritage.

Enriching guests

with local culture while empowering women and their traditions.



Planhotel supports community livelihoods.



ENGAGING NEIGHBOURING ISLANDS IN THE MALDIVES

In the Maldives, community involvement is proving essential for effective conservation. The “Playing with Corals” project, a collaboration between MaRHE and Inter Milan’s Inter Campus, combines marine education with sports. This program trains local children and coaches, empowering them with both ecological knowledge and physical activity. After land-based training with donated reef stars, participants confidently planted their first stars in the water, gaining hands-on restoration experience.

In a similar effort to strengthen island partnerships, Sandies Bathala hosted students from Ukulhas School for a “Marine Life Sustainability Challenge.” The day included quizzes, a resort tour to highlight sustainable operations, and a hands-on activity where students deployed 10 new reef stars and snorkeled at the restoration site.

These programs make an immediate impact, inspiring students to consider marine science careers and become ocean advocates. By engaging communities creatively, we help ensure a brighter future for the Maldivian marine environment, one coral and one child at a time.

Fostering a new generation
of ocean advocates through hands-on
education, community partnerships,
and a shared commitment to marine
conservation.



SUPPLY CHAIN MANAGEMENT

Fostering a sustainable supply chain is essential for environmental stewardship, human rights, and community empowerment. Our approach goes beyond simple procurement, focusing on ethical sourcing and collaborating with local partners to create shared value. We ensure our suppliers uphold fair labor practices and safe working conditions. Through partnerships with local NGOs and community leaders, we develop initiatives that address both ecological conservation and social well-being. By embedding sustainability and ethics throughout our supply chain, we aim to set a benchmark for responsible hospitality that respects people and the planet.

SUSTAINABLE FOOD PROCUREMENT

We prioritise local, seasonal, and sustainable ingredients as part of our commitment to responsible food sourcing. We source fresh fish directly from local fishermen using sustainable methods and get roughly 75% of our food locally, including fruits and vegetables from nearby communities.

Our on-site organic gardens provide fresh herbs and produce, connecting guests and staff to the food-growing process. By prioritising local and natural products, we reduce transportation emissions and enhance the authenticity of our cuisine. Looking ahead, we aim to reduce high-emission food purchasing by 5% by the end of 2028, focusing on ingredients like meat, dairy, and imported goods.

Through partnerships with local NGOs and community leaders, we develop initiatives that address both ecological conservation and social well-being.

SUSTAINABLE DESIGN

The properties have been designed to reflect the rich culture and artistry of their regions. Wherever possible, we use locally produced, sustainably sourced furniture and incorporate traditional design elements like Makuti roofs and local artworks.

Beyond design, we prioritise sustainability by championing a circular economy. Our skilled team repairs and repurposes broken or worn items, giving them new life and reducing waste. By embracing local craftsmanship and in-house repairs, we support local artisans and create beautiful, sustainably managed spaces.

ETHICAL SOURCING AND STAKEHOLDER ENGAGEMENT

Our commitment to a sustainable and ethical supply chain is guided by our sustainable procurement policy and a human rights statement. We strive to work with suppliers who adhere to standards of fair labor, non-discrimination, and safe working conditions. We also seek out certified suppliers who share our dedication to environmental stewardship and human rights.

Stakeholder engagement is central to our approach. We collaborate with local communities, NGOs, and environmental organisations to ensure our supply chain addresses both ecological conservation and social well-being. These partnerships are designed to proactively manage risks and build long-term resilience. By integrating sustainability and ethics into every layer of our supply chain, we aim to create shared value for both people and the planet.





HUMAN RIGHTS AND SAFEGUARDING CHILDREN

Respect for human dignity and protection from harm are fundamental values that underpin our sustainability commitments. Safeguarding the rights of all individuals, especially vulnerable groups such as children, is not only a moral obligation but an essential part of our corporate ethos. Our zero-tolerance approach to exploitation, abuse, discrimination, and unsafe practices reflects our dedication to creating inclusive, respectful environments where all people can feel safe, valued, and empowered. This commitment is embedded in our operations and culture, supporting our vision of a responsible and sustainable hospitality industry.

UPHOLDING HUMAN RIGHTS ACROSS OUR VALUE CHAIN

We are aligned with international human rights frameworks, including the UN Guiding Principles on Business and Human Rights. Human trafficking, forced labor, harassment, and exploitation are strictly prohibited across all areas of our business. Where violations are identified (whether by suppliers, contractors, or partners) we act immediately to terminate the relationship and notify relevant authorities. To reinforce this stance, we conduct thorough due diligence within our supply chains, provide regular employee training on human rights awareness, and maintain accessible reporting mechanisms. Our teams are trained and empowered to respond to any concerns, ensuring that ethical practices are consistently upheld throughout our operations.

SAFEGUARDING CHILDREN AND PROMOTING A CULTURE OF ACCOUNTABILITY

The protection of children and young people is a central pillar of our social responsibility. We are committed to ensuring their safety, dignity, and rights, whether they are guests, community members, or are otherwise impacted by our operations.

Our child safeguarding framework includes clear policies, mandatory training, and robust procedures for identifying and responding to abuse or exploitation. We strive to build a culture of prevention and accountability, working with local stakeholders, NGOs, and authorities to embed human rights and child protection into our practices. These efforts reinforce our role as a responsible and ethical hospitality provider.



GOVERNANCE

Strong governance is the foundation of Planhotel's commitment to ethical, transparent, and responsible business practices. This chapter outlines the structures, policies, and oversight mechanisms that guide our decision-making, ensure compliance, and align our operations with our sustainability goals. Through clear accountability and leadership, we strive to uphold the highest standards of corporate integrity and long-term value creation.

COMPLIANCE & ETHICAL BUSINESS PRACTICES

Strong ethics and legal compliance are the cornerstones of our responsible business. Upholding integrity in all our operations is essential for maintaining the trust of guests, employees, and communities. We foster a culture of accountability and transparency, guided by a Code of Conduct that covers ethical behavior, anti-corruption, and human rights.

We provide regular training to ensure our teams understand these principles. Legal compliance is fundamental; we adhere to all local, national, and international laws, actively staying informed about evolving regulations. This proactive approach ensures we operate with confidence and transparency. Our commitment extends to our supply chain, as we work with partners who share our values on fair labor and environmental stewardship. We continually review and refine our policies to reflect global best practices, ensuring our pursuit of growth is always guided by integrity.

POLICIES & PROCEDURES

The company's sustainable growth is built on clearly defined policies and procedures that ensure consistency and accountability. These frameworks translate our values into daily practice, aligning our operations with our long-term ESG goals.

Our policies are based on transparency and continuous improvement, covering environmental stewardship, employee rights, guest safety, and community engagement. Senior management approves these policies, and their implementation is led by department heads and sustainability

coordinators, ensuring shared responsibility.

We have a comprehensive set of policies, including:

- Environmental Policy to reduce our ecological footprint.
- Health and Safety Policy to protect guests and team members.
- PCTM Policy for fair recruitment and labor rights.
- Procurement Policy to champion ethical sourcing.
- Data Protection Policy to ensure compliance with privacy standards.

Effective communication and ongoing training are essential to policy implementation, reinforcing a culture of awareness and responsibility across all teams.

ANTI CORRUPTION & BRIBERY

We are firmly committed to operating with the highest standards of integrity and transparency, with a zero-tolerance approach to corruption and bribery. We uphold honesty, fairness, and accountability in all our interactions.

Our Anti-Corruption and Bribery Policy is a cornerstone of our ethical framework, aligning our operations with international standards. The policy strictly prohibits all forms of bribery and improper payments, as well as undisclosed conflicts of interest. These rules apply to all employees, contractors, and suppliers, fostering a culture of integrity.

We implement robust preventative measures, including due diligence on partners and suppliers, contractual anti-bribery clauses, and internal audits. Our ongoing training program equips employees to identify and report unethical behaviour. We regularly review and strengthen our policies to reflect emerging risks and changes in global legislation.

TRAVELIFE CERTIFICATION

At Planhotel, we are proud to have achieved the Travelife Gold Certification in over 75% of our properties; a milestone that reflects our deep-rooted commitment to responsible tourism, environmental protection, and social responsibility. Travelife is one of the leading international sustainability certification schemes for the travel and hospitality industry, respected for its rigorous standards and practical approach to sustainable hotel management, as well as its GSTC-recongised status.

WHAT IS TRAVELIFE

Travelife provides a comprehensive framework that helps hotels improve their environmental, social, and economic impact. Its criteria cover a wide range of areas, including energy efficiency, waste management, community engagement, fair labor practices, and ethical business conduct. Certification is awarded only after an independent, on-site audit verifies full compliance with all 143 criteria. Travelife has formally committed to using the Global Sustainable Tourism Council (GSTC) Criteria, the first and only globally recognised framework for defining sustainability in travel, as the reference for its own standards. Through rigorous review and authorisation procedures, Travelife's updated hotel and accommodations standard has been officially recognised as equivalent to the GSTC Criteria. This endorsement confirms that Travelife meets the worldwide minimum requirements for tourism businesses of all sizes to approach sustainability with credibility, consistency, and impact.

OUR JOURNEY TO CERTIFICATION

Earning Travelife certification across all Planhotel properties is the result of a coordinated, organisation-wide effort. From our

beachfront resorts to our in-land hotels and support teams, we worked collectively to embed sustainable practices into every aspect of our operations.

This included:

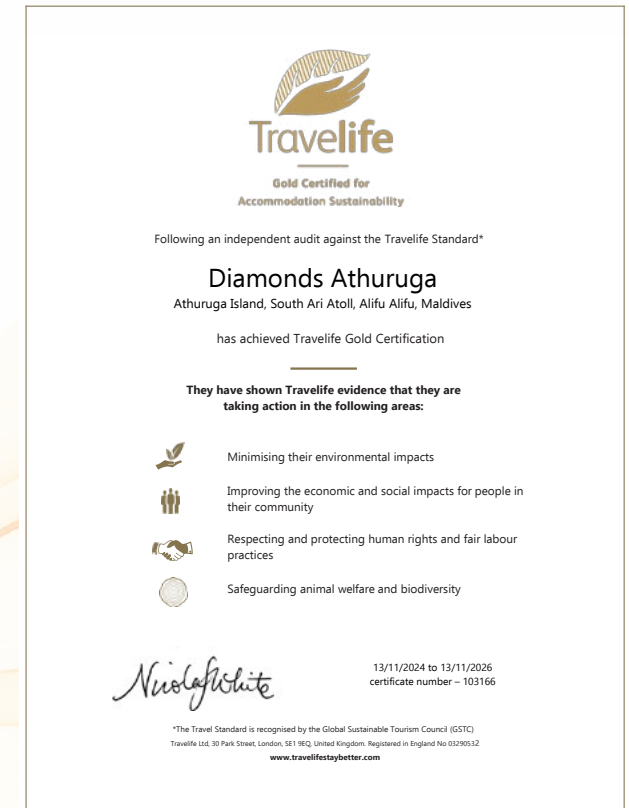
- Implementing measurable environmental management systems.
- Training team members at all levels on sustainability principles.
- Engaging with local suppliers and communities.
- Promoting cultural preservation and social inclusion.
- Monitoring and reducing resource consumption, such as water, energy, and single-use plastics.

A STRATEGIC CHOICE & LIVING COMMITMENT

Adopting Travelife was a deliberate and strategic decision. It provides not only a benchmark for excellence but also a system of accountability, transparency, and continuous improvement. Achieving Travelife certification for all our properties involved coordinated efforts across departments and destinations, embedding sustainability into everything from procurement and team members training to guest engagement and community outreach.

Travelife certification is not a one-time achievement, it represents a long-term commitment to continuous improvement. Each certified property undergoes re-assessment every two years, ensuring that our sustainability efforts remain active, dynamic, and responsive to new challenges.

Beyond compliance, Travelife aligns with our broader ESG strategy and supports our mission to offer guests an enriching experience that respects people and planet. The certification strengthens stakeholder trust, enhances guest satisfaction, and empowers our teams with a shared purpose rooted in accountability and sustainability.



75% of our properties are Travelife Certified.

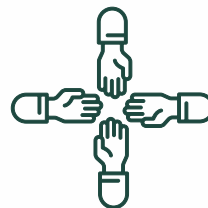
TAKE ACTION WITH US

Sustainable development is a collaborative journey. At Planhotel we are committed to creating a positive impact through responsible hospitality, and we invite you to be part of it. Whether you're visiting us, working with us, or supporting us from afar, here's how you can take action.



FOR OUR GUESTS

- **Conserve resources:** Help us save water and energy by following the eco-reminders in your room.
- **Minimise waste:** Avoid single-use plastics and use our recycling bins.
- **Support conservation:** Help restore coral reefs by adopting a coral frame or cookie, or join our monthly beach clean-ups at our coastal destinations.
- **Engage with communities:** Participate in authentic cultural experiences and locally led excursions that promote inclusivity and empower our communities.
- **Share feedback:** Your suggestions, especially those related to sustainability, help guide our continuous improvement.



FOR OUR TEAMS

- **Lead by example:** Implement sustainability practices in your daily work.
- **Take part in community action:** Join our community outreach initiatives, clean-ups, and biodiversity programs.
- **Be a sustainability guide for our guests:** Share your knowledge and encourage them to make conscious choices.
- **Contribute ideas:** Your input and feedback are essential to shaping our actions.
- **Be an advocate:** Stay alert and act if you see risks to vulnerable individuals or the environment.



FOR OUR PARTNERS

- **Collaborate for shared goals:** Align with our ethical standards and commit to sourcing locally and responsibly.
- **Support biodiversity:** Contribute your expertise, funding, or awareness to our conservation and community engagement projects.
- **Uphold human rights:** Adopt fair labor practices and stand against any form of exploitation or abuse within your operations.



FOR EVERYONE

- **Stay informed:** Follow our sustainability journey through our annual reports, social media and on-site communication.
- **Spread awareness:** Share your experiences with friends and on social media using #PlanhotelCares.
- **Be part of something greater:** Every small action you take contributes to a healthier planet and stronger communities.

AWARDS & RECOGNITIONS

During 2024 Planhotel and its hotels & resorts have been honored with several recognitions and awards. Additionally 2024 has been a year full of milestones.

WORLD MICE AWARDS

- “Africa’s Best Incentive Hotel 2024”, Diamonds Leisure Beach & Golf Resort
- “Kenya’s Best Incentive Hotel 2024”, Diamonds Leisure Beach & Golf Resort

WORLD TRAVEL AWARDS

- “Switzerland’s Leading Design Hotel 2024”, THE VIEW Lugano
- “Africa’s Leading Resort 2024”, Diamonds Leisure Beach & Golf Resort
- “Kenya’s Leading Resort 2024”, Diamonds Leisure Beach & Golf Resort
- “Africa’s Leading All Inclusive Resort 2024”, Diamonds Dream of Africa

SUSTAINABILITY AWARDS

- “2024 EcoWarrior Awards - Certificate of Recognition”, Diani Turtle Watch
- “Most Sustainable Resort 2024 in the Maldives - Travel Trade Maldives (TTM)”, Sandies Bathala Beach & Water Villas
- “Swisstainable Level I - Committed”, THE VIEW Lugano
- “Travelife Gold Certification”, Sandies Baobab Beach
- “Travelife Gold Certification”, Sandies Bathala Beach & Water Villas
- “Travelife Gold Certification”, Diamonds Malindi
- “Travelife Gold Certification”, Diamonds Leisure Beach & Golf Resort
- “Travelife Gold Certification”, Diamonds Thudufushi Beach & Water Villas
- “Travelife Gold Certification”, Diamonds Athuruga Beach & Water Villas
- “Travelife Gold Certification”, Diamonds Mapenzi Beach

CULINARY RECOGNITIONS

- “1 Michelin Star”, THE VIEW Fine Dining, led by Chef Diego Della Schiava
- “16 points - Gault & Millau”, THE VIEW Fine Dining, led by Chef Diego Della Schiava

HOSPITALITY EXCELLENCE RECOGNITIONS

- “Michelin Key”, THE VIEW Lugano
- “Forbes Travel Guide - Recommended Hotel”, THE VIEW Lugano
- “96 points - Falstaff Hotel Guide 2024”, THE VIEW Lugano
- “94 points - Falstaff SPA Guide 2024”, THE VIEW SPA
- “OK:GO Accessibility Label”, THE VIEW Lugano

- “SLH Member Hotel - Small Luxury Hotels of the World”, THE VIEW Lugano
- “Tripadvisor - Travellers’ Choice Awards Winner 2024”, Diamonds Leisure Beach & Golf Resort
- “Tripadvisor - Travellers’ Choice Awards Winner 2024”, Diamonds Dream of Africa
- “Tripadvisor - Travellers’ Choice Awards Winner 2024”, Diamonds Athuruga Beach & Water Villas
- “Tripadvisor - Travellers’ Choice Awards Winner 2024”, Diamonds Thudufushi Beach & Water Villas
- “Tripadvisor - Travellers’ Choice Awards Winner 2024”, Sandies Bathala Beach & Water Villas
- “Booking.com - Traveller Review Award 2024”, Diamonds Leisure Beach & Golf Resort
- “Booking.com - Traveller Review Award 2024”, Diamonds Mapenzi Beach
- “Booking.com - Traveller Review Award 2024”, Diamonds Dream of Africa
- “Booking.com - Traveller Review Award 2024”, Sandies Baobab Beach

THIS YEAR’S BIGGEST MILESTONES

- Diamonds Dream of Africa, Sandies Tropical Village and Sandies Malindi Dream Garden - merged into one, becoming Diamonds Malindi
- Diamonds Malindi celebrated its “40th anniversary” in 2024
- Sandies Bathala celebrated its “5th anniversary” in 2024
- Diamonds Leisure Beach & Golf Resort had the honor to host the “World Travel Awards Africa Gala Ceremony in 2024”
- “The Big Build Maldives 2024”, Maldives’ largest coral restoration project took place at Diamonds Thudufushi



CORPORATE SUSTAINABILITY REPORT 2024

Caring for People, Planet, and Progress:
Our Sustainability Journey 2024




PLANHOTEL
HOSPITALITY GROUP