



SUSTAINABILITY MANAGEMENT PLAN 2024/2025

EXECUTIVE SUMMARY

Zannier Sonop is a uniquely beautiful property, set within our own 13,800 private acres of untouched Namibian desert wilderness, our lodge with 10 tented suites is constructed on top of granite boulders. We aim to provide sustainable and safe experiential tourism to all our guests, whilst fostering a healthy and environmentally conscious working environment for our employees. To do this, we have set out the following Sustainability Management Plan (SMP) to align with the Green Globe Certification standards, one of the most prestigious sustainability certifications available in the hospitality industry. Founded in 2011, Zannier Hotels internationally began with the Green Globe Certification (GGC) in its Asian properties in Cambodia and Vietnam, who earned the GGC respectively in 2022 and 2023. The aim of Zannier Sonop is to achieve the certification before 2025.

Zannier Sonop is committed to sustainable development in all its activities. We are committed to our natural environment and our local community, and we strive to be a responsible sustainability leader in the hospitality industry through our green initiatives, conservation programmes and equitable human resource policies. Our SMP is a framework that guides us in evaluating, managing, and improving our sustainability practices, and provides our business with a structured approach to address challenges and implement long-term and short-term goals.

This document provides a strategic management overview of the actions already in place to support our goals and sets the objectives and targets that are necessary to reduce our impact environmentally, support our local communities, provide exceptional experiential tourism and ensure the safety of both our staff and our guests. This will ensure that the principles of sustainability become embedded into every facet of the organization.





This is why our Sustainability Management Plan will focus on the following key areas of action:

1. Environmental

Meeting and where possible exceeding our targets by minimising our environmental impact. This includes strategies for the following:

- a. Waste
- b. Water
- c. Procurement
- d. Energy
- e. Biodiversity/Animal Welfare
- f. Environmental Awareness

2. Sociocultural

Our presence should benefit the local community, socially, economically and culturally. We strive to take opportunities on a regular basis to provide resources, education, training and financial assistance initiatives for the local community to improve local livelihoods. We also aim to source both goods and labour from the local community, and engage with local culture, food and habitat.

Our sociocultural policies are based on 3 pillars:

- a. Fair Human Resource Policies
- b. Cultural Heritage
- c. Local Community

3. Quality

By offering the highest quality service and product that we can, we are ensuring future development for our business and therefore a continued support to our local community and continuous employment opportunities for local people. This quality is ensured by offering opportunities for our internal and external stakeholders to regularly give their feedback.

4. Health & Safety

Ensuring safe and sustainable practices and spaces for our Stakeholders. Having a business which complied with International & Local Health & Safety regulations. We also must consider how we can prepare for and respond to, the impacts of climate change including: Disaster Management & Emergency Response.



1. ENVIRONMENTAL

At Zannier Sonop, we are deeply attuned to the pressing environmental challenges facing our world and embrace our duty to safeguard the planet. While ensuring the utmost comfort and satisfaction of our guests remains paramount, we are steadfast in our commitment to conducting our operations in a sustainable manner, striving to minimize our footprint on the environment in our surrounding area. To achieve this, we have set clear environmental objectives to be able to meet or surpass relevant environmental laws, standards, and best practices.

Our Environmental Policies are shaped by the following factors:

a. Waste:

Acknowledging waste output currently poses a significant threat to the environment worldwide, we are dedicated to minimizing, recycling, and reusing waste to lessen its environmental impact in our local area.

Our Waste Management Plan encompasses:

- Implementing systems for sorting and recycling waste materials.
- Repurposing food waste for local farming.
- Opting for biodegradable products and materials whenever feasible.

b. Water:

At Zannier Sonop one of our biggest challenges is the availability of freshwater sources. We plan to address the depletion of freshwater sources with a focus on water conservation by:

- Promoting responsible water use to both employees and guests.
- Installing water-saving devices and regulators.
- Continuing our usage of water treatment equipment to reuse water.
- Reducing water usage in staff areas with timetables for water usage.
- Ensuring efficient use of laundry equipment.
- Offering guests the option to reuse towels and sheets.

c. Environmentally Preferable Purchasing (EPP):

- Limiting the purchase and usage of single use or non-biodegradable items.
- Prioritising purchasing of recycled or recyclable goods.
- Planned and structured ordering processes to avoid food waste or unnecessary use of transportation.
- Using eco-friendly cleaning agents.
- Promoting local food.
- Offering guests eco-friendly and local souvenirs and products to purchase.

d. Energy:

We aim to minimize our environmental impact and decrease energy costs by:

- Implementing measures to enhance the energy efficiency.
- Using 100% solar power for our property.
- Selling our excess energy to the national energy grid.
- Ensuring the upkeep of our machinery and equipment for optimal performance.
- Selecting energy-efficient equipment and appliances.
- Utilizing devices like timers, sensors, and other tools to regulate energy consumption.

e. Biodiversity/Animal Welfare

Namibia is probably one of the African Countries where climate imbalance is most perceptible. The repeated draughts and the rapid urbanisation are threatening both the Namibian flora and fauna.



At Zannier Hotels, we are trying to contribute our own grain of sand, and together with the Naankuse Foundation, we are committed to protecting those species that are incredibly special to Namibia, allowing visitors to continue to enjoy the wild wonders that this country has to offer. This is how we created the [Zannier Reserve by Naankuse](#), a conservation reserve dedicated to the safe release of endangered wild animals in Windhoek East (where our sister property [Zannier Omaanda](#) is located).

Specifically at Zannier Sonop we endeavour:

- To inform and educate about local wildlife, and any interactions must not produce any adverse effects on the viability of populations in the wild.
- Any disturbance made due to building construction is minimized and where possible, rehabilitated.

f. Environmental Awareness (Internal & External Stakeholders):

- Foster and maintain environmental consciousness among our team.
- Increase understanding of our team members on sustainable work practices through consistent communication and education.
- Engage with all stakeholders (guests, team members, suppliers, contractors and local community) in our environmental conservation efforts.
- Communicate our environmental dedication to guests and giving them simple ways to join us in supporting our sustainable initiatives.
- Extend our environmental awareness efforts beyond our property, to the local community.

2. SOCIOCULTURAL

From architecture and interior design to our supply chain, operations and guest experience, we aim to promote traditional values and ways of life, passed from one generation to the next. Our genuine and warm hospitality is built from a desire to share the beauty and traditions of the country, through experiences that are respectful and dignified.

Our Sociocultural policy is based on the following pillars:

a. Fair Human Resource policies

- We promote local staff hiring and training on all levels of the business and have programmes in place with local hospitality schools to train with us. For example at Ongula Academy in the north of Namibia. We aim to expand this programme in 2024/2025 with even more trainees working with us at Zannier Sonop.
- We have diversity and equality in all areas of our team, Exploitation or discrimination of any kind are strictly not allowed in Zannier Sonop.
- We have an appropriate documented Code of Behavior in relation to harassment and exploitation which is integrated into operations, and programs exist to ensure all stakeholders are fully aware of this. (Employee Handbook)
- Our business complies with all domestic labour laws and social rights.
- We carry out annual Employee Satisfaction Surveys to evaluate their workplace and conditions.



b. Cultural Heritage

- Guests are provided with information on the local people's cultural customs, as well as the site's history and natural environment.
- Our company policy includes established guidelines concerning the protection of local cultures and historical sites.
- We use elements of local art or architecture in our property.
- We offer local crafts and goods to purchase to help increase positive economic benefits to the community, whilst engendering a sense of pride in cultural heritage.

c. Local Community

- The activities of our business do not jeopardise the provision of basic services, such as water, energy or sanitation, to individuals or neighbouring communities.
- The activities of our business do not adversely affect local access to livelihoods, including land and aquatic resource use, rights of way, transport or housing.

3. QUALITY

Our guests are at the centre of everything we do, and we strive to offer them quality in every aspect of their stay with us, from reservation to check out and after. We have various systems and programs in place to ensure that we are up to standard:

Our quality is assured and monitored by the following programs and systems:

- We are an LQA partners, who work with the majority of leading luxury hotel brands in 130 countries to optimize guest experience. Their assessments cover over 800 individual service 'touches' across all hotel departments and is the hospitality industry's most comprehensive benchmark service score database.
- We have a thorough guest satisfaction survey which given to each customer on their day of check-out, allowing us to improve on any negative feedback, and simply finetune everything else.
- We form part of the TrustYou reputation management programme, which allows our guests to rate their pre-arrival, on-site and post-stay experience, allowing us to have constant communication with guests and collect valuable information to always improve.

The data captured through these three methods is used to closely monitor our guest's satisfaction and expectations and allows us to always be a step ahead when it comes to fulfilling our clients' needs. All feedback, both from guests and staff, is always considered in our ever-continuing pursuit to provide the highest quality tourism experiences.

4. HEALTH & SAFETY

Zannier Sonop complies with all relevant health and safety measures to ensure the well-being of our customers, staff and local community. Our own Health and Safety policies go hand-in-hand with local laws and regulations to provide our stakeholders with a risk-free environment.

All departments are given specific health and safety training depending on their role as well as general training to be able to respond to health & safety issues and emergency situations.

Our Food and Beverage department is HACCP trained, and all allergies and food intolerances are catered for. We have strict food handling policies, and all allergen and health & safety information is readily available to both guests and staff.



At every check in guests are explained the process for an emergency situation, and team members are trained to respond to emergency situations. The room directory also includes safety information.

Our maintenance team checks the safety of our installations, operations and machinery on a regular basis, and there are processes in place to report and to minimize any health and safety risks.

OUR OBJECTIVES FOR 2024/2025

INDICATOR	DESCRIPTION	TARGET 2024/2025
Waste	Waste Management and Recycling	<p>Donate 50% of all food waste to local agriculture</p> <p>Separate and recycle 100% of non-organic waste in all areas of the lodge (currently in place in some areas)</p> <p>Decrease paper use in BOH</p> <p>Decrease use of single use plastics (already begun in 2023 with elimination of single use bathroom amenities). Including:</p> <ol style="list-style-type: none"> 1. Replacing wastage bags with recyclable alternatives 2. Replace all plastic straws with paper alternatives 3. Removing all single use products in guest rooms, except on request by guests
Water	Reduce consumption water	<p>Rehabilitation of water heating pumps in rooms</p> <p>Install eco-flushes in all toilets</p> <p>Continue to actively engage in water conservation through on-site treatment systems</p>
Energy	Reduce consumption energy	<p>Install energy saving bulbs</p> <p>Switch off all lights after 11pm in common areas</p>
Local Community	<p>Develop programmes with local community</p> <p>Human resources</p>	<p>Develop our programme with Ongula Training Academy</p> <p>Develop donation programme with local community</p> <p>Adhere to the Affirmative Action (AA) employment act in Namibia to achieve equal opportunity in employment. A report must be completed during 2024.</p>
Local Environment	<p>Pollution</p> <p>Biodiversity</p>	<p>Reduce our light pollution and maintain the dark sky area by reducing lighting in external areas and ensuring all lights off by 11pm.</p> <p>Continue to inform and educate our guests on our role in conservation on the Naankuse reserve, and encourage their involvement.</p>



Employees	Employee training Rewards programme	12 training hours per employee per year, documented and signed. Updated Employee Handbook with sustainability awareness training to be included in induction programme Encourage internal movement within the company, offering new opportunities for training and professional growth to our employees. Implementation of Employee of the Month programme to reward exceptional workers
Customer Satisfaction	TrustYou LQA	Be in top 3 of competitors Overall score of above 97% Clear LQA action plan for each department, to be assessed throughout the year

WAYS OUR STAKEHOLDERS CAN ENGAGE WITH OUR ENVIRONMENTAL POLICIES:

STAKEHOLDER	HOW
Employees	<ul style="list-style-type: none"> - Annual employee satisfaction surveys. - Monthly team meetings. - Through their HR manager. - Green Team. - Recycling programme in place in staff village. - Water saving programme in place in staff village.
Guests	<ul style="list-style-type: none"> - Information cards in each room on our environmental challenges and how they can help. - Sustainable and natural amenities in rooms. - TrustYou surveys. - Comments on online platforms and social media. - Guest Satisfaction Survey on check-out.
Shareholders	<ul style="list-style-type: none"> - Annual report including Sustainability Report.
Suppliers	<ul style="list-style-type: none"> - We support local suppliers. - We consistently search for the most sustainable options for goods, whether that be sustainable transport, sustainable packaging or bulk buying.
Government	<ul style="list-style-type: none"> - We are in line with all Environmental and Health & Safety regulations. - All our finances are thoroughly and regularly audited by government bodies.
Partners	<ul style="list-style-type: none"> - We support training local people with partnerships with the Ongula Academy in the north of Namibia. - We partner with local artisans, to be able to offer locally produced souvenirs for our guests.



ANNEX 1.

GREEN TEAM COMMITTEE MEMBERS AT ZANNIER SONOP

LODGE MANAGER
FOH MANAGER
F&B SUPERVISOR
HEAD CHEF
HEAD OF HOUSEKEEPING
SALES & MARKETING MANAGER

ANNEX 2.

SUSTAINABILITY PLAN REVIEW AND APPROVEMENT

TITLE	NAME	SIGNATURE
Lodge Manager	Riaz Joulay	
FOH Manager	Frans Gareb	
F&B Supervisor	Justina Momhito	
Head Chef	Michael Beukes	
Housekeeping Supervisor	Vinissia Malungu	
Sales Manager	Esther Zimudzi	