



DIANI SEA RESORT SUSTAINABILITY REPORT 2021/2022

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 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 (2021-2022)



1.2 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 Currently watering the garden at night to ensure less water evaporates and using harvested rain water.

1.3 Elimination of Plastic Water Bottles

The Hotel is 100% free from single use plastic water bottles, we purchase and issue out glass bottles to our guest. We offer refillable plastic water bottles in all our guest room

reducing wastage.



1.4 Elimination of Plastic shower trays



We have embarked on a replacing plastic shower trays with walk in showers and granite trays, a project which is 70% complete.



1.6 Desalination plant

Installed a desalination plant to reuse salty water for toilets and bathrooms extending the lifespan of bathroom fixtures.

1.6 Energy conservation

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 that are in close proximity in order to maximize 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.
- All our guest rooms are installed with solar water heating system.
- All rooms have the cut off A/C KEY system. Without the room key the AC and all electric equipment's turn off automatically.

1.7 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 through grease traps
- All our organic waste is sent to a compost in preparation of manure for our resort gardens
- Reusing waste materials to make Christmas and festive decorations

2 JOB READY YOUTHS

Class of 2020 - 2022



*Apprenticeship: Welcome Inn Hotels
CSR apprenticeship programme*

The programme gives 32 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

3 COMMUNITY ENGAGE

The Diani Seas 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:



*Diani Pamoja & Diani Seas Hotel food
Donations to local community & Staff*

- **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 fam trips



- 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. In fact currently our Resort has the only senior female hotel Manager in the South Coast Region in the star rated vacation hotels with 100+ room category. The Resort has an existing CBA with staff negotiated through KAHC which we are area management are unionisable and earn a service charge as negotiated in the CBA.

We endeavour to empower our employees by supporting their personal development through training.



Figure 1 International womens day 2022

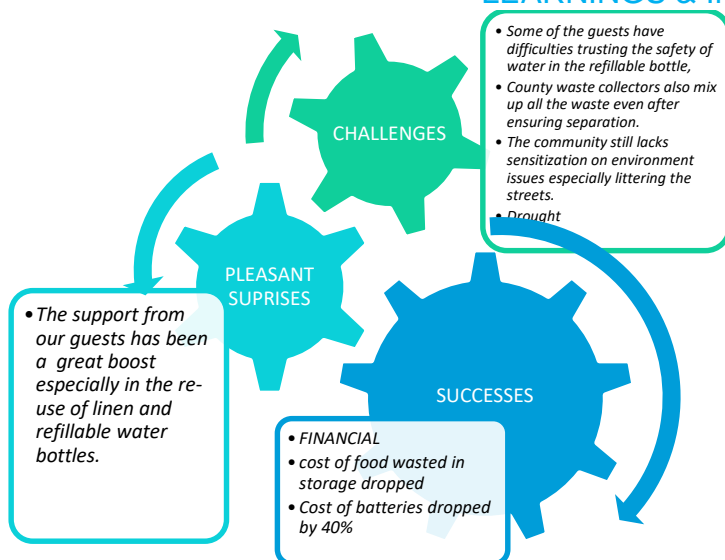
Staff Training

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

OUR LAST COMMITMENT TO THE FUTURE

In 2021, our vision was to achieve a disposable plastic free environment, this has been achieved through our purchasing SOPs to order and receive glass bottles.

LEARNINGS & IMPACT



AWARDS

Travelife Silver 2013 – 2015, Gold 2015 to 2019

OUR COMMITMENT TO THE FUTURE

Over vision is to Increase rain water collection by 50% by the end of 2022