

Cape Town Lodge

As per notifications from the Cape Town municipality, the city centre will be exempt from these water cuts.

Cape Town Lodge Hotel thankfully falls within the exempt area.

Delegates will have drinking water and water to shower, wash hands etc

No bathing is allowed and bath plugs have been removed.

Showers need to be kept VERY short and the water must be turned off while lathering.

Linen is currently only being changed every 3rd day for longer staying guests.

Should the situation worsen, we will start to provide large bottles of bought & trucked in water that can be used for drinking and for the flushing of toilets.



ONOMO Hotel

Please find below what ONOMO Hotel Cape Town Inn on the Square has implemented and is currently working on:

- **The pool is still in operation.** Rain water is being filtered from the roof into the pool. We are not back washing the filters on a daily basis, as luckily the pool is on the 8th floor, wind restricted and the swimming pool is not subjected to dust and leaves which makes it continuously clean over longer periods than ground floor pools. Filter backwash only occurs for maximum 3 minutes every 14 days to ensure we cycle all the water at all times.
- We are actually very lucky in **not having any baths** on site at all.
- All the **showers are fitted with water saving** spray nozzles which reduce the water flow from originally 27L per minute to 17L per minute. This is now further restricted with additional filters that reduce the waterflow to 12L per minute. It does not affect the shower experience as it air-rates the water creating an illusion of plentiful water and overall body coverage
- All taps are fitted with water **air-ratter reducing** the flow from 7L per minute to 3L per minute, with the same technology as the showers.
- Our linen is washed at a laundry that uses grey water and a double back wash system for rinsing after the wash cycle.
- We are **promoting selling** water that is "imported" from without the WC. Luckily drinking water is always considered as most of our business is STO international business with the mindset to use bottled water for drinking.
- All Head of Department meeting **concentrate on water** and electrical saving initiatives, which will be further developed within the ONOMO group.
- **Water saving mandate is effective:** On arrival guests are notified regarding the drought and are asked to shower less than 90 seconds, notified regarding the non-changing of linen and towels and the reduced water pressure from the municipality. We keep record of all arrival guests, room number And they sign for accepting the term and conditions of their stay and their support of our mandate.
- **Hand sanitizers** are installed in all public toilets.

Park Inn by Radisson

As a hotel we are trying out utmost to save water and have the following water saving initiatives in place.

In all our rooms we have disabled the "large toilet flush" on our dual flush system, all bath plugs in our 8 suites have been removed, (information is in the rooms at these points explaining why).

In public areas the automatic flush on the urinals has been removed and our team has reworked our down pipes so that all rain water collected on the roof goes straight into the pool and not down the drain. Outside the front of the hotel and in the lobby we have replaced living plants with artificial plants to prevent having to water them.

Regarding the water issue within Cape Town the Park Inn by Radisson Cape Town Foreshore is committed to actively save water by focusing on our Every Drop Counts Initiative.

We're trying to reduce our water consumption and our carbon footprint by giving our guests the option to participate in saving water by only changing linen when requested to do so by the guest. We place an "Every Drop Counts" Initiative card in the room for the guest to use when they would like their linen to be changed, naturally we change linen on the third day, however the choice is always with the guest.

We continue our Every Drop Counts Initiative by placing another card in the bathroom for the guest that reads, "for every set of towels we wash, we use 15 litres of water, quite some energy and release detergents into the water system. That's why we don't replace towels that you've left hang up. Naturally the choice is yours- if you'd like your towels changed jut leave them on the floor. "

We have installed restrictor taps on all our shower heads to reduce the average spray of litres in addition we have a dual flush button system when using the toilet.

Our public toilets are installed with sensor taps to ensure that only water needed is used.

Further to the above we have a Responsible Business TV display fixed within a Wooden tree structure on our ground floor that displays the importance of our goals such a Think Planet Think Community and Think People with a focus on the awareness and support of saving water.

We have also placed skip within our Laundry room to reuse water for our gardening, in doing this we ensure that all water used can be reused for a different purpose. We also have ensured that our laundry process is done with Every Drop Counts Initiative in mind by educating staff to run full loads and size cycles.

The Westin

The Westin Cape Town as a team have been actively implementing innovative and sustainable solutions to reduce our water usage in the medium to long term. We can confirm that we are now saving on average 1,000,000 liters of water per month compared to same time last year and we continue to work with all areas of our Business to challenge the status quo without significantly impacting our Guests stay.

As industry partners you would appreciate that we need to be seen as truly making an impact to support the efforts in curtailing the water usage on a day to day basis. We appreciate though that it's of utmost importance we find the balance between sustainable water saving initiatives and our guest experience.

- *Guest notices in the lobby, rooms, elevators as well as public restrooms regarding the nature of the Western Cape water crisis and drought.*
- *Removal of bath plugs from guest baths to prevent the use of water-heavy baths. At this point bathing is not encouraged.*
- *Ongoing and interactive staff training regarding the use of water and methods to ensure continued water savings.*
- *Purchase & implementation of water-free Ecolab hand sanitizers in public restrooms.*
- *Reduction of water pressure in public restrooms and the use of air raterers in our taps.*
- *Our Harbour Deck Outdoor pool remains open as we are using 100% non-potable water.*

Tsogo Sun

Tsogo Sun is committed to saving water at our hotels in Cape Town. We have been working on various contingency plans to ensure that we meet the needs of our guests. These include taking three of our largest properties off the water grid in consultation with the City of Cape Town by desalinating water that is currently pumped out of our basements, and sourcing alternative water augmentation.

Staff members are monitoring water usage in line with stipulated targets through newly installed dashboards. Furthermore, we have installed aerators and flow restrictors on taps as well as inserted low pressure heads on showers. Additional water saving measures include replacing linen serviettes in our restaurants with high-quality paper serviettes and removing all bath plugs from guests' rooms.

All guests and operators can be reassured that Tsogo Sun will honour all confirmed hotel bookings. We will continue to consult with all relevant stakeholders, particularly the City of Cape Town, with a firm focus on implementing all recommended measures to address the current water shortage crisis.