



SUSTAINABILITY MANAGEMENT PLAN 2026

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. Zannier Sonop successfully obtain Green Globe Certification for two consecutive years, namely 2024 and 2025. The aim is to securing Green Globe Certification once again for 2026.

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. Our goals are outlined as part of the Sustainability Management Plan, recognizing that this is a continuous process. The SMP will be refreshed and updated annually, serving as a guide for employees across all departments and as a reference for Head Office and owners externally.





The Sustainability Management Plan covers 5 key areas:

- A. Sustainable Management
- B. Social/ Economic
- C. Cultural Heritage
- D. Environmental
- E. Monitoring and measurement

A. SUSTAINABLE MANAGEMENT

A.1 Implement a Sustainability Management Plan

This Sustainability Management Plan provides a comprehensive overview of Zannier long-term commitment to sustainable operations. It encompasses four key areas: Environment, Socio-cultural, Quality and Health & Safety.

Developed in alignment with Green Globe certification standards, this plan has been created with the collaboration of all departments to ensure an integrated and effective approach to sustainability. Our sustainability commitment is actively communicated both internally and externally, ensuring that our guests and staff are informed and engaged in responsible practices.

A.2 Legal Compliance

Zannier Sonop is fully licensed according to Namibian law and in compliance with all relevant international or local legislations, including health, safety, labor, environmental aspects, insurances policies and all other guest and staff protection. All legal requirements are regularly reviewed and updated to ensure continuous compliance.

A.3. Employee Training

All new employees receive thorough introduction to Zannier Sonop's concept and sustainability commitment as part of their onboarding process. Additionally, employees are trained to understand and effectively communicate our sustainability efforts to guests, ensuring they can provide accurate information and promote responsible tourism practices.

A.4. Customer Satisfaction – Quality

At Zannier Sonop, our guests are at the center of everything we do, and we are committed to providing them with exceptional quality in every aspect of their stay, from reservation to check-out and beyond. We ensure that our service quality consistently meets high standards through a combination of robust systems and regular feedback from both internal and external stakeholders.

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

- We follow the LQA standards, conduction yearly internal inspections to evaluate and enhance our service quality across all departments. LQA assessments cover over 800 service touchpoints, ensuring a consistently high standard of hospitality.
- Every guest receives a detailed satisfaction survey on the day of check-out. This allows us to address feedback, improve on any areas of concern, and fine-tune every aspect of our service.



- Through TrustYou reputation management, 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 collected through these methods is used to monitor our guests' satisfaction and expectations closely, allowing us to stay proactive and ahead of their needs. Every piece of feedback, whether from guests or staff, is carefully considered in our ongoing commitment to delivering the highest quality tourism experiences. By offering the highest quality service and products, we not only ensure the future development of our business but also provide continued support to our local community and create ongoing employment opportunities for local people. Through our commitment to excellence, we remain dedicated to enhancing the experience of our guests and the broader community.

A.5 Accuracy of Promotional Materials

All communication at Zannier Hotels is managed by the PR & Communication Manager, ensuring consistency and accuracy. The General Manager is responsible for overseeing environmental accreditations and certification, including Green Globe Certification and others.

Zannier Hotels maintains a strict commitment to transparency in all promotional materials. We are very strict about not overselling our product, and prefer to underplay, rather than the opposite, thereby always surprising in a positive manner.

A.6 Local Zoning, Design and Construction

Sustainability has been a fundamental consideration from the very start of Zannier Sonop's development. The lodge is thoughtfully constructed on stilts, reducing its direct impact on the fragile desert landscape. This design choice not only provides guests with stunning panoramic views of the desert but also plays a vital role in preventing soil erosion and protecting the desert's rich biodiversity. In order to further minimize our environmental footprint, off-road access is restricted, and existing tracks were carefully utilized during construction to minimize disruption to the land. The reuse of original infrastructures, such as existing paths and water-holes, further emphasizes our dedication to sustainable practices. With 486 unique antiques individually sourced, we enhance the lodge's character while aligning with our commitment to sustainability, ensuring that every aspect of Zannier Sonop is thoughtfully designed to blend with and protect its environment.

The lodge operates on 100% solar energy, generated by 923 solar panels, contributing to our carbon-neutral goals and reducing reliance on non-renewable sources. Additionally, the self-sustained water system is drawn from five boreholes, ensuring a reliable water supply for both the lodge and local wildlife, with conservation measures like low-flush faucets, dual-flush toilets, and wastewater reuse further minimizing consumption.

A.7 Interpretation/ Experiential or Interpretive Tourism

Zannier Hotels Sonop is committed to immersing guests in the rich cultural heritage of the local community. By providing insights into cultural customs, history, and the natural environment, we



integrate local art and architecture throughout our property. Guests also have the opportunity to purchase local crafts, supporting the community's economy.

Our curated excursions not only highlight the desert's breathtaking beauty and wildlife, but also provide educational experiences about our conservation efforts. Guests can enjoy unique activities, such as horseback riding to deepen their connection with the desert, bike and walking trails for self-discovery, and astronomy exploration for a deeper understanding of the desert's night sky. These enriching experiences contribute to a memorable and educational journey that connects our guests to both the culture and nature of this extraordinary environment.

Additionally, 100% of our staff is local, with all team members fluent in English and their first languages including Afrikaans. This ensures that every guest receives an authentic and engaging experience while supporting the local community through employment.

A.8 Communications Strategy

We communicate our sustainability commitments both internally and externally through multiple channels:

- A dedicated sustainability webpage on our website provides guests with detailed insights into our environmental and social initiatives.
- Social media platforms are used to share updates, best practices, and engagement opportunities.
- Guests are informed and encouraged to participate in energy and water-saving practices through in-room "Informed Choice" cards.
- Our Smart TV system provides an overview of our sustainability efforts, allowing guests to learn more during their stay.
- The Sustainability Management Plan is displayed publicly to ensure transparency and awareness.

Additionally, we foster and maintain environmental consciousness among our team through consistent communication and education on sustainable work practices. We engage with all stakeholders, including guests, team members, suppliers, contractors, and the local community, to promote environmental conservation efforts and provide simple ways for guests to participate in supporting our initiatives. Our efforts extend beyond the property, aiming to create lasting environmental awareness within the local community as well.

A.9 Health and 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.

B. SOCIAL/ ECONOMIC

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.

B.1 Community Development

At Zannier Sonop, we are deeply committed to supporting the local community through a variety of initiatives that contribute to both economic development and cultural pride. We support Malthahoe Ongula Academy by partnering with local hospitality schools to provide hands-on training opportunities for students, ensuring they gain valuable experience in the industry. Additionally, we prioritize the use of local products in our food menus, boutiques, and tours, helping to promote local businesses and crafts. Guests are encouraged to purchase local crafts and goods, directly benefiting the community while fostering a sense of pride in its cultural heritage.

We ensure that the activities of our business do not jeopardize basic services such as water, energy, or sanitation for local residents or neighbouring communities. Furthermore, our operations are designed to ensure that local access to livelihoods—including land, aquatic resources, rights of way, transport, and housing—remains unaffected, promoting a balanced and sustainable relationship with the surrounding area.

B.2 Local Employment

With a 100% locally employed workforce, job opportunities at Zannier Omaanda directly benefit Namibian communities. Local interns are welcomed, offering them valuable hands-on experience. Staff members reside on-site in staff housing, ensuring accessibility and convenience. This initiative fosters a strong sense of community and supports long-term efforts to develop and retain local talent within the organization.

B.3 Fair Trade

At Zannier Sonop, we are dedicated to supporting sustainable and ethical practices in all aspects of our operations, particularly through our purchasing policy. We prioritize products that are reusable, returnable, or made from recycled or biodegradable materials, with a strong focus on eliminating single-use plastics.

Our commitment to local sourcing extends to our culinary philosophy, where we prioritize authentic, humble dining experiences rooted in local traditions. We work closely with local food producers to ensure that our menus are made with seasonal, fresh, and, when available, organic ingredients. Fish primarily comes from Walvis Bay, and local meat is sourced from a neighboring farm near Beta Campsite. Additionally, herbs are sourced from a farm in Windhoek, while wines are sourced from South Africa and Neuras Wines, produced in Namibia. We also serve Namibian wild acacia honey and locally supplied delights, further supporting the community and reducing our carbon footprint.

In our kitchen, we emphasize the use of set menus, which helps minimize food waste and ensures we are contributing to a sustainable food system. By focusing on local and seasonal ingredients, we not only support regional farmers but also align with our eco-friendly values and commitment to fair trade practices. This approach ensures that our culinary offerings contribute positively to the community, while minimizing environmental impact.

B.4 Local Entrepreneurs

Zannier Sonop actively supports local entrepreneurs through its purchasing policy, prioritizing the sourcing of products and services from local suppliers whenever possible. We encourage guests to purchase locally crafted arts and crafts available in our boutique, providing direct support to regional artisans and small businesses.

B.5 Respect Local Population

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

With a 100% locally employed workforce, the team brings authentic knowledge and deep-rooted respect for the customs, traditions, and way of life in the region. This strong connection fosters mutual understanding and strengthens our commitment to supporting the local community while promoting cultural appreciation and responsible tourism.

B.6 Exploitation

We uphold diversity and equality across all areas of our team. Exploitation or discrimination of any kind is strictly prohibited. We have a clearly defined Code of Behaviour regarding harassment and exploitation, which is integrated into our operations. Programs are in place to ensure that staff are fully aware of these standards, as outlined in the Employee Handbook.

We are committed to ensuring that all team members receive competitive salaries and benefits in line with industry standards. Comfortable on-site staff housing is provided, creating a convenient and supportive living environment. Employees are protected under Namibian labor laws, guaranteeing fair working conditions for all.

B.7 Equitable Hiring

No employees or applicants are discriminated against in any way, and all positions are filled based on **competence**. Zannier Sonop fully adheres to all local and international labor laws, guaranteeing fair employment conditions and wages that exceed minimum requirements.

We are committed to promoting local staff hiring and training across all levels of the business. Through partnerships with local hospitality schools, such as Ongula Academy in northern Namibia, we provide valuable training opportunities. Looking ahead, we plan to expand this program in 2025, offering even more trainees the chance to gain experience and contribute to the team at Zannier Sonop

B.8 Employee Protection

All employees receive fair wages, with salaries and benefits that exceed national minimum regulations. The service fees earned from guests are equitably redistributed among the team members, ensuring that every employee is fairly compensated for their contributions. Employees are provided with on-site staff accommodation and all meals, creating a comfortable and supportive living environment. To ensure continuous improvement, employees have the opportunity to provide feedback through their Human Resources Manager or via the annual Employee Satisfaction Survey, allowing them to assess their workplace and working conditions. This fosters a culture of ongoing development and employee well-being.

B.9 Basic Services & B.10 Local Livelihoods

The activities of Zannier Sonop have had no negative impact on the environment or surrounding communities. On the contrary, the lodge has created valuable employment opportunities and contributed to the economic well-being of many local families.



C. CULTURAL HERITAGE

Zannier Sonop is committed to immersing guests in the rich cultural heritage of the local community. We provide guests with valuable insights into cultural customs, history, and the natural environment, integrating elements of local art and architecture throughout the property. Our guests can engage with the local community by purchasing handcrafted goods, which directly support regional artisans and small businesses, fostering positive economic benefits.

Our excursions showcase the desert's stunning beauty and diverse wildlife while also educating visitors about our conservation efforts. Unique experiences such as horseback riding, bike and walking trails, and astronomy exploration offer guests the opportunity to connect with the land and learn about its cultural significance.

The spa amenities at Zannier Sonop reflect the surrounding environment, with massage oils and treatment creams responsibly sourced from a Namibian herbalist in the northern part of the country. These products utilize indigenous plants, and the signature spa ritual features an aromatic blend of ground herbs, spices, and desert sand, providing a truly immersive and locally inspired experience.

To deepen their understanding of Namibian culture and conservation practices, guests are guided by local staff members and in-house guides who share knowledge about local traditions and cultural heritage. Through these experiences, we ensure that visitors not only explore the beauty of the desert but also gain a deeper appreciation for its cultural and natural importance.

D. 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.

D.1 Conserving Resources & D.2. Reducing Pollution

a) Environmentally Preferable Purchasing:

- 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.

- Purchasing policy is in place

- We utilize eco-friendly plastic trash can liners composed of cornstarch.

- Paper is FSC

- Use of reusable natural linen napkins no paper

- Grown Alchemist: Our formulation charter focuses on Biotechnology to source safe and potent plant-actives for the most effective ingredients without depleting natural resources. We ensure any products that could enter a water-supply (via the drain) are designed to be at least 95% biodegradable. Packaging is an ongoing focus, working with recyclable material such as 100% recycled RPET Bottles, recycled and recyclable cartons, and aluminum tubes. All Grown Alchemist products contain at least 94% naturally-derived ingredients, as per the globally-accepted calculation standard ISO 16128. Grown Alchemist products may contain small amounts of synthetic ingredients to protect the efficacy and integrity of the formulas.

- Our suppliers deliver products in reusable crates and cases, which are returned and reused to minimize waste.
- Food is purchased in Namibia, primarily from our main supplier.



b) 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.

c) 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.

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.

D.3 Conserving Biodiversity, Ecosystems, and Landscapes

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.



OUR OBJECTIVES FOR 2025/2026

INDICATOR	DESCRIPTION	TARGET 2025/2026
Waste	Waste Management and Recycling	<p>Donate 80% 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 OHMSS 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	<p>12 training hours per employee per year, documented and signed.</p> <p>Updated Employee Handbook with sustainability awareness training to be included in induction programme</p>



	Rewards 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.





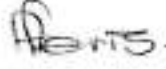
ANNEX 1.

GREEN TEAM COMMITTEE MEMBERS AT ZANNIER SONOP

LODGE MANAGER
 ASSISTANT LODGE MANAGER
 FOH MANAGER
 F&B SUPERVISOR
 HEAD CHEF
 HEAD OF HOUSEKEEPING
 ACTIVITY & EXPERIENCE MANAGER
 SPA SUPERVISOR

ANNEX 2.

SUSTAINABILITY PLAN REVIEW AND APPROVEMENT

TITLE	NAME	SIGNATURE
Lodge Manager	Riaz Joulay	
Assistant Lodge Manager	Hilton Louw	
FOH Manager	Frans Gareb	
F&B Supervisor	Victor A Sikunda	
Head Chef	Johannes Esteruizen	
Housekeeping Supervisor	Vinissia Malungu	
Activity & Experience Manager	Angelize Feris	
Spa Supervisor	Gideon Vilho	