



**VALOR** HOSPITALITY  
PARTNERS

REIMAGINING HOSPITALITY

*CORPORATE SOCIAL RESPONSIBILITY*



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## MISSION & OBJECTIVES

- Be recognised as the most sustainably conscious Hotel Management Company globally.
- Measure and achieve significant savings in our impact on the environment.
- Monitor and reduce waste – of energy, of water and of other resources.
- Lead the industry in setting, measuring and executing stringent KPIs for carbon reduction, water management, waste control, social returns, environmental enhancements and wellness in the workplace.
- Influence other organisations to achieve the same goals through Greening the Supply Chain, engaging our customers and being an example of doing the right thing.

# WE AIM TO...

- Engage our teams to measure and achieve our goals.
- Set and achieve further energy reduction targets until Valor are the industry's lowest consumer of energy per room sold.
- Set and achieve further, ambitious targets to eliminate single use plastic consumption.
- Set and achieve ambitious target goals for fund raising and volunteer hours.
- Further green the supply chain by replacing more suppliers who do not match our values with those who do.
- Promote an atmosphere of continuous improvement in our impact on the environment, social good, ethics and well-being.



# 1.

## ENVIRONMENTAL OBJECTIVES



- Reduce CO2 generated by 5% per room we sell; this will mean we reduce our carbon output by numerous tons per year.
- Reduce water consumption by 5%, this will mean we reduce water use by numerous gallons per year.
- Reduce waste to landfill by numerous tons per year.
- Green the supply chain through supplier auditing and selection, product selection and innovative partnerships.
- Reduce single use plastic by at least 2 million pieces per year on 2019 levels.

**ACTION STRATEGY**



- Setting optimal temperature settings for energy, water and equipment.
- Adapting preparation and menu design to reduce food waste.
- Improving recycling rate and providing solutions for colleagues and customers to improve their personal recycling rate.
- Providing solutions to help our customers reduce their single plastic use.
- Educating our colleagues and customers about their impact on the environment and how they can reduce it.
- Sourcing and installing the lowest impact technological solutions to hotel operations to reduce consumption including LED lighting, water saving devices, CHP systems, efficient boilers, taps and showers as well as motors and air handling systems.





## 2.

### ***ECCOLOGICAL & BIODIVERSITY OBJECTIVES***



- Change the impact which we and our customers make on the food supply chain in particular.
- Improve the spaces we have for diverse wildlife.
- Support the Trees for Life (UK based) to reforest the UK through donations equivalent to planting 10,000 trees per year.

#### ***ACTION STRATEGY***



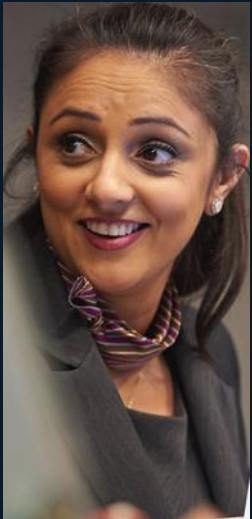
- Removing over 2 million single use plastic items from use.
- Increasing our organic choices in food and drink.
- Working with suppliers to increase the proportion of RSPO in bathroom and other products.
- Encouraging third parties to source and use less impactful cleaning materials.
- Trialing and increasing the proportion of organic cotton in team member uniforms.
- Ensuring that meat, fish, fruit and vegetables are sourced where practicable from accredited suppliers including examples such as, Marine Stewardship Council, farmers operating under the LEAF scheme and the Soil Association.
- Working with our own, as well as third party garden maintenance teams, to reduce pesticide and herbicide use and to set aside better space for wildlife.
- Providing a carbon offset solution for colleagues to mitigate the effects of their own business and personal travel.
- Promoting 'green meetings' whereby our customers can offset the impact of their travel and event.
- Sponsoring rare species breeding programmes.





# 3.

## SOCIAL OBJECTIVES



- Ensure that all Valor managed hotels are at the heart of their community.
- Promote support of local, national and international causes to our teams and customers.
- Partner with appropriate organisations that help us to do business for good.
- Encourage team members to volunteer their time for local good causes.
- Eliminate the risk of modern slavery and other exploitation in our supply chain.
- Raising many funds per year in cash or equivalent for local and national charities and good causes.

**ACTION STRATEGY**



- Partnering the Toilet Twinning scheme in all hotels to promote safe clean water in Africa.
- All hotels have at least one 'Visitor Payback' arrangement, directly to funnel donations from the travelling customer to causes for good.
- Donating in kind to charities local to each hotel.
- Many hotels engage in local volunteering activities including support for the homeless, reading for the deaf.
- All hotels and the central Valor team have several representatives engaging in sponsored activities for chosen good causes.





# 4.

## WELLNESS & MENTAL HEALTH OBJECTIVES



- To be the leading hotel management company who care deeply for employee well-being.
- To foster an environment where people are “ok not to be ok”.
- To support physical activity individually and in groups.

***ACTION STRATEGY***



- Sharing activity challenges on social media.
- Promoting mass participation in running events and charity sports events.
- Promoting the mental health benefits of volunteering.



# 5.

## FOOD & BEVERAGE SUSTAINABILITY INITIATIVES



- Recycle all cooking oil.
- Sort trash into livestock feed, compost, recycle or waste.
- Energy efficient lighting in all spaces, with motion sensors to reduce waste.
- Water bottle filling stations to encourage less bottle water consumption.
- Responsible Bottled Water program partnering with Just Water® using plant-based bottles.
- Paper waste reduction program – limit banquet room setups with notepads available only on request instead of auto setting.
- Implementation of bulk packaging in place of individual portions to reduce packing material – in both distribution and receiving of produce.
- Zero Single Serve Initiative – to promote the discontinuation of single serve items to guests.
- Invasive species fish harvesting – to help eliminate non-indigenous saltwater species from our gulf waters.

- Bycatch Seafood Program – helping local fishermen sell their unintentional species catch by committing to purchase any bycatch and serving them in our restaurants.
- Beverage Straws, made from reusable bamboo shoots, biodegradable and made from abundant natural resources.
- Coasters, made from bamboo, made from byproduct of bamboo manufacturing, biodegradable, and made from abundant natural resources.
- To-Go Containers “Hot & Cold Foods”, made from 100% recycled material, biodegradable.
- Bags, made from recycled paper, not plastic, reusable and recyclable.
- Cutlery (spoon, knife, fork, other), made from bamboo, biodegradable and made from abundant natural resources.
- Beverage Napkins – not being used to reduce waste, we will use coasters instead.
- Dinner Napkins – all cloth napkins being used to reduce waste -laundry uses green processes.
- Soup Containers – recycled material.
- Lunch Box – no lunch boxes will be used, instead we use brown butcher paper and hemp twine to make to-go sacks.
- Trays are made from bamboo or corn-based plastics that are biodegradable.
- Coffee and teacups made from corn-based plastics that are biodegradable.
- Drink Cups made from bamboo or corn-based plastics that are biodegradable, or we use reusable glass and plastic.
- Member of various sustainable food organizations.







# ***GREEN CHAMPIONS***





# We intend to become the leading hospitality company for sustainability.

Our mission:

- Reduce use of the planet's resources.
- Encourage positive change in colleagues, customers and partners.
- Make a positive impact on local and global communities and the environment.

The Champions are an in-hotel resource to influence and drive our green agenda and support in measuring our achievements.

They communicate through their dedicated communication groups and keep a healthy flow of ideas, best practice sharing and green talk going. Through this the group has encouraged sharing ideas in energy saving, recycling, biodiversity, green displays and much more.





## MEASURABLE ACHIEVEMENTS

All electricity bought in the UK is from renewable resources.  
Electricity kWh per room sold reduced by 22% since 2017!  
New Combined Heat and Power motors in 10 hotels and the continued roll out of LEDs, already in 50% of practicable fittings, will drive this down further through 2020 and beyond.

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**Waste to landfill fell from 8% in 2017, to 6% in 2018 to just 4% in 2019!**

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78 paperware products changed to be recyclable.

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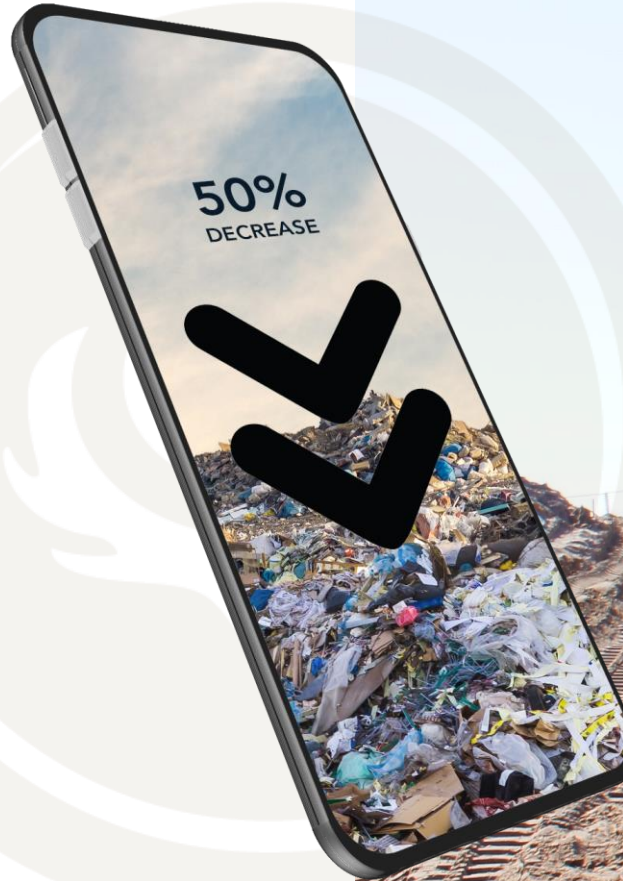
Single use plastic items down by over two million per year!  
Plastic straws, stirrers and other items are long gone and our target of five million fewer items per year is in reach.

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5% of our menu choices are vegan, helping the customer to make a less impactful choice.

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18% of our wine list is organic.



## MEASURABLE ACHIEVEMENTS

The Green Champions, as well as all the above, drive us to invent new ways to help communities and the environment.

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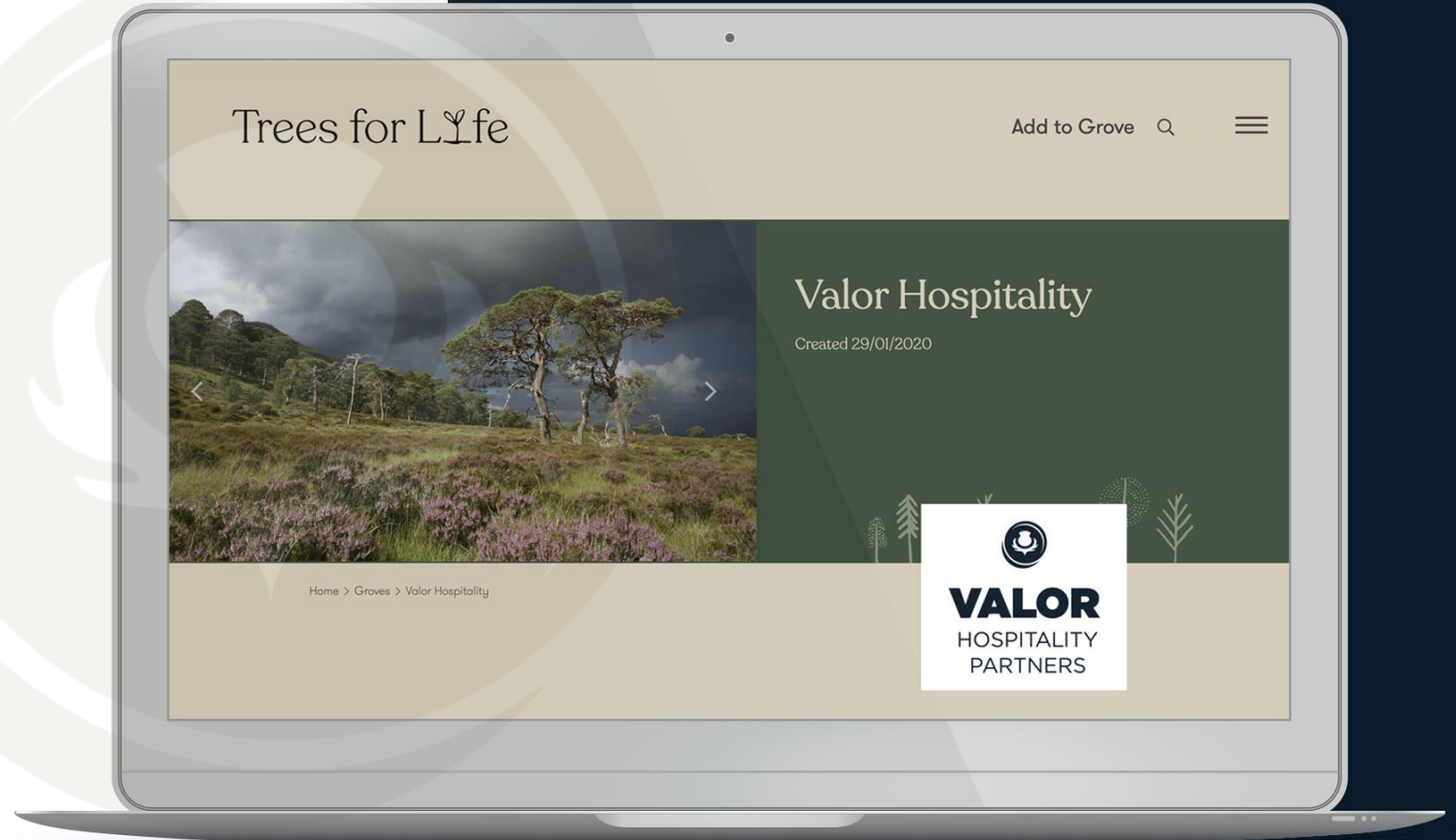
An example is our partnership with Hopeful Traders, helping the homeless back to work. Their organic cotton shirts have been trialled by the maintenance team at one hotel and are now being rolled out across all hotels.

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Our offsetting partnership with Trees for Life, rewilding the Scottish Highlands. Internal meetings are asked to report on their travel plans, the carbon is calculated, and a donation is made through our dedicated Valor Grove to this great project. [www.treesforlife.org.uk/groves/valor-hospitality](http://www.treesforlife.org.uk/groves/valor-hospitality).

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Green Champions also help us in our project to 'Green the Supply Chain', helping our suppliers to adopt accredited schemes such as LEAF and procurement through schemes such as the MSC's Good Fish Guide.







# *GLOBAL CASE STUDIES*

*THE LODGE AT GULF STATE PARK + SPIER WINE*









## COMMUNITY ACHIEVEMENTS

Participation in the Annual Alabama Coastal Cleanup (the 3<sup>rd</sup> Saturday of September); team members spend their Saturday morning cleaning up the beaches.

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Volunteer with *Share the Beach*, Alabama's sea turtle monitoring program, as well as serving as part of the response team to sick, injured or deceased sea turtles on or along the beach.

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Collect food and toys for various local community organizations during the holidays.

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Host community and family events at the Woodside Restaurant and the Learning Campus for holidays.

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## SUSTAINABILITY INITIATIVES



### Eco-friendly construction:

The hotel was constructed to meet the elevated standards of LEED® Gold, SITES® Platinum, and FORTIFIED Commercial™ certifications. Fifteen percent of building materials are recycled materials and 70–75 percent of construction waste was recycled.

### Responsible Water Sourcing & Routing:

Condensation from the HVAC system is collected and recycled to replace water in the pool. Additionally, rainwater is collected and directed to a restored wetland on site rather than being diverted to storm sewers. The hotel also features a permeable parking lot using TrueGrid technology that allows rainwater to drain into the ground.

### Wildlife Conscious Features:

Lighting is designed with local wildlife in mind. All lighting is shielded away from turtle nesting areas and pointed away from the beach. Lights on the beachside of the property are warmer to be less confusing to wildlife and floor to ceiling glass windows in the main lobby have bird friendly safety measures.

### Energy Conservation:

Guest room air conditioning units were installed with sensors that cut off the unit if balcony doors or windows are left open or ajar, and the full hotel is equipped with energy efficient lighting with motion sensors to reduce waste.

### Restorative Landscaping:

Approximately 75 percent of the site is dedicated to landscaping using native species that can thrive without irrigation, chemical pesticides or fertilizers. By planting native species, the coastal landscape is restored, and habitats have been created for native birds, nesting sea turtles and the Alabama Beach Mouse.

### Food and Waste Reduction:

The hotel team recycles all cooking oil and sorts trash into separate bins for composting, animal feed, recycling and more. The hotel also uses plant-based water bottles and straws made from reusable bamboo shoots, all of which are biodegradable and made from abundant resources.

### Conscientious Menus:

The Lodge participates in the Zero Single Serve Initiative, which promotes discontinuing single serve items to guests and practices local sourcing and invasive species fish harvesting to help eliminate non-indigenous saltwater species from the Gulf.





## COMMITTING TO SUSTAINABILITY

### As part of our commitment to sustainability, the hotel uses:

Bulk amenities in all rooms in lieu of single use products

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Environmentally friendly facial tissue and toilet paper

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Bio-enhanced trash bags

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All printed materials on recycled paper with non-toxic, environmentally friendly ink.

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A/C units installed with sensors that cut off the unit if the balcony door or window is left open or ajar.



***The initiatives being executed throughout The Lodge at Gulf State Park and our associated enhancements projects in the Park include:***

- 250 new jobs have been created at the resort and that number will increase to approx. 350 during season.
- The buildings are designed to reduce energy usage by 32% and interior water use by 35% relative to a typical facility.
- 15% of building materials are recycled materials.
- 70-75% of construction waste was recycled instead of going into a landfill.
- Daylight and natural ventilation access in all regularly occupied spaces
- Passive cooling techniques include building orientation and wood screens to filter sunlight and reduce energy usage.
- Condensation from the HVAC system is collected and recycled to replace water in the pool. Summer high humidity collection – avg 8,400 gallons/day avg year-round collection is 2,000 gallons/day
- Lighting sensitive to wildlife is implemented. No site lights point to the beach – all lights are shielded away from turtle nesting areas. Lights on the beach side of the property are warmer in temperature (yellow/amber) to be less confusing with cool (blue/white) moonlight on water
- Buildings are positioned to take advantage of gulf breezes for natural ventilation and natural lighting.
- Floor to ceiling glass windows in the main lobby have bird friendly safety measures within the design.
- Guest Room A/C units installed with sensors that cut off unit if balcony doors or windows are left open or ajar





## COMMITTING TO SUSTAINABILITY: INITIATIVES CONTINUED

- Rainwater is collected and directed to a restored wetland on site rather than being diverted to storm sewers.
- Permeable parking using TrueGrid allows for rainwater to drain into the ground.
- Approx. 75% of the site is dedicated to landscaping using native species that can thrive without irrigation, chemical pesticides or fertilizers. By planting native species, the coastal landscape is restored, and habitats have been created for native birds, nesting sea turtles and the Alabama Beach Mouse.
- Acreage for The Lodge footprint was originally 30 acres and is now 21 acres – this allows for more dune restoration and natural dune movement. The new footprint is now set back 200 – 225 ft from the gulf.
- Noteworthy – we have 350 rooms on a smaller footprint. (original Lodge had 144 rooms on the 30 acres)
- Currently there are 343 rooms in the entire State Park System, so this property will essentially double the number of available rooms within the State Park system.
- The Interpretive Center is pursuing full Living Building Challenge certification, the world's most rigorous environmental certification with only 21 buildings certified anywhere in the world. It requires 12 consecutive months of operation and proof that we are generating more solar energy than we are using and collecting and treating more rainwater than we are using.
- It is also seeking LEED® Platinum certification.
- Gulf State Park and the Learning Campus are pursuing partnerships with the Jean-Michel Cousteau Ocean Futures Society.
- Eagle Cottages is pursuing membership in the National Geographic Unique Lodges of the World program.
- Environmentally friendly facial and toilet tissue
- Bio Enhanced Trash Bags (recyclable & environmentally friendly) degrade in landfill, compost or buried in soil







## INTERPRETIVE CENTER

The Interpretive Center is Alabama's most environmentally-friendly building, pursuing LEED Platinum and full Living Building Challenge certification (the world's most rigorous building standard – there are less than 30 in the world!). The facility produces its own electricity and water and presents the park's nine ecosystems through a variety of family-friendly interactive exhibits before you hit the trails.







1692  
Spier



**Spier is an ethically,  
environmentally  
and socially-conscious  
farm in the Stellenbosch  
Winelands.**

**With a recorded history  
of more than 300 years,  
today we're a family-run  
destination that offers  
good food, wine,  
hospitality and arts.**

Employing more than 400 staff, our farm consists of a 153-room hotel, a conference centre, restaurants, winery and farming operation. With a focus on local employment, 87% of our team lives in and around Stellenbosch.

Spanning 620 hectares, our farm has been family-owned since 1993. Historic buildings and adjacent land have been restored, conserved and rehabilitated: a demonstration of our commitment to honour our farm's heritage and nurture its environmental biodiversity while being mindful of the region's socio-economic development challenges.

At Spier, we believe that we can make a difference every day through our interactions with customers, our presence in the community, and our impact on the environment. We are committed to nurturing a culture of excellence, working creatively and innovatively and being true to our values. We recognise that there is always room for growth and improvement — and so we constantly monitor, question and evaluate everything that we do to ensure that that we are making a positive impact.

Our ethos of custodianship underscores these commitments and inspires our sustainable approach to business and development. This approach views both the farm and the region holistically. It is through collaborative partnerships with key stakeholders that we have managed to extend our reach beyond direct business impact and into our community.

Learning is the golden thread that weaves together all our interventions. This is because we recognise its power to transform lives and landscapes radically for the better through the realising and expanding of inherent potential – both on a daily basis and over the long-term. We invest in *Growing for Good* – a wide range of learning initiatives that empowers our staff and community to unleash positive social and environmental change that reverberates far beyond Spier.





# INSPIRATIONAL FACTS

OUR RAPIDLY CHANGING WORLD CALLS FOR A DRAMATICALLY NEW WAY OF THINKING. WE CHALLENGE CONVENTION AND DRIVE OURSELVES AND OTHERS TO CONSTANTLY QUESTION

SPIER DONATES LAND, WATER AND ELECTRICITY TO 2 CONSERVATION OUTREACH PROGRAMMES

SPIER IS A MEMBER OF THE BIODIVERSITY & WINE INITIATIVE, AND WE ARE COMMITTED TO RE-ESTABLISHING THE RARE PLANT LIFE ON OUR LANDS

AS PER THE ENVIRONMENTAL MANAGEMENT PLAN, COMPLETED IN 2006, WE HAVE ON OUR PROPERTY:

**SPIER STRIVES TO FIND INNOVATIVE WAYS FOR BUSINESS TO SUCCEED IN BALANCE WITH SOCIETY AND THE ENVIRONMENT**  
SPIER WAS ONE OF THE 1<sup>ST</sup> LUXURY HOTELS TO BE ACCREDITED BY FAIR TRADE IN TOURISM SOUTH AFRICA

OVER **80%** OF OUR SOLID WASTE IS **RECYCLED**

OUR VARIOUS OPERATIONS ARE REQUIRED TO SEPARATE WASTE, AND OUR GUESTS ARE ENCOURAGED TO HELP US BY PUTTING THEIR WASTE IN THE CORRECT BINS



AS WELL AS BEING A MIRROR TO REFLECT THE WORLD, ART HAS THE POWER TO SHAPE OUR THINKING AND BEHAVIOUR. SPIER INVESTS SIGNIFICANTLY IN THE ARTS, BELIEVING IN ITS ABILITY TO TRANSFORM

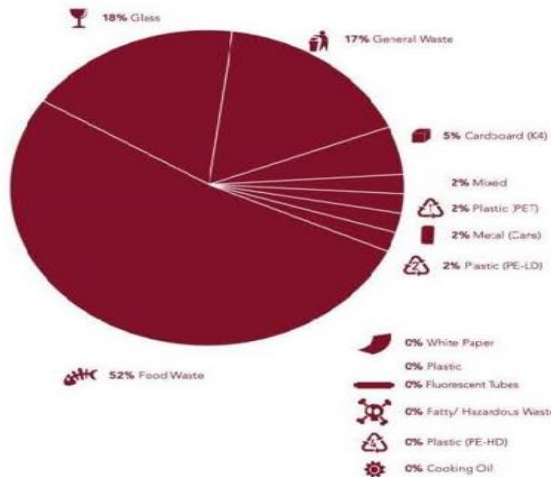
SPIER STRIVES TO BE A REFLECTIVE, ENGAGING SPACE TO CONNECT WITH OTHERS AND OURSELVES – A PLACE TO EXPLORE OUR PAST, PRESENT AND FUTURE

WE SEE OURSELVES AS CUSTODIANS OF A CULTURAL AND NATURAL HERITAGE THAT IS UNIQUE TO THE CAPE. WE HAVE A ROLE TO PLAY IN PRESERVING IT, AND CONTRIBUTING TO ITS EVOLUTION

SPIER RECEIVED A CONDÉ NAST TRAVELER WORLD SAVER AWARD – A PRESTIGIOUS INTERNATIONAL ACCOLADE

WE RECYCLE **100%** OF OUR WASTE WATER.

WE ARE INSPIRED TO MAKE A DIFFERENCE IN THE WORLD



WE USE **BIODYNAMIC FARMING PRACTICES** TO RESTORE FERTILITY TO THE SOIL ON OUR FARMLANDS

WE MEASURE OUR **CARBON FOOTPRINT** TO HELP US ACHIEVE OUR CLIMATE CHANGE GOALS. TO FIND OUT MORE VISIT [WWW.SPIER.CO.ZA/SUSTAINABILITY](http://WWW.SPIER.CO.ZA/SUSTAINABILITY)

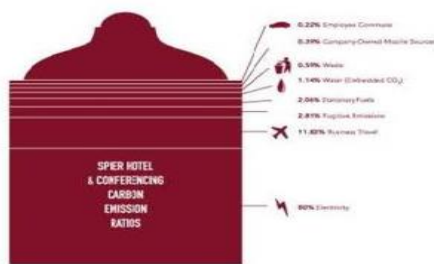
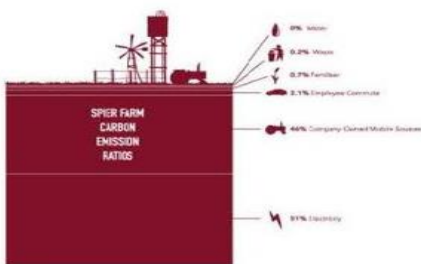
WE HAVE MADE SIGNIFICANT STRIDES TO REDUCE OUR **ENERGY & WATER CONSUMPTION**

SPIER SUPPORTED A LAND REFORM PROJECT BENEFITTING 13 PREVIOUSLY DISADVANTAGED FARMERS

WE WERE THE 1<sup>ST</sup> SA WINE BUSINESS TO BE ACCREDITED BY THE WINE INDUSTRY ETHICAL TRADE ASSOCIATION

SPIER SUPPORTS LOCAL ENTREPRENEURS AND DEVELOPS SMALL ENTERPRISES

OUR INNOVATIVE WASTEWATER TREATMENT PLANT BOTH CLEANS AND RE-ENERGISES THE WASTEWATER, WHICH IS THEN USED TO IRRIGATE OUR GARDEN AND GROUNDS – THE 1<sup>ST</sup> OF ITS KIND IN SA







### Farming

Our land is farmed holistically with the aim to create a diversified, balanced ecosystem with minimal impact on the environment. A major focus is the regeneration of soil fertility, which is achieved through methods such as high-density grazing and nutrient-rich organic compost. Our organic vineyards thrive in relationship with pasture-reared cattle, pigs and chickens. Aiming to be as natural as possible, we avoid using harmful chemical fertilisers or pesticides.

The ethically produced meat and vegetables from our garden are used at our farm -to-table restaurants: Eight Restaurant, Spier Farm Kitchen and Vadas Smokehouse and Bakery. This enhances our self-sufficiency, boosts the region's food security and reduces carbon emissions as the food does not require extensive transportation and external inputs.

### Spier's Food Garden

Spier's Food Garden was planted in September 2013 and is farmed organically, without the use of pesticides or artificial fertiliser. There are roughly 75 different species of herbs, fruit trees and vegetables growing, which are all used by the Werf restaurants.

The garden is in the hands of Farmer Neil Graham and is tended to daily by gardeners Alford Zwavahera and Johannes Salukazana. They share their passion for gardening with guests who stroll through the walled garden, which is adjacent to the Werf. Members of the gardening team include students who is enrolled in the two-year biodynamic internship at BDASA.

Given the organic gardening's light touch, much effort is expended to ensure the soil is healthy, so that the plants have a strong immune system to withstand being attacked by pests. Good worm compost and weekly foliar sprays are used to boost nutrients. Companion planting and crop rotation is practiced. Not only does this improve the flavour of vegetables, it also reduces pest problems and helps keep the soil healthy.





## OUR ENVIRONMENT



### Eagle encounters

Spier supports wildlife conservation operation eagle encounters by donating land, electricity and water for its facilities. Visitors to this raptor rehabilitation, conservation and education project based at spier can interact with birds of prey and learn about out how these magnificent animals keep ecosystems healthy and balanced. The birds of prey are regularly deployed on the farm to help with pest control.

### Water and vegetation

In 2007, spier installed a pioneering centralised wastewater treatment plant, which is the embodiment of its approach to waste management. It recycles 100% of spier's wastewater, treating it with only environmentally friendly methodology. The clean water is then used to irrigate the garden and grounds. We've installed more than 400 water-saving devices on showers, basins and toilets in our 153-room hotel, conference centre, restaurants and other public spaces. The hotel's main swimming pool uses rain harvested water that is circulated through a filtration and pump system for cleaning and reticulation. We have a water filtration plant that can clean 120 000l of borehole water per day for our hotel guests.

As a wwf conservation champion, spier is particularly focused on rehabilitating the riparian systems that flow through the farm – this includes removal of alien vegetation and the planting of indigenous riverine species that consume much less water. We played a critical role in establishing the stellenbosch river collaborative (SRC), a multi-stakeholder partnership forum aiming to restore health to the eerste river catchment.

98% of the vineyards on spier farm are watered with drip irrigation. DFM irrigation probes are calibrated and provide data on how much water each vineyard and pasture needs, thereby allowing us to have an optimised irrigation strategy that ensures that only the necessary amount of water is irrigated. We are also committed to conserving and expanding the indigenous renosterveld that can be found on the farm. Since the spier nursery was established in 2007, over one million bulbs, 94 320 trees and shrubs and 6 983 succulents have been propagated and re-planted across spier. The re-planting has attracted a wealth of bird and animal life back into the area.



## OUR ENVIRONMENT

### Solid Waste

More than 97% of our solid waste is recycled. We consider everything that comes onto the farm and give careful consideration to whatever leaves it. We recognise the need to form partnerships that will assist us in achieving our goals and work closely with the Stellenbosch Municipality in order to do so. We conduct ongoing in-house training of our team through the *It's Sorted* programme, which is aimed at challenging our perceptions about waste to change the way we use and get rid of things.

### Organic Waste

Organic waste is sent directly from our various kitchens to Spier's composting site where it is turned into organic, nutrient-rich fertiliser that boosts soil fertility in our vineyards, tree nursery and across the rest of the farm.





## GROWING FOR GOOD – A SPIER INITIATIVE

Spier invests in education that empowers its community to make a positive difference. This approach embraces transformative learning that enables people to bring more of themselves to their lives, work and communities. It supports all aspects of the person – intellectual, emotional, physical and spiritual.

We recognise that each person is complex, layered and different which is why we support the development of employees beyond the normal scope of employment. Employee wellness and the development of the whole person is just as important as productivity, efficiency and performance.

By choosing Spier, you are supporting Spier's Growing for Good initiatives. These empower communities to create positive social and environmental change.





### **Treepreneurs** – *Growing trees in exchange for life-changing support*

Spier provides land, facilities and a manager to drive Treepreneurs in the Cape. This project teaches members of impoverished communities how to care for indigenous plants. Once the seedlings they've been given to nurture are big enough, they're exchanged for food vouchers, clothing, bicycles, educational support and other essentials. Treepreneurs inspired Spier's A Million Trees Sauvignon Blanc.

### **Community Keepers at Spark School** – *Helping school kids realise their potential*

Spier supports a local primary school in the Lynedoch Eco-village by sponsoring the Community Keepers, a full social and psychological unit, to ensure that local children are given the best chance possible to realise their full potential.

### **Sisonke Social Circus** - *Social cohesion through performance and play*

Spier provides a venue for the Sisonke Social Circus which offering free performing arts training to children from vastly different backgrounds. Not only do the children enhance skills such as teamwork, balance, coordination, the circus also fosters social cohesion, connection and inclusion.

### **Harambee** – *Training for unemployed youth*

Spier recruits entry-level staff through Harambee, an initiative which sources, trains and places unemployed young people from disadvantaged backgrounds into their first jobs. We are working closely with Harambee to help grow the initiative in the Cape.

### **Spier Artisan Apprenticeship Programme** – *Developing artisan skills in mosaic and ceramics*

The three-year Spier Artisan Apprenticeship Programme develops master artisan skills in the mediums of ceramics and mosaic. Founded in 2009, the first mosaic class graduated in 2011 while the ceramic apprentices began training in 2015. There is an intake of roughly 30 apprentices per year.







### **Spier Artisan Studio** – *Artistic collaborations in the ancient art of mosaic*

This studio facilitates collaborations between artists and ceramic and mosaic artisans – thereby nourishing the talent and economic viability of practitioners in both mediums. It's also home to an apprenticeship programme. In addition to its Cape Town HQ, the studio has a satellite space at Spier.

### **Eagle Encounters** – *Conserving wildlife through education*

Spier supports Eagle Encounters by donating land, electricity and water for its facilities. Visitors to this raptor rehabilitation, conservation and education project based at Spier can interact with birds of prey and learn about out how these magnificent animals keep ecosystems healthy and balanced.

### **Love the Land** – *Empowering staff to make a positive difference*

Because each employee is an ambassador for Spier and its values, every new member of our team participates in a five-day training course that explores environmental and social challenges. The course forges an understanding of the role our employees can play in a global society, encouraging them to create a positive and meaningful impact as “agents of change”.

### **Pinotage Youth Development Academy** – *Practical experience for new entrants to the wine industry*

Spier is a participating employer in the Pinotage Youth Development Academy which seeks to educate and employ disadvantaged youth in the wine industry. Practical work experience is provided at Spier in various aspects of the business. On average, we mentor four students per module for the duration of the programme.



## COMMUNITY UPLIFTMENT AND ENTERPRISE DEVELOPMENT

### Treepreneurs

Treepreneurs empowers over 100 people from some of the Cape's poorest communities with the opportunity to change their lives. Treepreneurs are taught how to care for indigenous trees, plants and succulents. They are given seedlings to nurture; once these have reached 60cm, they can be exchanged for vouchers for food, agricultural goods, tools, bicycles and educational support.

Originally established in KwaZulu-Natal by Wildlands Trust (where the initiative is known as Trees for Life), Treepreneurs now operates in more than 24 communities countrywide. In 2009 – as part of its commitment to making a positive environmental and social impact through business – Spier teamed up with Wildlands to launch Trees for Life in the Western Cape, providing it with a base on the farm from which to operate, as well as free water and electricity.

The driving force behind Treepreneurs in the Cape is Lesley Joemat, a Spier employee who has built a personal relationship with growers in eight impoverished communities across the province. Lesley visits them regularly to distribute seedlings, containers, soil and compost, and to offer advice on growing trees.

Western Cape Treepreneurs have grown over 30,000 indigenous trees since the project began in the province. 10,000 of these have been donated to the Stellenbosch municipality's Million Trees initiative. These have been planted in disadvantaged areas of Stellenbosch in need of greening, while riverine species have been planted as part of the Plankenbrug River's regeneration.





## COMMUNITY UPLIFTMENT AND ENTERPRISE DEVELOPMENT

### Klein Begin On-site Laundry Service

Spier built the infrastructure then called for tenders from the community to run an on-site laundry. Klein Begin employs five people from the region and launders large volumes from the Spier Hotel and restaurants.

### Debinisa Transport Company

Caswill Mentoer was a driver and messenger for Spier when, in 2009, he approached Spier to partner him in his own transport company. Spier facilitated the formation of Debinisa, a black-empowered joint-venture between Caswill and one of our established transport contractors, Louw Vervoer. In addition to being used extensively by Spier, Debinisa also services a number of other customers.

### Primo Vino Packaging and Reworks

Employing 10 people, Primo Vino reworks and repackages Spier wines to meet the requirements of different customers and markets. Established in 2009 by Shaun Theunissen, a former Spier employee, Primo Vino operates from a warehouse in Cape Town where all Spier exports, warehousing and local distribution is centralised.

### Mountainview Tank Services – Bulk Wine Transport Service

Owned by Reynold Visser, Mountain View Tank Services provides a bulk wine transport service, taking wine to our bottling plant supplier from either our own cellar or from the cellars of our bulk wine suppliers. With a secure service commitment from Spier, Visser secured bank finance, acquiring his own vehicle for the start-up.

### Sweetness and the staff restaurant

Sweetness began her journey with Spier in 1998 as a cleaner at the Spier Bakery. She moved on to work as a kitchen hand in the hotel kitchen and was later promoted to Junior Chef De Partie and then to Chef De Partie. She started working at Eight restaurant in 2009 and later in the Banqueting kitchen. In 2017 she started her own business running the Spier staff restaurant, which is a growing business.





### Nooitgedacht Farm

Spier owns Nooitgedacht Vineyards, a farm in Paarl, north of Cape Town, which produces some of our best grapes. This farm is managed and staffed entirely by previously disadvantaged employees. These farm workers own 7.5% of the land and its operations through the Nooitgedacht Employee Trust.

### Staff Volunteers

The Staff Volunteers are a group of Spier employees who volunteer their time to projects that drive a spirit of giving, internally at Spier. They facilitate in transferring the skills and talents of our staff to improve living conditions where most needed in our community. This group works hard to enthuse staff and makes it possible for them to contribute their skills meaningfully.

### Individual Learning Spend

Spier is committed to facilitating the personal development and wellbeing of our staff and to this end, each employee receives money to spend on their personal development. The stipend can be spent on anything that will empower our staff with skills and knowledge, boost health and wellbeing, foster financial wellness or enhance self-awareness and self-knowledge. Certain staff members may use this money to help pay for their children's school fees.

### Love the Land

This is an initiative which aims to empower staff to make a positive difference. Given that each employee is an ambassador for Spier and its values, every new member of our team participates in a five-day training course that explores environmental and social challenges. The course forges an understanding of the role our employees can play in a global society, encouraging them to create a positive and meaningful impact as “agents of change”.





## COMMUNITY UPLIFTMENT AND ENTERPRISE DEVELOPMENT

### Agro-ecology Academy

The Agro-ecology Academy aims to develop entrepreneurial farmers who can build viable livelihoods for themselves and their families. Spier provides financial support, training, as well as a market for young farmers to help them improve their futures in ecological and socially sustainable ways. 18 students are enrolled in a 4-year programme, which runs over 242 days of training: 40% is theory, 40% is personal development and 20% is practical. Students are involved in the daily operational running of the Spier food gardens; they train with Farmer Angus and his team to market garden vegetables, egg-laying hens, broiler chickens, beef cattle and pigs. They also support resource listing and stakeholder analysis for the design of the new North Bank farming system.

Currently, a few students provide vegetables into Spier's restaurants from their own start-up projects in their community gardens in Kayamandi and Khayelitsha. S&M Eco-farming is one such enterprise which makes use of unused land around a community centre in Kayamandi. They grow seasonal vegetables which they sell to the local community as well as to the Werf restaurants. Farmer Neil supplies them with seed and seedlings and offers support in terms of advice and training.



## SUPPORTING SOUTH AFRICAN ARTS

Spier believes that the visual arts are a powerful tool for transformation – sparking new insights and inspiring us to engage with our world in new and imaginative ways. Spier supports and stimulates the arts community in South Africa through projects that honour our African arts heritage and enriches its future.

Many of these projects are managed by the Spier Arts Trust, which was established to generate shared value for the makers and buyers of South African art. Through curating art portfolios and managing visual arts projects, the trust facilitates collaboration as well as growth opportunities for visual artists and artisans in South Africa.

Sculptures and artworks from the Spier Art Collection – one of the largest contemporary art collections in the country – can be found throughout the farm.





### **Spier Artisan Studio**

The Spier Artisan Studio in Cape Town creates opportunities for artists to collaborate with trained master artisans in the medium of ceramics and mosaic. It also home to the Spier Artisan Apprenticeship Programme (see below). The Spier Artisan Studio Stellenbosch is a satellite of the Spier Artisan Studio Cape Town – a master mosaic and ceramic studio – situated next to Eight restaurant close to the farm's historic Werf. The airy, light-filled space at Spier allows guests to see artisans at work as they create pieces in mosaic and beadwork in collaboration with South African fine artists. Creative Block artworks and other images are interpreted in these mediums and, upon completion, are available for purchase by the public.

### **The Spier Artisan Apprenticeship Programme**

The three-year Spier Arts Academy Apprenticeship Programme develops master artisan skills in the mediums of ceramics and mosaic. Founded in 2009, the first mosaic class graduated in 2011 while the ceramic apprentices began training in 2015. There is an intake of roughly 30 apprentices per year. The course provides students with opportunities to work on real-world projects, collaborate with specially selected artists and learn professional art practices by association. The employment-based training encompasses a three-year, full time course, the focus of which is the ancient art of mosaic. In 2015, the programme launched an additional course in relief ceramics, with its first apprentices now in training creating striking ceramic panels. To date, several artworks have been successfully produced and installed both locally and internationally.

### **Creative Block**

The Spier Arts Trust's Creative Block project invites artists, both established and emerging, to produce work on standard wooden blocks. The best works are immediately bought from the artist before being sold to collectors worldwide. The project inspired our award-winning Spier Creative Block wines, which promote the project internationally.

## SUPPORTING SOUTH AFRICAN ARTS

### Spier Arts Patronage Programme

This programme provides support over an extended period (of four to five years) to certain artists considered by Spier to be exceptional and who we believe will benefit significantly from the freedom provided by a supportive patron. To date, six artists have been selected: Wim Botha, Paul Emmanuel, Tamlin Blake, Berco Wilsenach, Liza Grobler and most recently Pierre Fouché.

Read more: [www.paulemanuel.net](http://www.paulemanuel.net), [www.tamlinblake.com](http://www.tamlinblake.com), [www.bercowilsenach.com](http://www.bercowilsenach.com), <http://www.lizagrobler.co.za>

### The Spier Mosaic Kraal

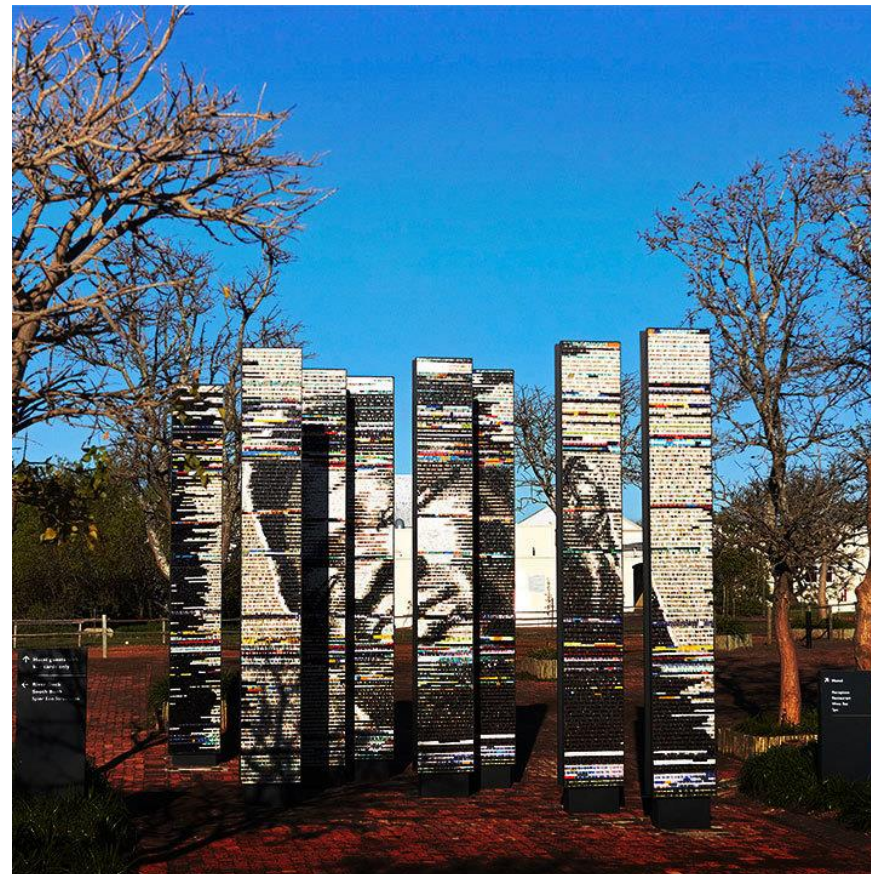
The Spier Mosaic Kraal features the works of 16 contemporary South African artists and is South Africa's first permanent outdoor exhibition of mosaic. Images from the Creative Block project were interpreted as mosaic artworks by the Spier Artisan Apprenticeship Programme's apprentices – in close consultation with each artist. The images were chosen for their extraordinary visual impact, their ability to be successfully interpreted using the medium of mosaic, and for the challenging characteristics that would enable the apprentices working on them to gain the skills needed to become expert mosaicists.

### The Dying Slave Outdoor Sculpture

Nine columns, measuring 4.1 metres in height, cover an installation area of almost 30 square metres, together forming the image of Marco Cianfanelli's *The Dying Slave*. The work was created in mosaic by artists from Spier Architectural Arts and marked the first outdoor, three-dimensional piece produced by the studio.

### Seasonal Exhibition Programme

Throughout the year Spier exhibits various artists in curated exhibitions in our public spaces, including in our wine tasting rooms, hotel and conference venues.





## SUPPORTING SOUTH AFRICAN ARTS

### *dancing in other words* Spier Poetry Festival

*dancing in other words/die dansende digtersfees* is an international poetry festival curated by Breyten Breytenbach. Visiting poets have included Nobel Prize frontrunners, political dissidents, activists and award-winning literary figures from the Republic of Korea, China, the USA, Germany, Holland, Slovenia and Israel. The initiative has inspired attendees by showcasing and celebrating the power and impact of the written and spoken word.

### Spier Secret Festival

The Spier Secret Festival, which ran from 2013 to 2017, was our way of fast tracking a philosophy that celebrates craftsmanship, artisanal methods, knowledge sharing, co-creation and a creative approach to food and wine making.

### Light Art Festival

Ushering in the festive season, this December/January festival is a showcase of light and sound installations across the Spier estate that aim to delight, intrigue, perplex and inspire visitors while supporting creative thinking and collaboration among artists and designers.



## ACCREDITATIONS AND CERTIFICATIONS

Spier farm is proud of its Fairtrade certification obtained from Fair Trade in Tourism (FTT). Spier is one of 39 WWF Conservation Champions. The Spier winery is FSSC 22000, Fair Trade, Organic and WIETA certified. Both the cellar and the farm follow the Integrated Production of Wine (IPW) criteria. Spier is committed to ensuring that these standards are adhered to on an ongoing basis.

### IPW performance

Spier's cellar adheres to the criteria set out by Integrated Production of Wine (IPW), a voluntary environmental sustainability scheme. In a recent IPW audit, it received 83% – one of the highest scores for a cellar in South Africa. Spier use on average 1.56l of water to make 1l of wine – significantly less than other similar size wineries. The IPW estimates the average water use (in the cellar only – not taking into account irrigation and transport etc.) in South Africa is 3l of water per 1l of wine at large co-ops, and 5.6l of water per 1l of wine in smaller wineries like Spier.

### Wieta (Wine and Agricultural Ethical Trading Association)

In 2004, Spier became the first WIETA-certified winery in South Africa and today Spier-owned farms and all our contract growers are WIETA-certified. Spier is also the one of the first 7 wineries in the world to carry the WIETA-certification seal on wine bottled outside of South Africa.

### Fair Trade in Tourism

Spier was one of the first five businesses to be Fair Trade in Tourism Accredited.







### Supplier Code of Conduct

At Spier, we take our responsibility to do business in a fair and sustainable way very seriously. It's important for us that our suppliers share this vision, so we've created a Supplier Code of Conduct so that all our suppliers are fully informed as to what it takes to work with us.

Above all, we need to ensure that we run our business in a way that:

- is financially sustainable;
- respects, values and develops our people;
- conserves the environment and our natural resources;
- engages and contributes positively to the local communities.

Many of the principles in the code are about complying with the current laws and regulations. At the very least, we expect compliance from our suppliers, and open and transparent cooperation, but we aim to work together to continuously aspire to even higher values.

While accountability is essential, instead of adopting a punitive approach, we believe in collaboration through training and knowledge-sharing to ensure that those suppliers who haven't yet attained compliance receive the support that will help them to achieve this.



# ***CORPORATE INITIATIVES***



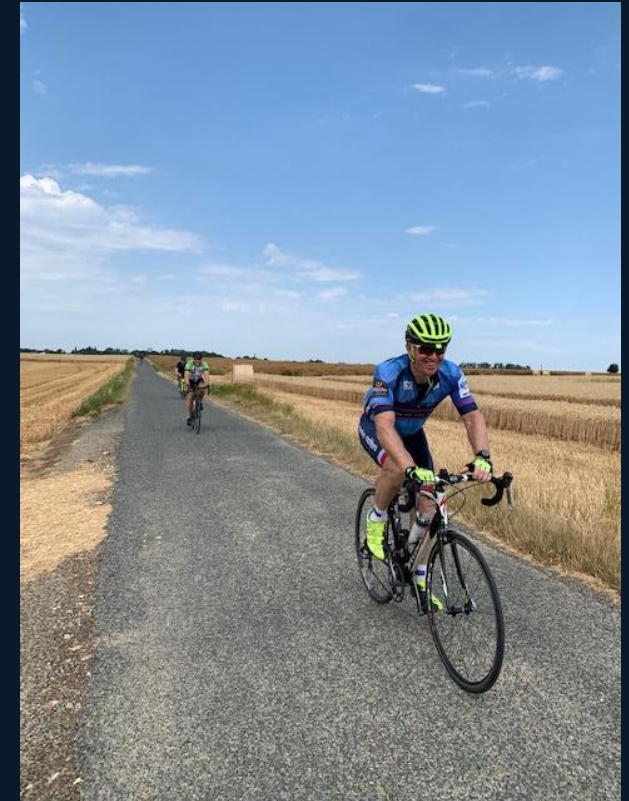
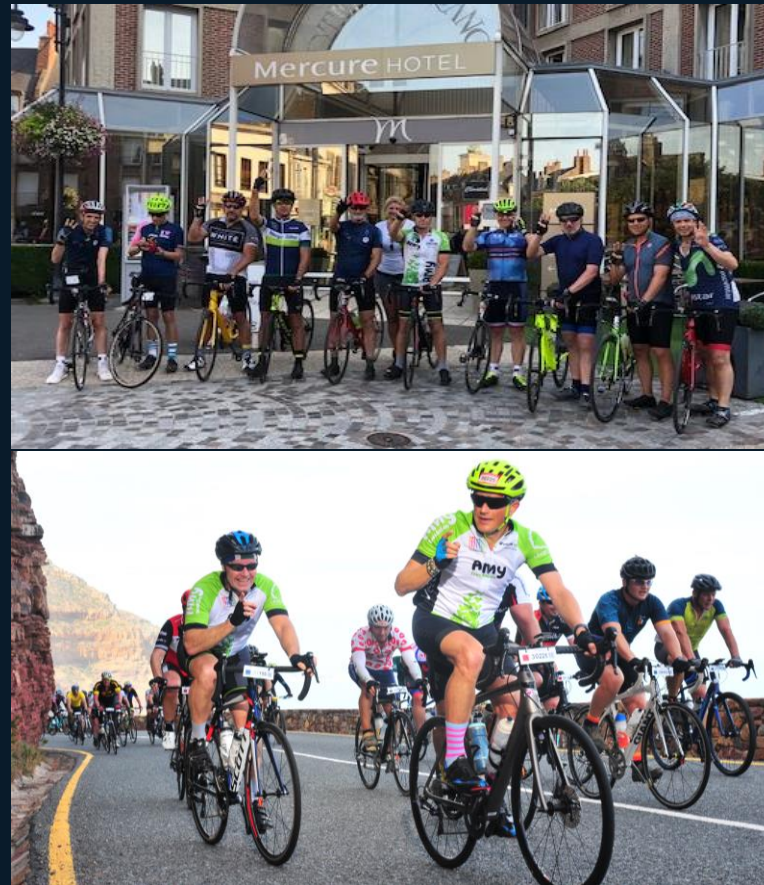
## CORPORATE INITIATIVES

- All corporate employees use stainless steel water bottles to refill as they travel instead of buying single-use plastic water bottles.
- All offices use a purified water dispenser with refillable bottles so as not to buy single-use plastic water bottles.
- Majority of bank statements and invoices are received via paperless delivery.
- Majority of envelopes and paper are recycled in the offices.



## CORPORATE INITIATIVES

- Valor annually sends a team of cyclists to the Cape Argus Cycle Tour in South Africa which raises funds for the Amy Beal Foundation.
- Valor partnered with London based charity, Action Medical Research, to raise funds by riding from London to Paris. Action Medical Research is a leading UK charity funding vital research to help defeat the diseases that devastate the lives of sick and disabled babies, children and young people. Action Medical Research has been funding medical breakthroughs to help save and change the lives of babies and children since the early 1950s.





## CORPORATE INITIATIVES

- Valor Hospitality supports South-African based "Uthando", an award-winning Fair Trade in Tourism certified non- profit organization, creating a unique link between tourism and community development projects.
- The breath-taking natural beauty and diverse cultures aside, South Africa suffers many acute social challenges. Millions of her citizens live in extreme poverty and face daily struggles to survive, let alone thrive. Motivated by love, compassion, and respect for our common humanity, Uthando (Love) South Africa seeks to form part of the solution to meet these challenges.





Uthando's incredible generosity has meant that 196 of our most destitute families were able to buy food and essential items for an entire month during the lockdown.

#StrongerTogether #SaveLives  
#FightCovid19



#StayHome #WeAreTogether  
#HomeSafe #StopTheSpread

**THANK YOU  
UTHANDOSA**



THANK YOU UTHANDOSA FOR THE  
CONTINUOUS SUPPORT. WITH YOUR  
DONATIONS WE HAVE MANAGED TO  
FEED HUNDREDS OF PEOPLE IN OUR  
COMMUNITY THROUGH OUR SOUP  
KITCHEN & FOOD PARCELS..

STAY HOME



Photo by Craig Philbrick on Unsplash

Thank you Uthando for your kindness.  
You reaching out to support us has  
helped to care for our foster families  
during the COVID-19 crisis.

#StayHome #SaveLives #FightCovid19







# ***WELLNESS PROGRAM***





## MENTAL HEALTH IS MISUNDERSTOOD IN THE WORKPLACE:



1 in 5 people have taken a day off due to stress but 90% feel unable to tell their employer that mental health is the reason for their absence<sup>1</sup>



Over half of UK employers would like to do more to improve staff wellbeing but don't feel they have the right training or guidance.<sup>2</sup>

<sup>1</sup> YouGov poll commissioned by Mind. Mind. 2013. <http://www.mind.org.uk/news-campaigns/news/work-is-biggest-cause-of-stress-in-peoples-lives/#.V35MZLgrK71>

<sup>2</sup> Mind, 2014. <http://www.mind.org.uk/workplace/mental-health-at-work/taking-care-of-your-staff/>



## A MENTALLY HEALTHY ORGANISATION IS GOOD FOR BUSINESS:



Mental health issues (such as depression or anxiety) account for almost 70 million days off sick per year, the most of any health condition<sup>1</sup>



Almost a third of employees said they would consider leaving their current role in the next year if stress levels in their organisation did not improve<sup>2</sup>



Mental ill health costs UK employers an estimated £26 billion, which equates to an average of over £1,000 per employee<sup>3</sup>

<sup>1</sup> Davies SC. Annual Report of the Chief Medical Officer 2013, Public Mental Health Priorities: Investing in the Evidence. Department of Health. 2014. [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/413196/CMO\\_web\\_doc.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/413196/CMO_web_doc.pdf)  
<sup>2</sup> [http://www.metlife.co.uk/uk/campaigns/Resilience\\_Report\\_1.pdf](http://www.metlife.co.uk/uk/campaigns/Resilience_Report_1.pdf) (Research among employees for the report was conducted among 1,052 adults)  
<sup>3</sup> [http://www.incorporasaludmental.org/images/doc/D\\_ENG\\_EMP\\_DOCU\\_GUIA\\_0036\\_Developing\\_the\\_business\\_case.pdf](http://www.incorporasaludmental.org/images/doc/D_ENG_EMP_DOCU_GUIA_0036_Developing_the_business_case.pdf)





## MENTAL HEALTH STATISTICS

- UK Government commissioned a review of Mental Health January 2017
- Stevenson Farmer Review published October 2017 with recommendations
- Annual cost to employers between £33 billion and £42 billion over half cost due to presenteeism
- 300,000 people with long term mental health problems lose their jobs each year
- Presenteeism cost in Hotel & Catering between £497 and £932 per employee per year
- 26% of employees suffer from poor mental health, 40% will come in to work
- 74% of employees within Hotels feel stressed



## MENTAL HEALTH



It is Company policy to support a Mental Health & Wellbeing Plan and ensure that all work practices, the work environment and workplace culture will value, enhance and protect the health and wellbeing of all employees whilst being flexible and shaped by outcomes and feedback.

The company openly encourages conversations about mental health in a supportive environment and is committed to ensure that resources are provided to assist employees in good mental and physical health with care about yourself, each other and this place at the forefront of all we do.





## ACTIONS

- Wellbeing champions appointed in all hotels
- 31 Mental Health First Aiders trained
- Quarterly Wellbeing champions call
- Wellness Wednesday food & treats in all hotels
- 2 Activities per month, Physical, Wellbeing or sharing knowledge
- Quarterly hotel team member events
- Quarterly community / charity events
- Tracking and recording of MH absence
- Wellness tile on TT
- Monthly topics communicated via VNN weekly
- Shortlist for Wellness Catey Award
- Open conversations about MH / General Wellness
- General Group Activities EG Strava, Park Runs, London to Paris



## LEARNINGS



- Adapting leadership style for 2021, reflecting on 2020 hotels activity
- Embed the culture and then build on
- Created a working group from different roles / hotels
- Make the process easy IE Reporting changing to the wellness board
- Adopt knowledge sharing culture





## WELLNESS VISION

- 4 Key Pillars for Wellness:
  - Physical
  - Nutrition
  - Knowledge
  - Wellbeing
- All hotels carrying out 1 activity per month in each pillar
- Wellness Boards introduced to record activities & information
- Mental Health First Aid Awareness sessions for 160 managers
- Annual planner for monthly Wellbeing topics
- Toolkits available for each of the key pillars

