

ANNUAL POSITIVE SUSTAINABILITY REPORT 2018 & 2019

Positive impact & Sustainability



Company : *Paradise & Wilderness (P&W)*
Resorts : *Paradise Beach Resort incl. Zanzibar Bay*
Adres : *Road Chwaka – Uroa,*
Place : *Zanzibar (Tanzania)*



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Sustainability 2018 / 2019

Positive impact & sustainability *(note from the owner)*

As a Tanzania tourism company, Paradise & Wilderness believes it has the responsibility, as good corporate citizens, to respect Human and comply with international laws. Respect local traditions and culture, be responsible for the nature and environment. Paradise & Wilderness's values guide the attitudes, behaviours and decisions of all Paradise & Wilderness employees and consultants around the world as we interact with our customers, our partners, our suppliers, the communities in which we work and live. This sustainability report is an important and critical part of our commitment to these values, as its focus is to ensure that our sustainability values are treated with dignity, fairness and respect.

My personal commitment for our guests is that I will do everything I can to ensure that all of us at Paradise & Wilderness maintain our standards of conduct and our respect for each other, by setting a personal example and taking a proactive interest in our performance as individuals and as a team. I am confident that all our employees at Paradise & Wilderness will do the same.

The sustainability report is focussed on Paradise Beach Resort. In 2019 we create for all accommodations (part of Paradise & Wilderness) a sustainability report. The goal is to create an intern sustainability competition.

Bert Schoonvelde
Founder Paradise & Wilderness bv.

Zanzibar 2019



** Clean water project 2018 / 2019*

1. Sustainability & Paradise Beach Resort

Welcome to the Paradise Beach Resort sustainability report. Which covers our social, safety and environmental performance in 2018 (looking back) / 2019 (future ambitions) and significant events for the Paradise Beach resort during the year.

In the sustainability progress report, you will find all the developments Paradise & Wilderness, resort: Paradise Beach Resort, has achieved in the last year. Also, you will find the sustainability ambitions for 2019. The input for this report we received from guest satisfaction reports, local community, employees, and from operational department managers.

The main goals of the sustainability progress report is to maintain support for the sustainability activities. To highlight successes, particularly where activities have delivered cost savings. Identify the challenges that you are facing and involve them in finding solutions (ambitions 2019). Raise the importance of sustainability as a serious business issue and integrated in the day – to – day operational management.

Paradise Beach Resort is having the ambition 2019/2020 to start a scholar project with the ambition to develop and train local people.



**Ambition 2019: increase employees from local village.*

2. Ambitions for 2019: environmental

Developing energy efficient facilities for guest and create energy efficient environment is the first step in reducing the environmental impact that humans have in the tourism industry. Paradise Beach resort made this Instruct able to detail many different ways to reduce our impact on the environment.



Example 1: all accommodations using sun panels for boiling water



Example 2: every week we clean the beach with guest.

To protect the environment our main goal for 2019 is continuing with *consuming less plastic, electricity and chemicals*. To achieve this goal, we create actions for our operational departments. In 2018 we started the project consume less plastic. Our ambition: we will reduce consuming plastic in 2020 with 25%. We will achieve this goal by make the right orders from suppliers, make our guest aware and recycle plastic.

January / march (2019)

- Step 1 : Change to LED Light Bulbs
- Step 2 : Up 2 Degrees in Summer, 2 Down in Winter
- Step 4 : Don't Let Your Water Continue Running
- Step 6 : Plant a Tree!
- Step 7 : Buy Local!

April / June (2019)

- Step 10 : Use a Line to Dry Your Clothes
- Step 11 : Use Tote Bags When You Shop!
- Step 12 : Install Low-flow Sink and use sun panels
- Step 13 : Get Rid of Excess Weight in our Cars
- Step 14 : Throw Away The Bottle Caps

July / September (2019)

- Step 15 : Turn Off the Lights When they are not be used
- Step 18 : Computer Sleep Mode and Hibernate Mode
- Step 20 : Shorten Showers
- Step 21 : Don't Use So Much Detergent

September / December (2019)

- Step 25 : Handkerchiefs Instead of Tissues
- Step 26 : Go Digital with Books / paperless working
- Step 27 : Don't Use Bad Chemicals on the Garden
- Step 29: Teach Others

3. Ambitions for 2019: human rights

Human rights are rights inherent to all human beings, regardless of race, sex, nationality, ethnicity, language, religion, or any other status. Human rights from our perspective include the right to life and liberty, freedom from slavery and torture, freedom of opinion and expression, the right to work and education, and many more. Everyone is entitled to these rights, without discrimination. Our management include local people, Tanzania people and European people. We want to show our employees that everybody will have equal changes in our company.

To maintain and communicate Human rights, we take our responsibility to work with employment contracts, code of conducts, document and right of employee conditions, Work safety and human rights in combination with third parties.

January till March (Ambition 2019)

Creating Paradise & Wilderness: Code of Conduct and Ethics
See document code of conduct and Ethics.

March till April (Ambition 2019)

Focus and discuss Human Rights & sex industry.
Part of Travelife program.

May till July (Ambition 2019)

Employee Rights and conditions.
See document: Employee conditions.

July till September (2019)

Equal Opportunity, Diversity and Inclusion
See document: Employee conditions.

September till October (2019)

Employee Health and Safety.

November (2019)

Human Rights involved by third parties (Supply Chain).

December (2019)

Supplier Engagement and Contract Operations.



**Explaining Human Rights*

4. Ambitions for 2019: local people and local area.

Paradise Beach Resort protect the local traditions to *give the locals freedom and space to organize their traditions*. We give stage to local people to communicate with your guests and tell them about their traditions. We have big staff from the Masai community (Tanzania). Shortly, we promote and stimulate local traditions, and are proud to show this to our guests. the for example, entertainment team organize a local dance and music show. The local women are telling stories and make bracelets. Masai employees are walking around and protect the properties. We have a village tour where guest can see the local community.

Our Health, Safety, Security, Environment and Social Performance Control standard expects us to, first, avoid or, where this is not possible, minimise our impacts on **Local people business** through project design.

For example, in 2019, we had original plans for an above ground pipeline to our resort, which would have impacted on the road, we changed it to a tunnel design following community engagement and agreement with the local village for a better solution.

As a resort close to local people we support the local village with necessary building materials and we have the responsibility to help local people with improving their business. we hire local employees and train them in a specific skill.

We hire Maasai employees form Tanzania, to show and contain their **culture and traditions** from the country. We bring the tourist to local village and explain the traditions they have. We have once a half year a meeting with the school and village director to discuss the teamwork.

The company and our guests give the village director and head of the school; financial advice and support (project started 2018).

We support the village with materials and knowledge to build houses and schools. (project started 2018).

Ambition for 2019: Continue with installation pipes to create clean drinking water for the local village. Project 2018 / 2020.

Ambition for 2019: Paradise Beach Resort is starting a **scholar ship** for local people. The plan is to hire more than 10% employees from the local village. We will train them in different departments and develop the employees with English language.

We work with local communities to jointly identify solutions and opportunities. For example, ambition for 2019/ or 2020 is to work with local fire department on Zanzibar on a programme called "fire safety" to promote awareness of the dangers of fire.

The fire department and the village people attend the training and learned about the danger of **fire and the safety rules**.



5. Progress in the sustainability targets.

The main steps involved in selecting the 2019 ambitions was to identify and understand topics that is important for our vision on sustainable guest satisfaction and tourism. Collate the topics identified as of high importance by the director. Also, we consider input from our Report Review (guest satisfaction form.) and information from the booking department.

Ambitions 2019

1. (Environment)

Save up to 5% electricity costs. *Compering January <> December.*

2. (Environment)

Reduce waste & separate all the garbage. *glass/plastic/green waste.*

3. (Develop & support local community)

Start English lessons for local girls and fire safety training for local people

4. (Develop & support local community)

Increase number of employees from local village to 10%.

5. (Sustainability communication)

Clean water for the local village.

6. (Human rights)

Improve contractual and living conditions for employees.

To accomplish the ambitions, we have sustainability projects. We started with sustainability projects in 2018. For each year (2018/2019) we started with several sustainability projects.

Date	Sustainability projects 2018	Sustainability projects 2019
1. January	Sun panels for sustainability in electricity.	Continue with implementation: Sun panels for sustainability in electricity.
2. January	Give stones and wood to local school for building extra accommodation.	Change lights in rooms for sustainable led lights.
3. February	Emergency lights go on by movement	English lessons for local girls.
4. March	Improving employment in the local area.	Put in all the rooms more sustainable shower heads.
5. May	Creating sustainability conditions on contract for employees.	Light/ACC rooms: working with a digital card (finish: June).
6. August	Water pump for employees.	Development project for Maasai.
7. September	Installed water pipelines for local village.	Train staff in sustainability with using chemicals.
8. October	Animation activity: local village tour.	Consume less plastic & separate garbage: plastic/green/normal.
9. October	Human rights and employee conditions	Clean beach project.
10. October	Plan to protect local animals.	Train local people for fighting against fire and the danger against fire.
11. November	Reduce using paper in the reception & office.	Make protected store for chemicals.
12. November	Supply chain is developed program: buy local.	Fire training for local people.
13. December	Start project sustainability cards for electricity in the rooms.	Create awareness for sustainability by guest. Project: sustainability tourism 2.0.
14. December	Registration of consuming electricity, water & chemicals.	Update and develop employee working contracts and labour conditions.

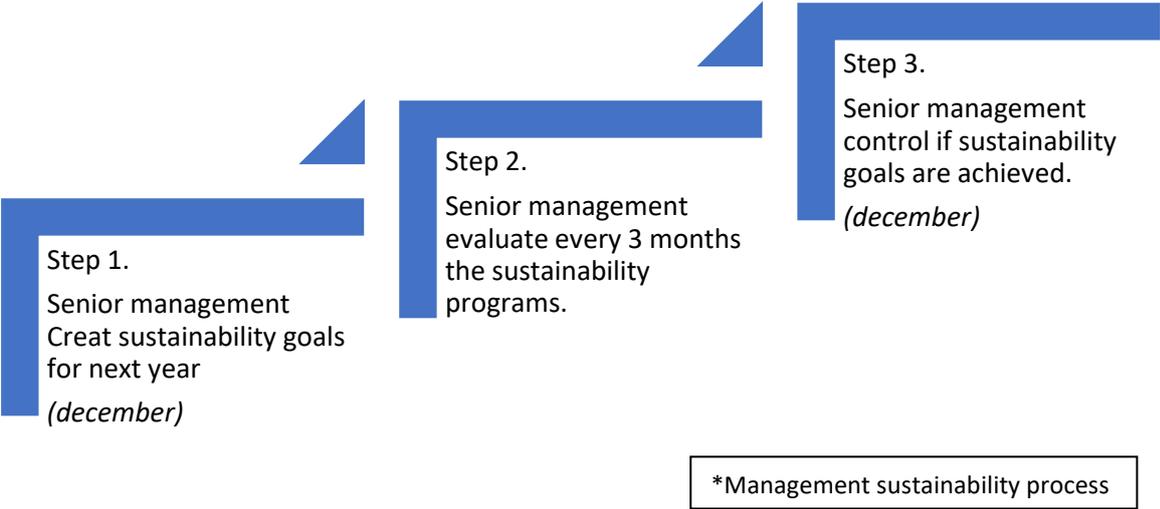
6. Sustainability management process

The communication to senior management is important to have commitment and maintain the right budgets. The sustainability team will offer in December of each year the plans and projects for next year. The senior management give confirmation to the projects and make budget for it.

Every 3 months we have a sustainability progress meeting. In this meeting we discuss the sustainability development issues. This meeting is with the manager operations / general manager / Guest relations manager / Quality manager & Owner.

The quality manager is responsible for the sustainability team. He will create input, make the planning and will do the communication. The owner is signing every year the goals and programs for agreement and payment of the actions.

In chapter 5 *sustainability program*, you can find the projects/subjects which are confirmed and have budget from the senior management. *In December the sustainability goals for the next year will be discussed and agreed.*



7. Sustainable developments accomplished

The senior management will have every 3 months a sustainability progress meeting. The last sustainability progress meeting was on 28 June 2019 and 27 September is the next meeting. In this meeting the senior management will discuss achievements, adapt current plans and update the sustainability report. The department managers will be communicating the achievements with the team members and we communicate the achievements on our information board for guest.

We achieved the follow sustainability actions 2018 / June 2019.

1. Registration of consuming electricity, water & chemicals.
2. Sustainability training plan for the departments.
3. Improving employment in the local area.
4. Give English lessons for local girls.
5. Development project for Masai employees. *
6. Training and communication (management) tourism: child abuse and child protection.
7. Put in all the rooms more sustainable shower heads.
8. Consume less plastic & separate garbage: plastic/green/normal.
9. Maintenance plan to protect local animals.
10. Supply chain program: buy local & consume less plastic.
11. Change lights in rooms for sustainable led lights.
12. Sun panels for sustainability in electricity consuming.
13. Sustainability cards for electricity in rooms.



**Local Masai development (communication) training.*

8. Sustainable developments planned (2019/2020)

Improving the sustainability of our services to guest is a daily task for Paradise Beach resort. As mentioned by the owner in the letter, on corporate level we improve the sustainability journey as group. In 2020 we will plan internal sustainability audits from external companies to improve and create solid systems on sustainability for all the safari camps and Zanzibar resorts.

The sustainability ambitions and programmes are based on three pillars: Environmental sustainability, Human rights, local ground & people.

The follow sustainability program's are planned for 2019/2020.

1. Complete the (Sustainability) training programs for 2019 (document: trainings 2019).
2. Implementation employee satisfaction audit.
3. Evaluate food and safety program.

4. We will improve recording the consuming of electricity, water and chemicals.
5. Increase sun panels for sustainability in electricity.
6. Increase number of rooms working with electronic room cards.
7. Recycle water boxes in rooms.
8. Consume less plastic program.
9. Make a protected store for chemicals

10. Increase number of employments from local village people.
11. Complete program English lessons for local girls.
12. Complete clean water installation for local village.

The ambitions and sustainability goals 2019/2020 are confirmed by senior management.



B. Schoonvelde

Founder
Paradise & Wilderness group



S. Tulner
Quality Manager