



VAALNEST BOUTIQUE HOTEL POLICIES & PROCEDURES MANUAL

DATE OF LAST REVISION: November 2015

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EMPLOYMENT POLICIES

RECRUITMENT POLICY

The objective is to give clarity on the selection criteria for employment and on going assessment criteria of employees at Vaalnest.

Responsible persons

- Operational Manager
- General Manager
- Seesa

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Registration number: 2007/029401/07 Director: M Attwell



Selection Criteria and Procedure:

- Vaalnest (Pty) Ltd advertisement for vacant post. Vaalnest (PTY) LTD will first advertise vacant posts to its internal staff members giving an opportunity for existing staff members to apply for vacant posts.
- We will then advertise unfilled vacant posts in our local community centre and local community news papers, Vaalnest does not discriminate on sex gender, religion, race, or HIV status, although a preference will be given to people from previously disadvantage communities and candidates from our local community, whereby possible selection of disable people will also apply. Under no circumstances will Vaalnest employ any child or make use of any child labor, we will not consider employing any person that below the age of eighteen (18yrs) and has not completed their school cycle as according to our Government criteria.

All new recruits to Vaalnest (Pty) Ltd will go on a three (3) month probation period after that period full time employment will be considered. Casual workers will work on a specific contract determining of the objective of the reason for temporary employment for the time frame of project.

TRAINING POLICY

- Training will be given to all employees of Vaalnest (Pty) Ltd on their particular job specifications. When Vaalnest (Pty) Ltd outsource and pay for specific job training the Vaalnest employee will sign a two year contract with the hotel. If they resign within that two year period, the employee will pay back on a prorated basis an amount equivalent to the portion of the contract period that is not served.
- Vaalnest will give an opportunity to our local youth whereby there will be able to do an internship at Vaalnest (Pty) Ltd. Giving an opportunity to new entrants into the tourism market, the objective from the internship will be for a specific time frame either to graduates doing their practical experience to complete their specific course, or new school leavers doing a specific internship through our training seta, Catssetha.

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STAFF PROMOTIONS

Our staff turnover at Vaalnest is very low. However, if and when opportunities for advancement arise, first priority will be given to any of our internal staff who would like to apply. We provide cross training in our operations in order to provide for such opportunities, i.e. so that staff are flexible for various types of promotion opportunities, and to try to keep the workplace interesting in terms of offering a diversity of tasks.

If no current members of staff are suitable for the position, then we would look externally for a suitable candidate. We would rely on the local networks, which we are a part of, including consulting with the Department of Labour to access their database of suitably qualified candidates. If necessary, we would enlist the assistance of a recruitment agency. As with our commitment to non-discrimination in our recruitment, the same applies to promotions; opportunities will be fairly and equitably available, irrespective of race, gender or disability.

ANNUAL REVIEW OF STAFF PERFORMANCE

Vaalnest (Pty) Ltd will conduct an annual performance appraisal of all staff members. The objective of the appraisal is to assess where training is needed and also to have fair criteria for annual salary increases and bonuses. This is done giving those whose performance merits such increases and bonuses, on a sliding scale according to their work performance and promotions and also training and development of employees into new job specs.

GRATUITIES FROM GUESTS

Vaalnest (Pty) Ltd pays and will not pay anything lower than the minimum wage specified by the hospitality -sector. Vaalnest (PTY) LTD pays its employees according to job specifications. Vaalnest (Pty) Ltd agrees with the basic condition of employment that no employee should be paid by means of tips. Vaalnest will always pay the minimum wage or better at all times regardless of the level of tips.

When tips are received from Vaalnest guests, they are held by Vaalnest (Pty) Ltd in trust whereby all employees will share in the tips generated for a job well done. Vaalnest will take a certain portion and create a breakage fund whereby replacement of breakage will be funded, e.g. glasses and crockery.

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Tips will always be seen as a motivating factor for a job well done, although Vaalnest (PTY) LTD believe in the principle that every employee should be paid fairly according to their job specifications. Tips will always be seen at Vaalnest (Pty) Ltd as an incentive for a job well done.

ANNUAL BONUSES

A three year sales budget will be presented to all staff members on an annual basis and anything above the projected income will be shared with all staff members according to a sliding scale.

- a) Exceeding of sales budget
- b) Work performance will be one of a major criteria of measurement
- c) Team work and team player

RESPECT IN THE WORKPLACE

At Vaalnest we want to make sure that you are productive and enjoy your time working with us. We are committed to provide you with a safe and respectable work environment. All employees are expected to know and adhere to all rules & regulations, and all policies of Vaalnest. Failure to obey these rules and regulations, or any policies will result in disciplinary action and possible dismissal. Dismissal from Vaalnest boutique hotel means you will no longer be employed by the company.

Discrimination-free Environment

Vaalnest recognize that you have the basic right to be respected and treated in a fair and just manner at all times by superiors and fellow employees.

Harassment-free Environment

You and guests have the right to enjoy an environment that is professional and promotes equal opportunity and does not allow discrimination in any form. Discrimination against or harassment of any by you on the basis of race, sex, nationality, religion, age, sexual orientation, colour, disability, or ethnic origin will not be tolerated and may constitute cause for termination of employment.

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Vaalnest recognize that you have the basic right to be respected and treated in a fair and just manner at all times by superiors and fellow employees.

You have the right to work in a safe and professional environment free from unsolicited and unwelcome sexual overtures by employees, suppliers, guests or management.

Conduct prohibited by these policies is unacceptable at work and in any work-related setting.

It is your responsibility to follow the highest ethical standards and principles. These ethical principles and standards apply to all persons employed by Vaalnest, regardless of position.

Any cases of sexual harassment that are reported at Vaalnest will be treated with confidentiality and will be taken very seriously. The company's disciplinary policy and procedures will apply to any sexual harassment transgressions.

Protection of Vulnerable Groups

Vaalnest believes in the protection of children, adolescents and women. When we become aware that any of these (children, adolescents and women) has been misused or abuse we will not hesitate to report to the authorities for persecution. Cases at the workplace will also be subject to the company's Disciplinary Policy and Procedures.

CRIME AND WEAPONS

Our company has a zero tolerance policy toward crime. Any employee committing a crime will be handed over to the appropriate authorities and will lose his or her job. Possession of a weapon on duty is a serious offense. Searches of your lockers or body may occur at any time without notice. Finding a weapon will result in immediate dismissal from your job.

VISITORS POLICY

You may not have visitors while you are on duty.

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HEALTHY & SAFE WORKPLACE

HEALTH & SAFETY

As part of our commitment to provide a safe and healthy business environment for staff and guests, the Vaalnest Boutique Hotel has developed and implemented the following Health and Safety policies and corresponding procedures. The measures in place are considered to be reasonable given the size and scope of our business, and are aligned to the terms of the Occupational Health and Safety Act.

Legislation

Vaalnest Boutique Hotel keeps a copy of the Occupational Health and Safety Act on site and accessible to staff at all times.

Employees and the Workplace

All employees are required to take all reasonable steps to prevent workplace accidents or injury and to maintain a safe and secure working environment.

Management takes reasonable measures to support this, including the following:

- providing equipment, systems and work practices which are safe and without risk to employees' health;
- investigation, prevention or elimination of processes, articles or substances which are identified as being potentially harmful;
- informing employees about health and safety at work and emergency procedures; and
- enforcing necessary measures to ensure health and safety at work.

To this end all employees are required to:

- take reasonable care for the health and safety of himself/herself and of others who may be affected by his conduct;
- carry out any lawful order given to him/her and obey any health and safety rules and procedures;
- report any situation which is unsafe or unhealthy to the management;
- take all reasonable precautions to prevent the loss or damage to company and guest property;
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- maintain a safe working environment and to follow all safety instructions/ work practices to ensure own safety and the safety of others.
- if he or she is involved in an incident that may influence his or her health or cause an injury, report that incident to management as soon as possible, but no later than by the end of the shift.

Guest Safety at Vaalnest Boutique Hotel

Guest safety is taken very seriously at Vaalnest. The following measures are in place to ensure that this is maintained at all times:

- Safety equipment, including railings on balconies and staircases, designated smoking areas, and general safety signage in place
- Emergency contact numbers provided in all rooms
- Fire prevention, equipment, and emergency procedures in place
- Emergency First Aid procedures and equipment in place

Health and Safety Equipment

Vaalnest Boutique Hotel commits to the provision of the following health and safety equipment on site:

- A First Aid kit with basic contents, checked on a regular basis
- Fire equipment throughout the property as per the recommendation of a suitably qualified fire prevention expert
- Safety equipment for the safe handling of harmful chemicals and / or equipment, including rubber gloves, safety goggles, dust masks, and overalls

Staff Training in Health and Safety Measures

Vaalnest Boutique Hotel commits to the following Health and Safety measures in the workplace:

- having at least 1 member of staff trained in general Occupational Health and Safety measures
- having at least 1 member of staff with valid training in basic First Aid
- fire safety training will be carried out on a regular basis by a suitable service provider; this will include the use of fire equipment and evacuation procedures

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- staff will be trained in the safe handling / use of all potentially harmful substances and equipment (see below)

Harmful Substances and Equipment

Training will be provided to staff that may need to handle any chemical substances or equipment, which may pose risks to their health or that of the environment. Although the use of harmful chemicals is kept to a minimum in our workplace, when such substances cannot be avoided staff will be provided with appropriate training in the handling, use, storage, and disposal of such substances. They will also be provided with suitable protective clothing / equipment, as applicable, for the handling of harmful chemicals or use of equipment.

To limit risk associated with harmful chemicals, procedures for their disbursement have been implemented whereby only 1 member of staff is authorized to disburse chemicals on a scheduled basis.

Harmful chemicals in use at Vaalnest Boutique Hotel have been identified as per the table below. These chemicals will be replaced by less harmful alternatives as they are identified and provided that the alternatives meet our hygiene requirements and are reasonably cost-effective.

Chemical Used	Description of Use	Nature of Potential Hazard	Safety Equipment	First Aid	Any Special Storage
Antibacterial Soap	Staff hands	Eye irritant		Eye contact: rinse immediately with water	
Cobra	Polish	Eye and respiratory irritant Environmental hazard		Eye contact: rinse immediately with water and seek medical attention	Keep out of reach of children

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Diner-gen	Disinfectant	Eye and skin irritant	Rubber gloves	Eye contact: rinse immediately with water and seek medical attention Skin contact: rinse immediately with water	
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Diner-grill	Grill & oven cleaner	Corrosive, eye and skin irritant *Causes severe burns*	Rubber gloves and eye protection	Eye or skin contact: rinse immediately with water for several minutes and seek medical attention	Keep locked up, keep out of reach of children
Domestos	Antibacterial	Eye and skin irritant	Rubber gloves	Eye or skin contact: rinse immediately with water and seek medical attention	Keep out of reach of children
Glade Air Freshener	Air freshener	Respiratory irritant	Do no smoke when using		Store in a cool, dry place, do not store in direct sunlight
Hand Sanitiser	Staff hands	Eye irritant		Eye contact: rinse immediately with water	

HTH	Pool chlorine	Flammable, eye and skin irritant	Gloves	Eye or skin contact: rinse immediately with water for 15 minutes	Keep out of reach of children, animals, and uninformed persons.
Jeyes	Antibacterial	Eye irritant, skin irritant, respiratory irritant	Rubber gloves	Eye contact: rinse immediately with water and seek medical attention Skin contact: rinse with water, wash with soap and water If inhaled, get fresh air and seek	Keep out of reach of children, store in a cool place, out of direct sunlight

				medical attention	
Milton	Sterilising fluid	Eye and skin irritant		Eye or skin contact: rinse immediately with water	
Mr Muscle	Carpet cleaner	Skin irritant	Rubber gloves Wash and dry hands before and after use.	Skin contact: rinse with water	

Procal	Toilet bowl cleaner	Eye and skin irritant	Rubber gloves	Eye contact: rinse immediately with water and seek medical attention Skin contact: rinse immediately with water	
Prosan xp	Sanitary cleaner	Eye irritant		Eye contact: rinse immediately with water	Keep out of reach of children
Sintol	Chlorine for laundry				
Sunbeam	Polish	Skin irritant	Rubber gloves	Skin contact: rinse immediately with water	Keep out of reach of children
Sunlight (liquid)	Dishwashing liquid	Eye irritant		Eye contact: rinse immediately with water	
Sunlight (powder)	Automatic dishwashing powder	Eye and skin irritant		Eye or skin contact: rinse immediately with water	

Assessing Risks

Vaalnest Boutique Hotel commits to having risk assessments conducted on a reasonable basis. This includes an assessment of risks for fire safety conducted by a suitable service provider, and regular maintenance checks by our in-house personnel. Our Local Municipality also visits regularly to ensure that our property adheres to all bylaw requirements, including those of the Health Department.

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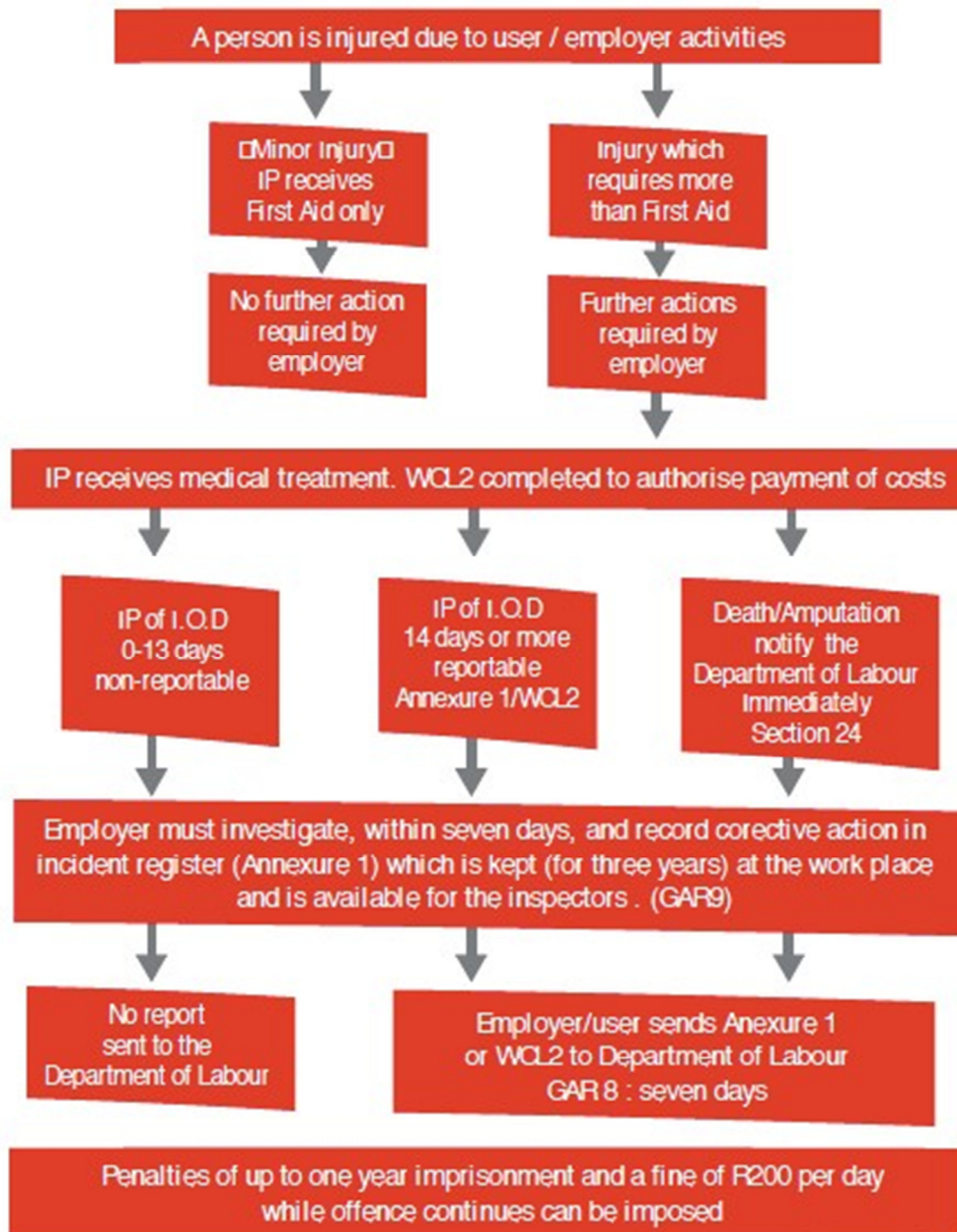


Reporting Incidents

Vaalnest Boutique Hotel will report to the Department of Labour on occupational diseases and reportable incidents as per the Occupational Health and Safety Act. The chart below applies. A copy of an Incident Report form will be available on site for the reporting of such incidents.

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INCIDENT REPORTING PROCEDURE
AS PRESCRIBED IN THE OCCUPATIONAL HEALTH AND SAFETY ACT
EVERY EMPLOYER OR USER MUST COMPLY WITH THE PROCEDURES BELOW





SMOKING POLICY

As an employer, Vaalnest Boutique Hotel is legally obligated to adhere to the terms of the Tobacco Products Control Act. As such, our smoking policy is designed to protect all nonsmokers from exposure to second-hand smoke.

We do this not only due to legal obligation, but also in recognition of the health effects of passive smoking, of the need to manage the risk of liability from diseases caused by passive smoking, and to encourage people to quit smoking as part of health promotion in the workplace.

Smoking Policy at Vaalnest Boutique Hotel

In an effort to accommodate the needs of smokers and to protect non-smokers, we have established designated outdoor smoking areas for guests and staff on the property.

Smoking is only permitted as follows for guests

- On the balconies of the guest rooms
- On the balcony of the bar area
- On the balcony of the conference area
- Smoking is not permitted in any of the rooms or any other indoor areas.

Smoking is only permitted as follows for staff

- Outside of the staff /guard house at the entrance to the property
- Staff members are not permitted to smoke in the presence of guests

Smokers and users of tobacco products in the designated smoking areas must dispose of the remains in the ashtrays. Cigarette butts must NOT be thrown in the bushes or on the ground.

General Considerations

All guests and staff are to adhere to the smoking rules. Should staff notice guests smoking in an area where it is not permitted, they are to politely let them know that there are other areas where they can smoke. It is our responsibility as a team to ensure that these rules are followed at all times, otherwise it jeopardises the health and the quality of the Vaalnest Boutique Hotel experience for others.

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While Vaalnest Boutique Hotel does make areas available to staff members who smoke, it in no way has any legal responsibility to do so. Employees who choose to use these smoking areas do so at their own risk. No additional breaks are allowed to any employee who smokes.

Failure to comply with the contents of this policy will result in disciplinary action that can lead up to and include employment termination.

Support Resources

If you are a smoker and would like more information and / or support in order to quit, below are some resources where you can inquire. You can also inquire at the local clinic.

- Cancer Association of South Africa www.cansa.org.za CANSA toll free hotline: **0800 22 66 22**
- Heart Foundation www.heartfoundation.co.za
Stroke Health Line's share call line: **0860 1 43278 (0860 1 HEART)**
- National Cancer Registry
http://www.nioh.ac.za/?page=national_cancer_registry&id=41
- Tobacco Institute of South Africa (TISA) <http://www.tobaccosa.co.za> TISA toll free hotline: **0800 214 710**

PROTECTION OF WOMEN WHO ARE PREGNANT OR BREASTFEEDING

Section 26(1) of the Basic Conditions of Employment Act (BCEA) prohibits employers from requiring or permitting a pregnant employee or an employee who is breast-feeding to perform work that is hazardous to the health of the employee or the health of her child. This requires employers who employ women of childbearing age to assess and control risks to the health of pregnant or breast-feeding employees and that of the fetus or child.

Vaalnest Boutique Hotel has assessed our workplace for potential risks to anyone who might be in this category.

- There were no risks of exposure to chemicals or harmful substances identified. Chemicals that pose a potential respiratory risk have been identified and staff have been trained in how to handle these in a safe manner.
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- Night shifts are only applicable to Night Auditors, which may include female employees. In the event where night shift work applies to female staff with newborn children, Vaalnest will assist the staff member to find care facilities for their child as necessary.
- Pregnant staff members are discouraged from lifting heavy items during their last trimester.
- No positions of employment were identified as being of a nature that might be harmful (e.g. requiring strenuous physical activity) during pregnancy.

In summary, no physical, ergonomic, chemical, or biological hazards were identified. Should employees identify any such hazards, they are to notify the owners of Vaalnest Boutique Hotel immediately so that they can be assessed for potential harm and mitigating measures taken accordingly.



RESPONSIBLE TOURISM

RESPONSIBLE TOURISM POLICY

Vaalnest Boutique Hotel acknowledges the potential benefits afforded not only to our business, but also to our employees and the surrounding community by adopting operational practices that are aligned to the principles of responsible tourism. In our understanding of this, we have adopted the definition of responsible tourism as defined in South Africa's Standards for Responsible Tourism.

Responsible Tourism tourism management strategy in which the tourism sector and tourists take responsibility to protect and conserve the natural environment, respect and conserve local cultures and ways of life, and contribute to stronger local economies and a better quality of life for local people
(SANS1162:2011)

As part of our commitment to implementing responsible practices in our tourism business, we have systems in place to manage the long-term sustainability of our business operations in the following areas:

Environmental Management:

- Energy conservation, including monitoring our consumption, seeking alternatives to nonrenewable sources of energy generation, and finding ways to reduce our consumption through operational and technical improvements
- Water conservation, including monitoring our consumption, finding ways to re-use waste water, and reducing our consumption through operational and technical improvements
- Managing waste as much as possible, including the implementation of composting and encouraging staff to take any recyclable materials that may be of use in their childrens' / community's schools. Although recycling facilities are not available locally, we still separate our waste in order to create a culture of recycling in-house and to make it easier for anyone who collects waste at the landfill site.

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- Promoting our local nature reserves and engaging with their conservation experts to support our efforts to provide information about local birdlife and to work towards having only indigenous vegetation on our property
- Engaging our guests in our efforts to reduce environmental impacts by informing them of our activities, and encouraging them to reduce their own footprint during their stay

Social and Cultural Impacts

- Creating a visitor experience that is typical of the nature and culture of the area in which we are located, not only in the design and décor of our facilities, but also in the menu offerings of our restaurant
- Engaging with our local community to pursue development projects that meet their needs and priorities

Economic Impact

- Promoting opportunities for other businesses to benefit from tourism by sharing information with our guests about local attractions and activities
- Providing employment opportunities that give preference to people from the local area, and providing them with a working environment that is not only fair and nondiscriminatory, but that also adheres to legislated requirements for the sector
- Actively engage in local tourism forums to encourage strategic partnerships that benefit tourism development in the area
- Pursuing a purchasing strategy that favours local and small businesses, as well as products that are Fair Trade and less harmful to the environment

Quality Tourism Experience

- We pride ourselves in offering an experience that exceeds the expectations of our guests, not only in our rooms service but also in our conferencing facilities, teambuilding, events hosting, and our restaurant. We invite guest feedback so that we can improve the quality of their experience and we provide regular training to staff so that they are empowered to do their jobs well and have a positive work experience.

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Healthy and Safe Business

- We have a number of measures in place that ensure our workplace is safe for staff and guests alike. These include appropriate safety equipment and training for staff in procedures that ensure a safe and healthy workplace.

We acknowledge that the responsible tourism journey is one of constant improvement and we commit to reviewing the systems referred to above from time to time to ensure that they are meeting our goals effectively.

We also commit to ensuring that all of our staff are welcome to provide input to our policy and related activities in order to improve our performance. Staff receive training in order to ensure that their role in our business operations contributes to meeting our responsible tourism objectives.

WASTE MANAGEMENT STRATEGY 2014 – 2015

The purpose of Vaalnest's Waste Management Strategy is to provide direction to our efforts to manage our waste responsibly. The process reflected below will be reviewed annually so that we can evaluate the effectiveness of our strategy in terms of which actions have been implemented.

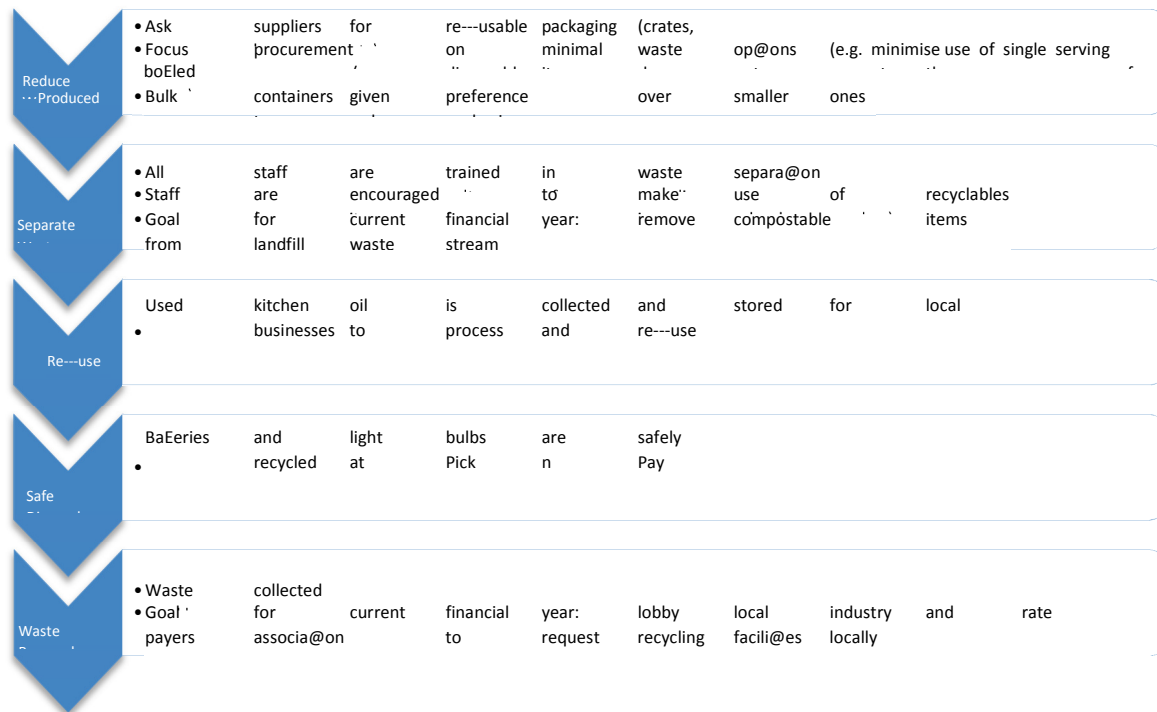
Context

Within the Vaal Marina area there are no recycling facilities available. As such, all of our waste goes to landfill. We do, however, separate our waste as there are people who collect re-usable and recyclable items at the landfill site. By separating on our side we make it easier for them to access what they can use.

A challenge within this context is that measuring waste is an exercise without possibility for determining quantitative improvements. As such, we focus our efforts on what we can do within our context.

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2014 – 2015 Waste Management Plan



Targets for Current Financial Year (2014 – 2015)

1. We aim to remove 100% of our compostable waste from the landfill waste stream. By composting these materials on site we can also create our own compost for use in our gardens.
2. We intend to lobby our networks, including the local rate payers association, to request access to recycling facilities locally. This will not only benefit our business but all in the local area.



Responsible Persons

Due to the nature of activities required to reduce our waste, all staff at Vaalnest are expected to contribute to the successful implementation of our waste management strategy. The strategy is made available to all staff and training is provided.

ENERGY CONSERVATION STRATEGY 2014 – 2015

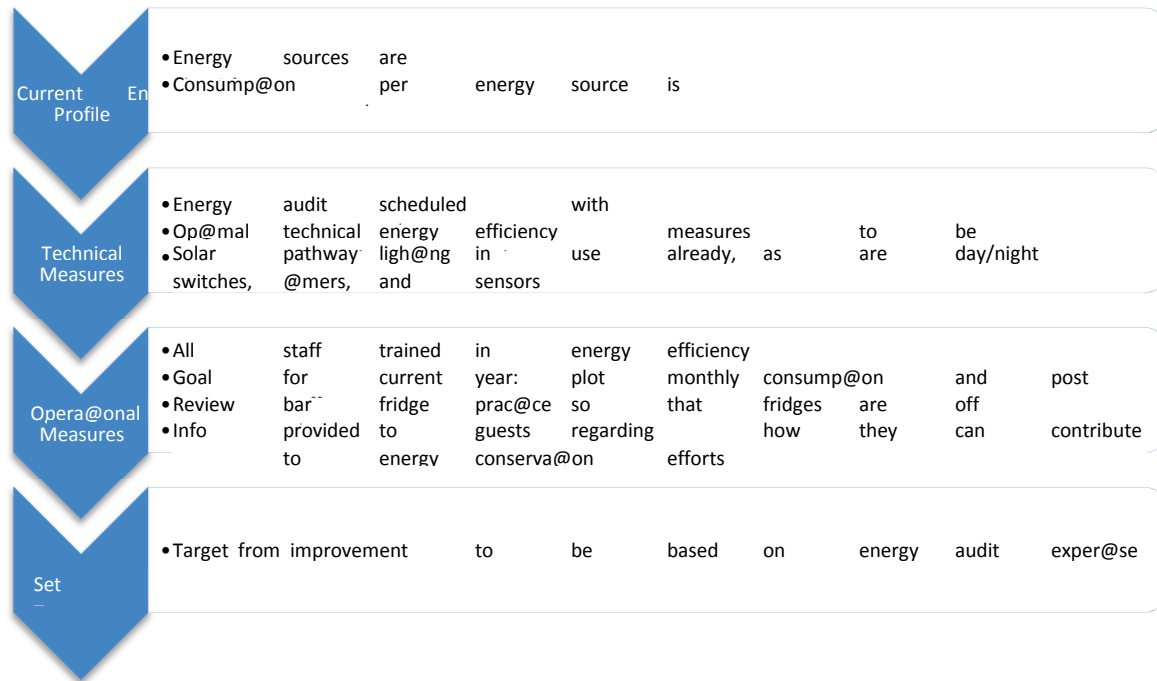
The purpose of Vaalnest's Energy Conservation Strategy is to provide direction to our efforts to manage our energy consumption responsibly. The process reflected below will be reviewed annually so that we can evaluate the effectiveness of our strategy in terms of which actions have been implemented and the resulting impact/s on our consumption.

Responsible Persons

Overall responsibility for measuring energy consumption rests with Mr Keith Attwell. However, due to the nature of activities required to reduce our energy consumption, all staff at Vaalnest are expected to contribute to the successful implementation of our energy conservation strategy. The strategy is made available to all staff and training is provided.



2014 – 2015 Energy Conservation Plan



Targets for Current Financial Year (2014 – 2015)

1. Make energy monitoring data accessible to all staff (visual impact).
2. Conduct energy audit to identify additional conservation opportunities.
3. Strengthen towel re-use policy and practice, and invite guests to save energy.

WATER CONSERVATION STRATEGY 2014 – 2015

The purpose of Vaalnest's Water Conservation Strategy is to provide direction to our efforts to manage our consumption of precious water resources responsibly. The process reflected below will be reviewed annually so that we can evaluate the effectiveness of our strategy in terms of which actions have been implemented and the resulting impact/s on our consumption.

Responsible Persons

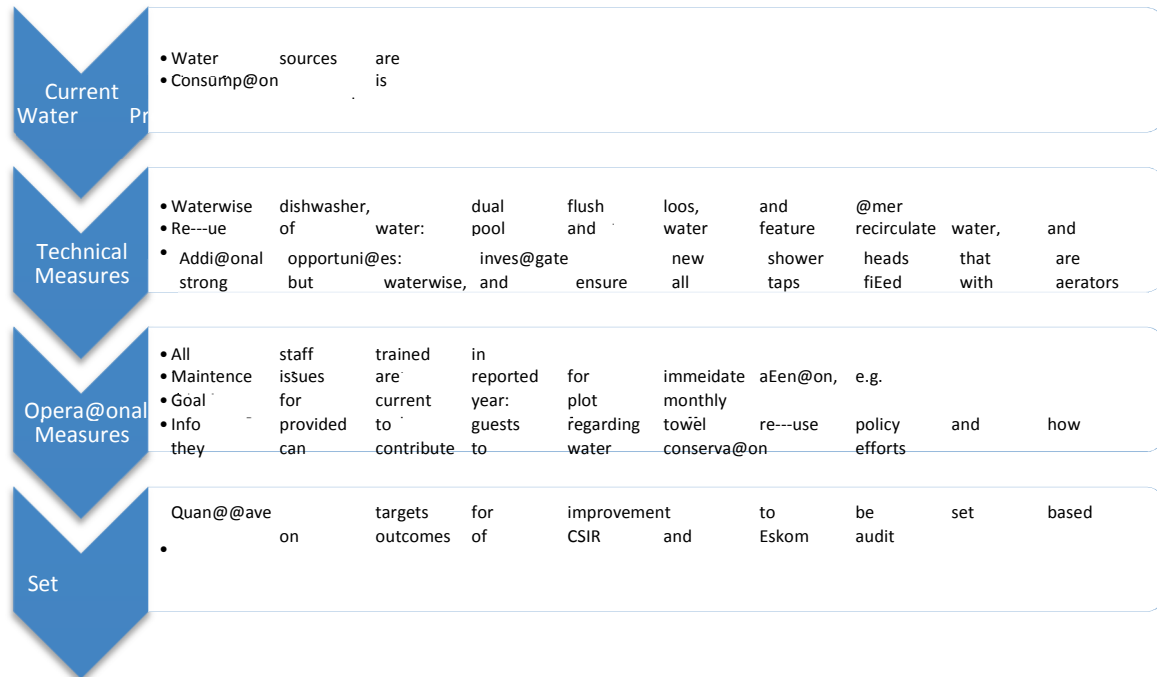
Overall responsibility for measuring water consumption rests with Mr Keith Attwell. However, due to the nature of activities required to reduce our water consumption, all staff at Vaalnest are

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expected to contribute to the successful implementation of our water conservation strategy. The strategy is made available to all staff and training is provided.

2014 – 2015 Water Conservation Plan



Targets for Current Financial Year (2014 – 2015)

1. Make water monitoring data accessible to all staff (visual impact).
2. Set targets for reduced water consumption (plot per bed night)
3. Strengthen towel re-use policy and practice, and invite guests to support water conservation efforts.

RESPONSIBLE PROCUREMENT POLICY

Vaalnest Boutique Hotel focuses its purchasing decisions in a way that meets our business needs while maximising the economic impact of our operations in the local area. Our procurement policy seeks to ensure that our entire team understands our purchasing policy and priorities so that we can work together to identify new opportunities in the area that can support our vision.

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Our Context

Vaalnest Boutique Hotel operates in the resort area of the Vaal Dam in the holiday township of Vaal Marina. The area offers limited opportunities to procure goods and services but we try to focus our purchasing within the District Municipality.

Procurement Priorities

Our main priorities for procurement are as follows:

- Ability to deliver with suitable vehicles
- In order to limit risk to Vaalnest and ensure accountability, suppliers must be able to demonstrate via appropriate record keeping that perishable goods are kept at appropriate temperatures from time of production to time of arrival at Vaalnest
- Three quotations must be obtained for work to be carried out (in the case of an emergency we will make use of the team we have on file)
- Preference will be given to black-owned businesses in our area that are able to deliver the high standards that Vaalnest requires
- We also give preference to small businesses, provided that they are able to fulfill the above-mentioned requirements
- Going forward, we intend to put increasing focus on the procurement of goods and services that have a reduced impact on the planet and / or are ethically produced. This includes support for Fair Trade, organic, biodegradable, and / or free range where possible and available. We intend to engage our current suppliers on this strategy so that they might identify additional opportunities for us.

Minimising Waste

As there are currently no recycling facilities in our area, we have realized that the most effective way for us to reduce the waste we send to landfill is to incorporate waste considerations into our procurement decisions. We have already engaged with this by obtaining cleaning chemicals in bulk containers and by re-filling amenity containers for stayover guests, and when check-outs do not take the containers with them.

The following areas are for priority consideration going forward:

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- Reducing packaging: speaking to our suppliers about using re-usable crates and / or boxes to deliver goods
- Reducing plastic waste by only offering bottled water if specifically requested by guests; our tap water is perfectly safe and delicious at Vaalnest
- Investigating options for replacing the small amenity containers in the guest rooms with larger containers. Although our practice is to re-fill these containers, guests sometimes take them, which means we create more waste by providing new bottles. Larger containers would rectify this and reduce our waste contribution.
- Ensuring that we ONLY print when absolutely necessary. Where possible, printing is done double-sided and any paper can be used for scrap paper.

Targets for Vaalnest

In order to determine whether or not we are improving our performance related to practicing responsible tourism, Vaalnest monitors the amount that it spends with small suppliers and on Fair Trade goods and services. Our current annual targets are to add one (1) new supplier / product each year. As mentioned above with regards to waste Vaalnest did separate waste before as there are people who collect re-usable and recyclable items at the landfill site. A challenge within this context is that measuring waste is an exercise without possibility for determining quantitative improvements. So now a new recycling facility will be possible to keep track of what needs to be disregarded and what can be valuable to others on a bigger scale. This will result in a more sustainable town and environmentally place for people to coexist. Overall results will see Vaalnest and the whole town of Vaal Marina sort waste accordingly every two weeks. What started as a small initiative is now a whole community responsibility that will aim to help the town function in a more sustainable manner. As such this facility looks to improve waste management thus creating a sustainable environment.

Involving Our Guests

We encourage guests to spend money in the local area by providing information and maps about local attractions and activities.

Currently we do not have a curio shop on site and do not, therefore, sell any products made from the harvesting of wildlife or plant products. We keep a list of CITES-listed species on site and

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should we open a curio shop in future, we will ensure compliance with requirements related to any listed species.

Managing Goods Procured: Stock Taking

We will maintain a stock level of two week for the bar and restaurant at Vaalnest Boutique Hotel. We will do a stock count every Sunday afternoon and our stock count will indicate which items to procure. We will only keep a stock level of a maximum of a two week cycle. We will only buy from reputable suppliers that also have the necessary delivery vehicles with cold storage. Preference will be given to suppliers that is from a previously disadvantage community or larger companies that has a black empowerment in their company.

Stock take Responsibility: Operational & General Manager:

Operational Manger will do and order to the various suppliers according to the stock needed according to our stock count.

Receiving of goods

All deliveries will be checked according to orders that were placed to verify correct delivery of items that was ordered. The only people to receive delivery will be the head chef, head waiter or barman.

Release of payment

The Operational Manager will load the electronic payment and the General Manager will release payment on receiving an invoice for supplier. The same procedure will adhere to releasing of cheques.

LOCAL ECONOMIC DEVELOPMENT STRATEGY

At Vaalnest, we are aware of the economic development needs not only across South Africa, but particularly in our local area. We commit to contribute positively in the following ways:

- Trading from a rural community Vaalnest Boutique Hotel has pledged to employ from the immediate community. This will be aligned to our employment systems, including recruitment and promotion policies.
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- Vaalnest workforce are fully qualified and continuously encouraged to grow and develop within the hospitality and customer service related fields.
- Training and development will be ongoing for Vaalnest staff and for interns at Vaalnest.
- Recognizing the skills shortage in our area of trading, we have pledged not only to train our own staff, but to extend these opportunities to the community by joining forces with CATHSSETA, Gauteng Tourism Authority, TEP and other stakeholders to provide training and development in the Tourism industry

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Purchasing Strategy

Within our procurement policy, the following priorities are stipulated and align with our objectives to support local economic development:

- Support for local businesses
- Support for small businesses
- Support for BEE-rated businesses

Technical Support for Local Economic Development

Vaalnest has engaged with the local community to identify the most pressing needs in terms of economic development. The most obvious need identified was that pertaining to job creation.

As a result of this consultation, Vaalnest pledged in June 2014 (being our low season) to identify entrepreneurs from the community and through them, extend our skills to help set up proper business infrastructure. Additionally Vaalnest Boutique Hotel is currently working with the community to create 10 new Tourism businesses which upcoming entrepreneurs in the community will someday run. When successful these businesses will look to employ at least 500 people. We will also utilize mentors to train and develop entrepreneurs to properly fill the gaps and needs to support and enhance the tourism offerings on the Vaal Dam.

Our pledge to business developments has seen 3 of our Tourism businesses emerge from the ground up. These businesses form part of our Responsible Tourism platform in which we operate, thus the emphasis is on the Social and Cultural aspects of our development which hopes to promote Community Participation and the Preservation of the dignity of a destination.

Vaalnest looks to employ local community members to be trained and mentored in an attempt to build more skills amongst the people. Our criteria for a selection of those candidates to run these facilities are:

- Identify a local community member (Must reside from the local community Mamello)
- Identify a qualified mentor which has the necessary skills.
- Mentor that person to build the necessary skills needed to make the business viable
- Once trained, Vaalnest will then look to employ the candidate and offer a salary
- Make use of Vaalnest booking system and marketing drives
- Vaalnest will help to established these companies

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- Vaalnest help source funding for training for the person to acquire those skills

The identified structure of ownership will be as follows, e.g. Entrepreneur will own 30% and the community will own 25% whilst the Mentor will own 20% and Vaalnest Boutique Hotel will own 25% respectively. These 10 new Tourism businesses will look to employ over 500 people.

Due to the lack of finance and the proper skills to run these businesses, the Vaalnest board has taken a decision to fast track the establishment and running of these businesses. The decision along with the Mamello Community was that three business have been identified currently: Spa, Shuttle service and Cycle & Birding tours.

Here is an Overview of the current operating facilities at Vaalnest Boutique Hotel:

Vaalnest Spa: Employed an experienced therapist to run the spa, as a mentor the therapist will guide our chosen candidate under the bases of a formal training course which took place before our facility had been officially opened. This window period gives the individual the relevant amount of time to build adequate skills, and the necessary product knowledge that's needed in operating a spa. An employment contract will be given to the candidate by Vaalnest along with an agreed salary. Additionally Vaalnest funded the equipment and product needed to start off with the Spa. At this stage Vaalnest is funding the salary of the Entrepreneur responsible for the Spa and the Mentor. The success in the Spa concept has been so tremendous that the decision was taken to roll out the Spa into a 7 station concept. Vaalnest is in the process of building these stations, 4 of 7 of the stations is already done and the new building of completing the 7 station will be constructed in due course.

Vaalnest Shuttle Tours: We will therefore get an experienced tour guide to operate all tours and mentor the chosen candidate in an attempt to build the necessary skills and knowledge to run Tours. An agreed salary will be offered to the chosen candidate by Vaalnest through an employment contract. Currently Vaalnest has proceeded in making available our 7 Seater Vehicle that will serve as a tour vehicle.

Vaalnest Bicycle Hire & Birding Tours: Guests can come and enjoy cycling routes across Vaal Marina, however birding routes and other touring sites need the experienced skills of a tour guide who will assist the chosen candidate from the community to run the birding and cycling

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tours. Currently Vaalnest has bought ten new bicycles that are available for cycling along the routes.

Vaalnest will make available its facilities for the year for the training to take place for the above business to be fully operational, this includes accommodation for the trainer. Additionally identifying of an experienced tour guide and shuttle company has taken place. The training of a tour guide and stipend while training is needed, thus we still appeal to businesses for adequate funding.

Partnerships for businesses involving the community will be encouraged whereby the community will be self-sustaining in its development and community needs. The promotion of Job creation and the paying of fair wages is part of Vaalnest's Responsible Tourism guide which hopes to achieve this with all tourism businesses.

Additional opportunities for local economic development are also being driven by Vaalnest in partnership with the Department of Rural Development, Department of Agriculture and relevant municipal authorities. These partnerships will speak to the needs of local communities and will include agricultural development projects through joint ventures with communities.