



DIANI SEA RESORT SUSTAINABILITY REPORT 2019



“OUR LITTLE PLANET” DIANI SEA RESORT

The all-inclusive resort is the ultimate tropical paradise set on the most beautiful unspoiled crystal white sandy Diani beach on the south coast of Kenya. A member of the Welcome Inn Hotels group the resort consists of 170 rooms in 3 categories: Superior rooms with garden view, Bahari rooms with sea/pool view and Suite. All rooms have flat screen TVs, coffee/tea making facilities, free wifi everywhere in the resort. Bahari rooms offer a stocked mini bar and are located closer to the pool and beach, Family rooms in each category.

THE GREEN HOSPITALITY JOURNEY

At Diani Sea Resort we believe that by protecting the environment we create opportunities for future. It is our strong conviction that the future survival of tourism as an industry is dependent on our today’s responsibility in the management of the resources available to us.

Guided by our responsible business principle, we take a leadership role in implementing environmentally friendly policies with great emphasis on advocating; community, environmental & ethical business.

The Diani Sea Resort **green hospitality** stands for four key pillars





The green milestones at a glance

1. Environment

1.1 Building design.

From inception Diani Sea Resort was designed for sustainability. The main building which hosts the reception, the lobby and the main dining room is designed with high ceilings and partly open walls to provide as much natural lighting and ventilation as possible.



1.2 Beach & marine life conservation

Our staff use paid time to join in the annual international coastal cleanup day as well as do weekly clean ups of Diani beach road and quarterly coastal beach clean ups organized by the local authorities



As a resort we have joined the local communities and other stakeholders to petition the Kenya Ports Authority to stop sand harvesting and dredging activities that may have long term effects on the Ocean and marine life. Our employees have been taking part in peaceful demonstrations organized by local communities during paid time.



1.3 Water conservation

We have continuously made efforts to conserve water;
Our gardens are mainly tropical with less grass therefore reducing the demand for water without compromising the aesthetics of the resort.
all our water distribution is sub metered to monitor each sections consumption with a view of reducing wastage





- We recently put up a mechanism to collect at least 200 cubic meters surface

1.4 Energy conservation

running rainwater that otherwise puddles in sections of the resort during heavy rains. The water shall be used to water the gardens during the dry season.

Some of the energy saving efforts include;

- Use of low energy lighting. Abolished use of string lights and only use LED chain lights for outdoor decoration.
- During low occupancy season completely shutting laundering activities once or twice a week except for guest laundry if and when there is a request. This discourages under loading of laundry machines which spreads out energy consumption.
- All management staff are sensitized on the need to open windows when weather permits and avoid air conditioners as well as switching off the same while out of the office.
- Guests are allocated rooms in close proximity in order to maximise water heating energy.
- Baking everything at once and only using a smaller oven for roasting.
- Scheduling routine maintenance to ensure equipment perform optimally to remain energy efficient.
- Installation of solar water heating now in progress.

1.4 Waste management



Since 2013, we have been on a journey of waste management focusing more on reduction.

The following steps have kept us on the path to minimization;



- We support Kwale Plastics a recycling organization by providing our company transport to transport recyclable waste to the recycling site. In partnership we have installed clearly marked recyclable waste collection points within the hotel premises.
- All waste is weighed and selectively separated
- All bathrooms have been installed with shampoo, shower gel & hand washing cream dispensers eliminating the use of single plastic bottles.
- We use rechargeable TV & AC remote batteries.

Plastic waste: Straws are a significant part of the 20 million tonnes of single-use plastics that end up in the ocean each year. They are not just unsightly; they are a hazard to sea life, and worse, they introduce toxins into the food chain. At Diani Sea Resort we have totally abolished the use of plastic straws within the hotel and adopted paper straws, in order to save our ocean life.

- Where applicable we have a packing take-back suppliers' policy;
- Purchasing is done in large volume packages
- all effluents from the kitchen are channeled to a grease traps
- All our organic waste is sent to a compost in preparation of manure for our resort gardens

2 JOB READY YOUTHS



- The programme gives 30 high school graduates annually an opportunity to pursue a two year hotel operations apprenticeship training with a monthly stipend. This programme is aimed at giving youth from the community around an opportunity to make a career in the hospitality industry especially vulnerable youth unable to pursue further studies due to lack of resources.

*Apprenticeship: Welcome Inn
Hotels CSR apprenticeship
programme*

3 COMMUNITY ENGAGE.

The Welcome Inn Hotels group is committed to offering excellent service to guests by ensuring responsible business dealings and nurturing strong relationships with the Authorities, employees and surrounding communities. Through our employee and community Policies, we endeavour to empower both individuals and groups to sustain



their livelihood as provided through the following policies applicable for employees and local community, respectively:



Our Operations Manager hands over cleaning equipments, tents & chairs to Jitume youth group



- **Recruitment:** Our workforce mirrors the communities around our area of operation.
- **Stakeholders:** We allow local communities a weekly market in the hotel to sell their wares as well as engage them for paid entertainment.
- **Donation & Charity:** Diani Sea Resort donated cleaning equipments & materials to members of the Jitume youth group who voluntarily clean the streets of Ukunda market to keep their environment clean. The resort also donated two tents and 40 chairs to the group to hire out to events which enables them earn a sustainable living. We also support children with albinism through Kwale eye-centre by encouraging our guests to donate sun screen.
- **Local Schools:** The resort hosts students from local schools on famtrips who wish to pursue a hospitality career to familiarise themselves with the industry expectations.
- **staff transport** and taxi services are also leased out to local operators.
- **We purchase** all our fresh produce from local suppliers and engage local distributors for most of our other locally available purchases.

4 ETHICAL BUSINESS CONDUCT:

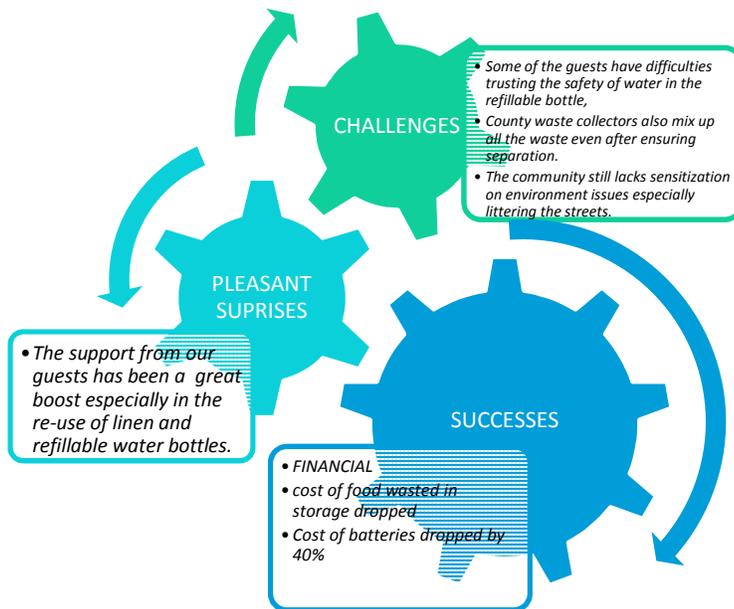
We endeavour never to compromise ethical standards to gain a competitive advantage or meet a business objective. The Resort maintains and adheres to strict; Child protection policy, policy against harassment and bullying and equal opportunity. The Resort has an existing CBA with staff negotiated through KAHC which we are area member. All our staff unionisable employees earn a service charge as negotiated in the CBA. We endeavour to empower our employees by supporting their personal development. Through training.



Figure 1 staff training award ceremony

Our suppliers are required to sign a code of conduct which includes avoidance of making or receiving improper payments or gifts to influence decisions.

LEARNINGS & IMPACT



OUR COMMITMENT TO THE FUTURE

Our vision is to have a disposable plastic free environment by 2021,

AWARDS



Travelife Gold 2015 –2019 Travelife Silver 2013 -2015