

## TRAVELIFE SUSTAINABILITY REPORT DIAMONDS MAPENZI BEACH RESORT 2018

### **VISION**

We acknowledge that tourism industry depends highly on the environment but it the same environment which it has potential abilities to destroy too. We appreciate time, nature and energy sources and thus use all types and possibilities that technology has to offer in a way that does not harm nature. We have set an environmental policy that enables us to contribute to the ecological balance to present clean and sufficient resources for future generations. Our aim is leave an environment with sufficient resources to future generations. Our understanding of environmental protection is to reduce the consumption of natural resources by keeping damage to soil, water, and air and any risk to environment at its minimum. At Diamonds Mapenzi Beach Club, 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.

### **SOCIAL RESPONSIBILITY & COMMUNITY**

Diamonds Mapenzi Beach Resort is committed to working with the people of the community, local businesses, agencies and organizations 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 fund raisings, 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
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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 Beach Resort we care about the environment. Apart from our daily cleaning schedule, from time to time Diamonds Mapenzi Beach Resort organizes Cleaning Days to support the local community and increase on the awareness and responsibility by not disposing 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 to minimize the water consumption.
- New water pressure pump and filtration system as well as a new pool filtration system and technic 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 linen 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.

Employee and guests are now more aware and concerned regarding water consumption and the urgent need to minimize waste and unnecessary usage.

Diamonds Mapenzi Beach Resort reduce the water consumption by 30.3% compared to 2017



## 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 timer in all the public areas of the Resort, led lights in public area.
  - Employees and guests are provided with information about saving energy and encouragement to minimize 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 continuously, 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.

In 2019 new Air Conditions with new environmentally gas will be installed in all guest rooms

The above actions have managed to attain to improve:

Diamonds Mapenzi Beach Resort reduce the electricity consumption by 3.1% compared to 2017

## **WASTE**

The reduction of the waste produced throughout our operational cycle is of paramount importance. Various actions taken so as to minimize waste in general as far as possible include:

- Recycling of glass, paper, cardboard, plastic, metal, batteries, used cooking oils, lamps and electric devices.
  - We use paper straws.
  - We purchase in bulk when possible.
  - Set up shampoo and shower gel dispensers in the bathroom 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 trainings to our employees on waste management.
  - Solid waste is separated on site to each individual containers and properly stored until taken back to recycle or disposed of appropriately by a contracted garbage company.

In 2019 a new control measurement system will be implemented to record and measure of all types of waste and we believe it will assist us in improving constantly our waste management program.



## **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 unnecessary 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 from the local market suppliers. 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 decide 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) to supply 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.



## **HEALT & SAFETY**

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

We try to adhere 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 to enable 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", "HACCP" manual and rules, "Pool Safety" manual, "Disaster Management" manual, team member 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 out team members. With regards to accidents and illnesses [involving both guests and employees], we record all kind 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 received 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 recognize basic children 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.

No such incidents or suspicions have been reported. 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 RESSOURCES**

Diamonds Mapenzi Beach Resort adheres to the rules and regulations of the employment law.

- We do not discriminate against any job applicant or any employee because of the person's race, color, 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 be from 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.

## **SAVE MOTHER EARTH**

Over the last year, Diamonds Mapenzi Beach Resort has managed to maintain and even improve in various areas thanks to the efforts of its employees in recognizing and supporting our actions towards protecting the environment in general, respect towards human rights, as well the promotion and support of the local community in all its facets.

This report is prepared to ensure that the resort's senior management team and in turn all staff members are kept informed of the up to date results and accomplishments within the sphere of our sustainability program.

We are pleased to provide you our sustainability report in Swahili, German, French and Italian language upon request by contacting [info@diamonds-mapenzi.com](mailto:info@diamonds-mapenzi.com)

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