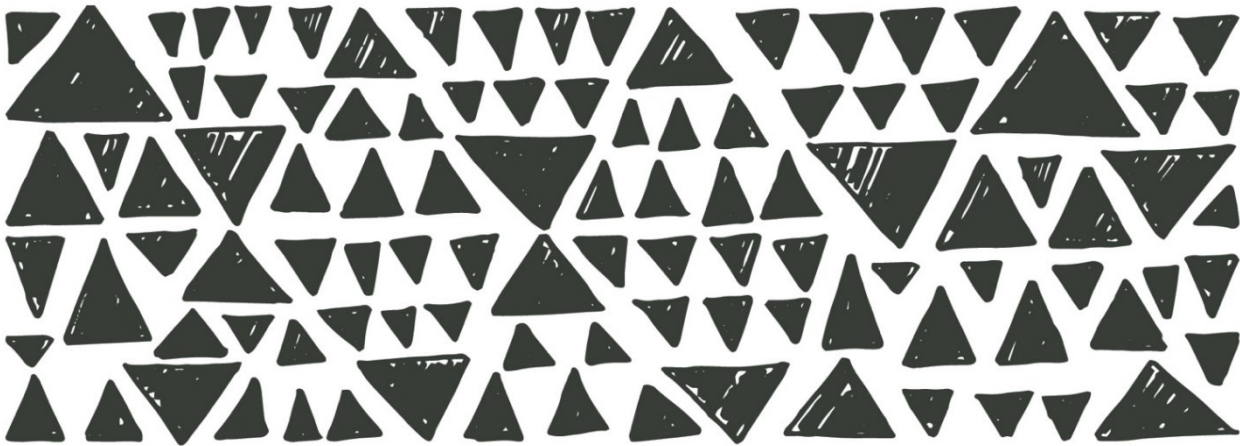




## SUSTAINABILITY MANAGEMENT PLAN 2024/2025



Zannier Omaanda is a 15-room Ovambo-style lodge situated on a sprawling 9000-hectare reserve in Namibia, just half an hour from Windhoek. The construction of our unique property commenced in 2016 and was successfully completed in 2018, employing authentic local building techniques. Since our inauguration, we have actively embraced sustainable practices and dedicated ourselves to providing luxury experiential tourism without compromising our local environment and community.

Our unwavering commitment to fostering a positive and sustainable impact is articulated in this comprehensive Sustainable Management Plan (SMP), outlining our long-term strategy for responsible hospitality management across four critical areas: Environment, Socio-cultural, Quality, and Health & Safety. Our SMP has been developed aligned with the Green Globe certification standard, one of the most rigorous standards for the hospitality industry. It is an evolving framework intended for both internal and external stakeholders, serving as a guiding beacon for sustainable practices. Internally, the plan is readily accessible in every department through the employee handbook, providing guidance to employees at all levels. Externally, it is available on our website, offering guests and suppliers insights into the ethos and operational standards upheld at Zannier Omaanda.

This document contains information on our existing programs and initiatives at Zannier Omaanda, highlighting the milestones achieved in the past year. Additionally, we outline our plans for the coming year, emphasizing our commitment to continual measurement and enhancement of our sustainable indicators. Our dedication to a year-on-year process of continuous improvement underscores our proactive stance towards sustainability.



## **STRUCTURE**

### **1. ENVIRONMENT**

Our environmental goals and objectives are split into the following categories:

- Waste
- Water
- Procurement
- Energy
- Biodiversity/Animal Welfare
- Environmental awareness

### **2. SOCIOCULTURAL**

We aim to make a positive impact on the local community by contributing socially, economically, and culturally. Our sociocultural principles revolve around three core pillars:

- Equitable Human Resource Practices
- Preservation of Cultural Heritage
- Support for the Local Community

### **3. QUALITY**

By consistently delivering top-notch services and products, we secure the ongoing growth of our business, thereby sustaining our commitment to the local community and providing enduring employment opportunities for local residents. Upholding this standard of quality involves actively seeking feedback from both internal and external stakeholders on a regular basis.

### **4. HEALTH & SAFETY**

We are dedicated to maintaining safe and sustainable practices and environments for all stakeholders. Our business adheres to both international and local health and safety regulations. Additionally, we proactively address the challenges posed by climate change, focusing on disaster management and emergency response preparation.

### **5. OUR GOALS FOR THE COMING YEAR**

### **6. APPENDICES**



## **1. ENVIRONMENT**

### **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.

Current programmes and initiatives in place:

- Waste is managed by the local wastage company; however, we separate and recycle in house mostly.
- All Plastic, Glass and Paper is recycled by our employees. Paper in the office is reused for double printing or scrap paper.
- No paper towels.
- No guest newspapers are delivered.
- Printer cartridges are refilled.

### **b) Water**

One of the biggest challenges in Namibia is the availability of freshwater. Namibia is the driest country in Africa south of the Sahara, and this means that water resources are scarce, and it is our responsibility to be careful and pertinent with our water usage. Therefore, our strategy for water is reduce usage and reuse when possible:

- Dual-flush toilets are eco flush.
- Monthly water production, usage and costs are recorded.
- No bodies of water are polluted with toxic and/or hazardous products.
- Properly treated wastewater or effluents are reused, when feasible.
- Measures have been implemented for storm water adequate channeling, use and disposal.
- We have a checklist for housekeeping team, with rules for how to clean our rooms for maximum re-usability and minimum negative environmental impact.
- Towel reuse program in place (SOP)
- Linen reuse program in place (SOP)
- All still drinking water placed in the rooms is home produced and bottled by filtering systems and mineralized by contact.

### **c) Environmentally Preferable Purchasing**

We consider the multiple environmental attributes of products and services before buying. It's our approach to making environmental improvement and protecting human health through our purchases, without sacrificing price or performance.



Currently in place:

- Our suppliers often bring their products in crates and cases, which are reused and taken back.
- No Styrofoam, paper towels or CFC-based refrigerants are used.
- We use 100% compostable straws, and for lunch packs we used wooden knife, fork, and biodegradable packaging.
- Purchasing policy states that Zannier Omaanda should work mostly with suppliers who are organic and/or fair trade. Suppliers must be officially certified as sustainable in order to qualify. A small remaining percentage is food by suppliers, who are not eco-certified, but local and sustainable, and known to us personally.
- All food and drink are organic, including coffee, tea and all liquor. Also, bathroom products (creams and shampoos), linen, towels and textiles, cleaning products are certified either organic or environmentally friendly.
- Our suppliers are many, due to our demands. We cooperate with suppliers in the manner that they help us to serve local and seasonal food, by letting us know what is available before we order. This means that we must be flexible and prepared to change menu according to availability and season.

#### **d) Energy**

Power outages are common in Namibia, and most of the electricity in the country is sourced from South Africa. We endeavour to reduce our environmental impact by reducing our energy usage in the following ways:

- Our staff village is powered by solar panels, a completely renewable energy source.
- Our energy usage is specified and recorded.
- Only low-energy light bulbs are used throughout the property, and outdoor lighting is controlled by a timer, and dimmed at night.
- All the lights and air conditioning controls are manual allowing us and the guest to control independently from other their own needs. When room is not in use all lights and appliances are switched off.
- Energy efficient equipment is purchased wherever available, and only used when needed.
- The villa's insulation of glass and grass roof ensures minimal loss of cooling, especially in our new rooms.
- A program for evening light reduction the whole resort is in place, and all back-office computer and electronic equipment is shut down when workday is over.
- All lights used inside the resort are low energy consumption, and A/C inside the soundproof villas are of split type, allowing therefore a great saving as when the villas are not occupied, the A/C is off and turned on only on the day the guest is arriving at 23°. During the evening all lights are maintained to a minimum to allow a sense of intimacy throughout the resort.

#### **e) Biodiversity/Animal Welfare – The Zannier Reserve by Naankuse**

Zannier Omaanda is located within 9000 hectares of savannah, with a very special purpose. In 2016, 500 hectares of prime conservation territory was at risk, located adjacent to the Naankuse Foundation Wildlife Sanctuary. The land earmarked for urban development, countless wildlife species would have lost their natural habitat and potentially their lives. It was the start of a conservation coup. Arnaud Zannier recognized the potential of the land, subsequently establishing Zannier Omaanda in 2017 on what would have become a



developmental disaster. Instead, the land now thrives under the conservation-management of the Naankuse Foundation. Many conflict animals now roam the expanses of land saved from an urban catastrophe.

Elephants, desert-adapted lions and white rhinos are species avoiding imminent persecution in areas of conflict. These magnificent animals have been given a second chance. Relocated to and now thriving on the reserve, their wellbeing is continually monitored. This research contributes to our understanding of territorial behaviour, carnivore hunting patterns and the risks associated therewith, ecology and so much more.

Supervised by the Naankuse Foundation, the Zannier Reserve by Naankuse hosts more than 180 animals, a veterinary clinic for elephants and rhinos, and employs an anti-poaching team of a dozen rangers. The foundation – like Zannier Omaanda – also helps to perpetuate the culture of the San, an indigenous tribe.

#### **f) Environmental Awareness – Internal & External Stakeholders**

We focus on fostering and maintaining environmental consciousness among our team and with our guests.

- We increase understanding of our team members on sustainable work practices through consistent communication and education. All our employees have a handbook which details their ethic and environmental responsibilities, and they also have available to them this SMP.
- We engage with all external stakeholders (guests, suppliers, contractors and local community) in our environmental conservation efforts with readily available information.
- We communicate our environmental dedication to guests and giving them simple ways to join us in supporting our sustainable initiatives. (see Appendix 3.)
- We extend our environmental awareness efforts beyond our property, to the local community, as you will see below.

## **2. SOCIOCULTURAL**

#### **a) Fair Human Resource Practices**

Zannier Hotels promotes diversity and equality on all levels of the business, and no employees or applicants are discriminated against in any way. All positions are filled based on competence. Zannier Hotels adheres to all local and international laws and regulations concerning labor laws and offer conditions and wages superior to the minimum requirements. The activities of the business generate many secure jobs and are a positive influence in the community.

We employ over 90% local Namibian staff, 37 employees (21 females & 16 Male) which makes a ratio of 57 % female and 43 % male workforce. we are proud to say that our staff turnover is less than 2% per year and that most of our employees have been proudly working for Zannier Omaanda since the opening in 2018.

We take pride in paying all our employees a fair wage and properly redistributing the service fee we earn from guests. Salaries and benefits exceed national minimum regulations, and all payments required by law into insurance and social funds are made on behalf of all employees. All employees have an option to join NHP BRONZE medical aid after completing successful probation of 3 months, payable by the company.



All employees have an ethical and moral code that they must follow, to ensure a harmonious working environment.

Employees can give their feedback via their human resources manager or the annual Employee Satisfaction Survey that is carried out to give all the team a way to evaluate their workplace and conditions.

#### **b) Preservation of 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) Support for the Local Community**

Our basic principles are that the activities of our business do not jeopardise the provision of basic services, such as water, energy or sanitation, to individuals or neighbouring communities. Importantly, 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.

Here at Zannier Omaanda, we strive to go further than just these basic principles, with various programmes to support our local community.

The material used for both construction and maintenance has been locally sourced, from the limestone to the local teak, to the straw rooves, to the internal decorations. The rooms were built in such a way to protect the environment and ensure that natural beauty of the savanna remains untouched.







Zannier Omaanda supports local entrepreneurs by buying products or services from them when possible. For example, most of the fresh food bought by the hotels is from local farmers and entrepreneurs, we buy beer from a local brewery, and a few spirits from a local distillery.





We support and suggest local entertainment to our guests such as the Naankuse primary school kids who perform traditional dance and from different traditional ethnic groups. We also help and support them with donations of hotel items that we no longer use or need.



Our shop on-site sells a variety of locally produced souvenirs for our guests to buy and as such support the local community.



We partner with Sexy Socks, a Namibian initiative that donates one pair of socks to a child in need, for every pair of socks sold. In 2023 they donated over 380,000 pairs of socks to school children.





We also sell MYEISHA bags. Founded in 2015, MYEISHA creates handmade high-end leather bags to generate funds for her daughter company INAMI Fashion Sense. The proceeds go into community projects that give underprivileged women and children a home, education and nourishment.

### 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**

At Zannier Omaanda we prioritise the well-being of our patrons, staff, and the local community by meticulously adhering to all relevant health and safety measures. Our internal Health and Safety policies seamlessly align with local laws and regulations, creating a secure environment for all.

Each department undergoes specialized health and safety training tailored to their respective roles, complemented by comprehensive general training to enable swift responses to health and safety issues and emergencies.

All employees have information in their employee handbook relating to health and safety on the property, and what to do in case of emergencies.

Our Food and Beverage department is aligned with HACCP practices, ensuring meticulous attention to allergies and food intolerances. Stringent food handling policies are in place, and comprehensive allergen and health & safety information is easily accessible to both guests and staff.

Upon check-in, guests receive a briefing on emergency procedures, and our team members are well-versed in responding to emergency situations. Safety information is also included in the room directory.

Routine safety checks on installations, operations, and machinery are conducted by our maintenance team, with established processes for reporting and minimizing any potential health and safety risks.

#### **5. OUR GOALS FOR THE COMING YEAR**

Zannier Hotels (group) has a horizontal organizational structure, meaning there is little space between operational staff and decision-makers. We can quickly make judgments and modifications, then put them into effect across the entire organization, this makes achieving our sustainability goals even easier.



## 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"> <li>1. Replacing wastage bags with recyclable alternatives</li> <li>2. Removing all single use products in guest rooms, except on request by guests</li> </ol>
Water	Reduce consumption	<p>water</p> <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	<p>energy</p> <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	Pollution	Reduce our light pollution and maintain the dark sky area by reducing lighting in external areas and ensuring all lights off by 11pm.
	Biodiversity	Continue to inform and educate our guests on our role in conservation on the Naankuse reserve, and encourage their involvement.
Employees	Employee training	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.
	Rewards programme	Implementation of Employee of the Month programme to reward exceptional workers
Customer Satisfaction	TrustYou	Be in top 3 of competitors  Overall score of above 97%
	LQA	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"> <li>- Annual employee satisfaction surveys .</li> <li>- Monthly team meetings.</li> <li>- Through their HR manager.</li> <li>- Green Team.</li> <li>- Recycling programme in place in staff village.</li> </ul>
Guests	<ul style="list-style-type: none"> <li>- Information cards in each room on our environmental challenges and how they can help.</li> <li>- Opportunity to donate to our biodiversity efforts on the Zannier Reserve.</li> <li>- Sustainable and natural amenities in rooms.</li> <li>- TrustYou surveys.</li> <li>- Comments on online platforms and social media.</li> <li>- Guest Satisfaction Survey on check-out.</li> </ul>
Shareholders	<ul style="list-style-type: none"> <li>- Annual report including Sustainability Report.</li> </ul>
Suppliers	<ul style="list-style-type: none"> <li>- We support local suppliers.</li> <li>- We consistently search for the most sustainable options for goods, whether that be sustainable transport, sustainable packaging or bulk buying.</li> </ul>
Government	<ul style="list-style-type: none"> <li>- We are in line with all Environmental and Health &amp; Safety regulations.</li> <li>- All our finances are thoroughly and regularly audited by government bodies.</li> </ul>
Partners	<ul style="list-style-type: none"> <li>- We support training local people with partnerships with the Ongula Academy in the north of Namibia.</li> <li>- We partner with local artisans, to be able to offer locally produced souvenirs for our guests.</li> </ul>

Signed

\_\_\_\_\_  
General Manager

\_\_\_\_\_  
Operations Manager



## 6. APPENDICES

### APPENDIX 1 – GREEN TEAM COMMITTEE MEMBERS

GENERAL MANAGER  
OPERATIONS MANAGER  
F&B SUPERVISOR  
HEAD CHEF  
SALES & MARKETING MANAGER

### APPENDIX 2 – SUSTAINABILITY PLAN REVIEW AND APPROVEMENT

Title	Name	Signature
General Manager	Jo Anne Volker	
Operations Manager	Javier Rickerts	
F&B Supervisor	File Shiyukifeni	
Head Chef	Maria Mumbala	
Sales Manager	Esther Zimudzi	





### APPENDIX 3 – GUEST DONATION FORM



Dear Sir/ Madam

We would like to take this opportunity to inform you about the **optional Zannier Reserve Conservation Levy Participation**. A conservation levy was implemented to support the vital and ongoing conservation work being done on the *Zannier Reserve by N/a'an ku sé*.

Persecuted wild animals that caused human/wildlife conflicts received a second chance in our reserve. Flagship species like white rhinoceroses, elephants, lions, African wild dogs or cheetahs are continuously monitored and protected by dedicated teams of anti-poachers and researchers. Their expertise contributes to the understanding of territorial behaviour, carnivore hunting patterns, the risks associated therewith, ecology and so much more. The conservation levy supports these costs, ensuring the sustainability of the *Zannier Reserve* and ultimately the survival of the species.

Should you wish to donate to the *Zannier Reserve*, kindly complete the below form and hand it to reception or visit [naankusefoundation.salsalabs.org/zannierreserve](https://naankusefoundation.salsalabs.org/zannierreserve).

Name & Surname: \_\_\_\_\_

Hut Number: \_\_\_\_\_

Donation Amount: \_\_\_\_\_

*Don't be shy, any amount will be appreciated. Please precise the currency.*

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

**Thank You**



*If we can teach people about wildlife, they will be touched.*

Postal address: PO Box 40358 . Ausspannplatz . Windhoek . Namibia . +264 84 000 88 88 . VAT 7607690 01 3  
Physical address: Farm n° 78 . Rest of Ondekaremba Farm . Kapps Farm . Windhoek East . Windhoek . Namibia

[WWW.ZANNIERHOTELS.COM](http://WWW.ZANNIERHOTELS.COM)