

Singita One Planet Action Plan Progress Review - 2023

April 2024

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Report Overview

Reporting period	2023
Reviewer	Benjamin Gill
Result	Leader

It has been a pleasure to work with Singita for nearly 10 years and see the fantastic progress that they have made. Singita have and continue to be a true leader in conservation and community development, and while good progress has been made in environmental performance the challenges are significant and so speed of progress has slowed in recent years.

The outcome of this 2023 review is to renew their OPL Leader recognition for Singita. Singita is a sustainability leader both regionally and in their sector.

As Singita moves to using a different sustainability framework, one that is tailored more specifically to the conservation based tourism sector, we hope that they will keep their ambition aligned with the global environmental imperative, and find creative ways to deliver their One Planet Living ambitions.

Summary of Singita’s Southern and East Africa operations

Singita is a company that operates 15 eco-tourism lodges and camps in Southern and East Africa. Preserving large areas of wilderness for future generations, while benefitting local communities, lies at the heart of its business.

Singita is a conservation brand, financially supported by a number of commercially operated lodges within the reserves that are under Singita’s stewardship. Singita partners closely with non-profit Funds and Trusts, which focus on community development and biodiversity management.

Singita’s operations in the Serengeti in Tanzania have been applying the One Planet Living principles since 2012 and separate reports on its progress are regularly produced. This report covers all existing Singita operations outside of Tanzania, which are predominately in Southern Africa (South Africa and Zimbabwe), but it also includes the Rwandan project. The projects included are:

- All existing Singita lodges and conservation partners in South Africa; Singita Sabi Sand (SSS): Singita Kruger National Park (SKNP), The Singita Lowveld Trust (SLT),
- Singita lodges and conservation partners in Zimbabwe: Singita Pamushana Lodge and Malilangwe House (SPM), The Malilangwe Trust (TMT),
- Singita lodge in Rwanda, Singita Volcanoes National Park (SVNP),
- All Singita support companies in Cape Town, Johannesburg and Mauritius.

The Malilangwe Trust is a wholly Zimbabwean, non-profit organization with a focus on harmonizing biodiversity conservation, community development and commercial tourism. Singita Pamushana lodge is situated within the Malilangwe Reserve, Zimbabwe.

The Singita Lowveld Trust is the South-African based non-profit organization supporting biodiversity conservation and community development in South Africa.

1. Message from Jo Bailes - Singita CEO

2023 has been a wonderful year of growth, with high occupancies and significant achievements across Singita's divisions and geographies. Many of the ideas borne out the Covid period were put into action, such as a 'wholeness' focus for guest experience, and weaving in African food culture more intentionally into the food offering. Singita continues to work hard on sustainable operations and on our conservation and community programmes with our partner Funds and Trusts in each region, as described in this report.

Singita and the Trusts and Funds have continued our good work with communities – both internal and external - enhancing our mental health programme for staff and continuing to develop programmes such as the Singita Community Culinary Schools and ECD programmes. We continue to seek new projects to expand our land areas under stewardship, and are proud of the conservation work accomplished across our 4 regions. We know we have more work to do to reduce our carbon footprint and are thus committed to installing a large solar project for our Sabi Sand property in 2024.

In 2024 we will be rolling out our renewed approach to Conservation (3 X Impact), having incorporated the Global Goals for Nature, (aligned with the One Planet Living Principles) in 2023. We are now placed to make strong head roads into managing climate and water risk (and opportunity) for our business and communities, as well as looking beyond our reserves into buffers and catchments, which we have not done before. Our roadmap to 2030 is clearer and we are committed to exercising our influence most effectively externally with stakeholders and collaborators.

Singita has enjoyed an extremely productive partnership with Bioregional since 2012 when we first introduced the certification to our Tanzanian operations. From 2024 Singita will be joining an alternative certification, which is focussed on eco-tourism exclusively and with a strong African peer network. I would like to express our gratitude to Pooran Desai and Ben Gill, as well as the rest of the OPL team, for all their hard work and assistance over the years. We wish them well for the future of One Planet Living.

I am determined that the next seven years to 2030 will be the most impactful Singita has seen in its history, and we look forward to sharing this with our guests and the many friends of Singita around the world.

2. Message from Ben Gill – One Planet Communities Technical Manager

It is understandable that after 8 years using One Planet Living, Singita wish to use a more Africa and tourism specific framework, and we wish them well on that journey. We are also hopeful that the journey will continue to involve putting Singita on a path to true sustainability, and not incremental improvement over industry benchmarks that are completely unaligned with the scale of change required.

It almost goes without saying that 2023 was the hottest year since records began, or that droughts and excess rain have caused unprecedented damage across the world.

Singita have always taken the long view with their 100-year vision, but the risk with such an approach is that you can lose focus on the imperative action that is needed today. Therefore it is excellent to see them develop their conservation framework further and put more detail on the 3 fold impact approach.

Specifically the decision to focus on supporting the protection of catchment and buffer areas shows a deep understanding of the interconnected approach required to address conservation. We can only increase the biodiversity value of a conservation area if the areas surrounding it are also capable of supporting biodiversity and sustainable livelihoods. But this outward looking perspective shouldn't be limited to the areas physically outside the fence – but also Singita's own operations and the wider tourism infrastructure.

Therefore the next step is to really connect up conservation, equity and climate issues – it is impossible to solve any one of these issues without addressing the others.

We need conservation leaders to be climate change leaders.

And this doesn't mean just rapidly moving to renewable energy, it means working with the partners 'outside the fence' to be able to offer a tourism product that isn't simply sustainable but is actually regenerative. Regenerative tourism focuses on positive social and environmental impact to radically improve local communities.

We have seen the incredible work that Singita has been part of, creating culinary schools for local communities, partnering in the relocation of rhino, and helping to protect vast tracts of critically endangered ecosystems, but to date the same level of ingenuity and imagination hasn't been applied to energy, water and material consumption.

A truly visionary approach to conservation needs to look not just outside of the physical fence but, also outside of the traditional areas of conservation and start to address the interwoven challenges of consumption, climate and conservation.

As Singita looks for a new challenge we hope this is the one that they will choose.

3. Summary of progress and recommendations

This is the sixth review of Singita’s One Planet Action Plan and, while there is a lot of comparability to the data gathered in previous years, there are some discrepancies due to increased accuracy of the data and evolution of the indicators being used.

Singita has updated and evolved their Outcomes in previous years and Bioregional highlighted last year that the current Sustainable Water and Zero Carbon goals are not completely aligned with the One Planet Living Outcomes. This situation remains unchanged.

	Substantially or entirely completed, or a high degree of certainty over delivery
	On track for a long-term target
	Substantially incomplete, behind schedule or doubt over delivery

One Planet Principle	Singita’s 2025 Outcomes	Progress / comment on Outcome
Health and happiness	Health Wellness programme continues	> 1 activity a month
	Support Staff Mental Health	Counselling being offered and taken up
Equity and local economy	Support gender equity by increasing female employment	Approaching 50% but not yet achieved
	Maximise number of black staff	97% of group staff
	Maximise lodge spend on local goods and services	Further 33% increase at SKNP, 15% at SSS
Culture and community	Promote local culture to guests	Stable levels at all lodges except SSS
	Promote a culture of sustainability	Ongoing training and inductions
	Support Early Childhood Development (ECD)	6 indicators tracked, 2 targets achieved 4 on track
Land and nature	Support skills and employment through the SCCS	30 graduates in 2023, 16 enrolled in 2024 (6 SKNP, 10 SVNP)
	Contribution protection of key biodiversity areas by 2030.	SVNP expanded and other opportunities assessed
	Launch the Singita Conservation Foundation (SCF)	First disbursements made
	Reduce poaching	Zero poaching in 2023
Sustainable water	Engage with guests through Conservation Rooms	SPM delivered; SSS planned for Q2 2024
	Reduce losses through leaks to 5%	Leakage or unaccounted use at SSS and SKNP over 10%
Local and sustainable food	Reduce potable and absolute water use – annual 10% reduction	17% increase, now above 2019 levels
	Promote local produce – 60% local target	Chefs’ estimate: 15% guest food from within 100 km at SSS and SKNP. SVNP is 60% local, 75% within Rwanda
	Manage animal protein	All portions below 200g target
Travel and transport	Limit food waste	100% in Rwanda and Zimbabwe, South Africa Lodges making progress.
	Vehicle Fuel consumption – stabilise at 2019 levels	2019: 418kl 2022: 440kl 2023: 470kl
	Full EV Fleet by 2030	Trial of an electric game viewer undertaken
Materials and products	Carbon offsets of staff air travel	Strategy in place – offsetting of over 700t CO2eq
	Prioritising sustainable construction	Minimum Quality Standards reference One Planet Living
	Increasing local procurement	Tracking of country of origin, and OPL relevance

		of all procurement
	Implementing sustainable packaging	95% of packaging spend on recyclable or reusable materials
	Paperless guest experience	Hard copy suite collateral eliminated.
Zero waste	Recycling Programme Quality	Waste audits undertaken at all lodges
	> 90% recycling rate (2022)	Approx. 92%
	Plastic reduction	Good ongoing progress
Zero carbon energy	Carbon offset of Guest stay	In place
	Carbon offset of Support Offices	Remains in planning
	80% solar at off-grid, 30% solar at on-grid existing lodges by 2025	SKNP is achieving 80%, no other projects are close to the target
	Renewable energy for new developments	PV approx. 15% of primary building energy for electricity across the 4 Lodges

Singita has been using One Planet Living for over eight years and has made significant progress in integrating sustainability into all of its operations, critically though reviewing the carbon footprint of Singita (Figure 1) shows that there has been limited progress here.

As Singita continues their sustainability journey we believe it is imperative to see progress in reducing carbon emissions particularly from electricity use, transport and flights.

3.1. Bioregional’s recommendations

Bioregional made a number of recommendations in 2022, and the specific recommendations around water and carbon apply this year:

Ambition around water and carbon

Singita needs to develop a clear and credible plan to reduce carbon emissions as fast as possible, the current targets aiming at 30% renewable energy are not aligned with the requirements of the planet. Additionally it is felt that site specific water targets should be developed.

Implementation of carbon and water strategies.

Having set clear ambitious targets a clear strategy for minimising emissions is required, which should involve an ongoing focus on reducing demand, maximising onsite renewable energy, and identifying offsite solutions. It is acknowledged that purchasing certified renewable energy is currently not an option in many areas of Southern Africa, but a clear strategy for rapidly reducing emissions can still be developed. Additionally, site specific water strategies should be developed.

On the other hand, Bioregional made a broader recommendation around starting a process to reimagine the tourism business model. While all the specific recommendations remain, Bioregional would actually recommend this become part of their x3 impact approach. Conserving our natural capital requires all the elements of our impact and operations to be aligned with that vision – Singita’s tourism **operation** itself needs to be regenerative, not simply seen as a mechanism for funding conservation elsewhere.

Making the operations regenerative

It is recommended that Singita goes through a process of visioning what the operational elements of a regenerative tourism industry would look like. We know that mitigating carbon emissions and adapting to climate change will have unprecedented impacts on all industries, especially those that depend upon long haul air travel, so what would the operations look like if this was being addressed:

- What would the internal flight and transport policy look like?
- How would procurement and retrofit help regenerate the planet on and offsite?
- What does the guest and staff experience look like, including food procurement?

Going through this process will help Singita understand the role their tourism business plays in their x 3 impact vision.

4. Singita’s One Planet Action Plan

In committing to its [One Planet Action Plan](#) Singita is aiming to create a benchmark for sustainable tourism for the 21st century demonstrating how conservation, local economic development and high-quality tourism can reinforce each other.

Singita’s Southern African operations are complex as they are, in effect, both a business and three communities combined; more than 320 staff and their families are provided with accommodation onsite. Furthermore, the success of the tourism operations is directly linked to the success of the conservation and community development work that Singita undertakes or supports.

4.1. Role of Bioregional

One Planet Living is a framework and an initiative developed by Bioregional that grew out of the experience of developing the pioneering BedZED eco-village in south London, UK in the early 2000s. Today there are One Planet Communities and Destinations in Europe, North America, Africa, and Australia.

Bioregional supported Singita to develop its One Planet Action Plan for its Southern Africa operations in 2016. Bioregional continues to provide technical support and to undertake an annual review of Singita’s progress in implementing its Action Plan.

Singita won two awards in 2023 for their commitment to sustainability:

- Flor de Cana Eco Hotel Award for outstanding efforts across environment, society and procurement.
- Virtuoso sustainability leadership award in the ‘Protecting the Planet’ category

5. Carbon footprint

The graphs in **Figure 1** and **Figure 2** show the carbon footprint from 2013 – 2023¹. Only the years since 2016 being genuinely comparable, though refrigerant gas data may not have been fully captured pre 2019. The first graph shows carbon footprint by scope and the second by location.

8,750 tonnes CO2eq emitted in 2023

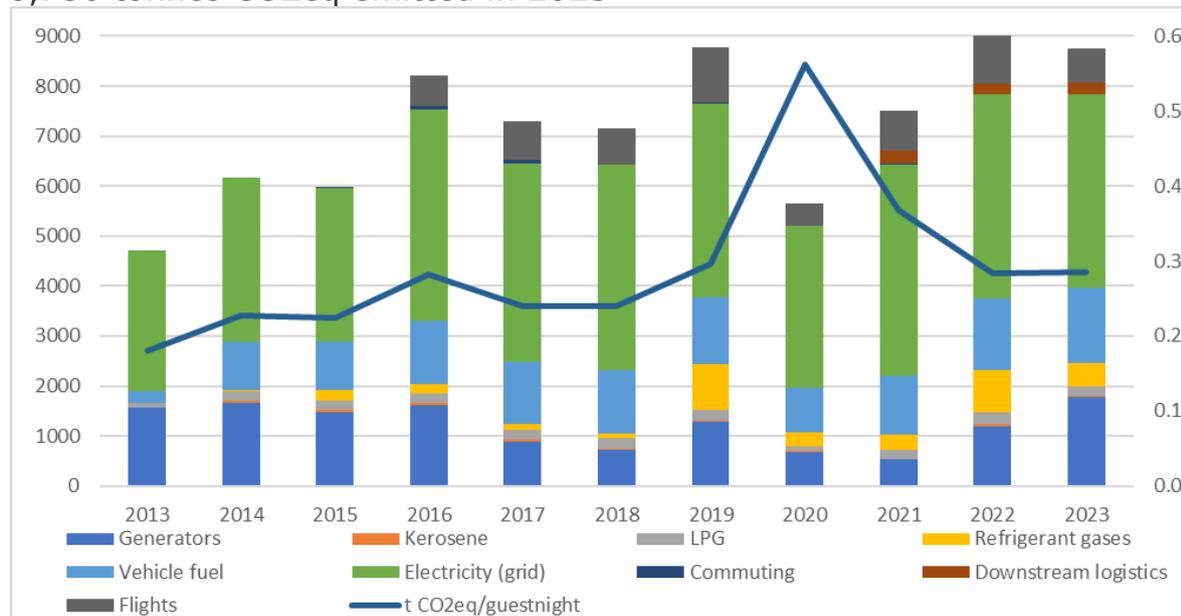


Figure 1. Total carbon footprint (tCO2eq) by emission source – calculated by Bioregional with data provided by Singita

¹ Defra (the UK Department for Environment, Food and Rural Affairs) emission factors for the year in question are applied to the relevant resource quantities. The conversion factor for fuels includes both the direct emissions of burning the fuel as well as the estimated emissions of extracting the fuel and delivering it to site. Defra has redefined these as the ‘Well to Tank’ as opposed to Scope 3 emissions. Flight emissions include ‘radiative forcing’ to account for the greater greenhouse effect impact of gases injected higher into the atmosphere. These factors have been included here to provide as complete a picture as possible of the carbon impact.

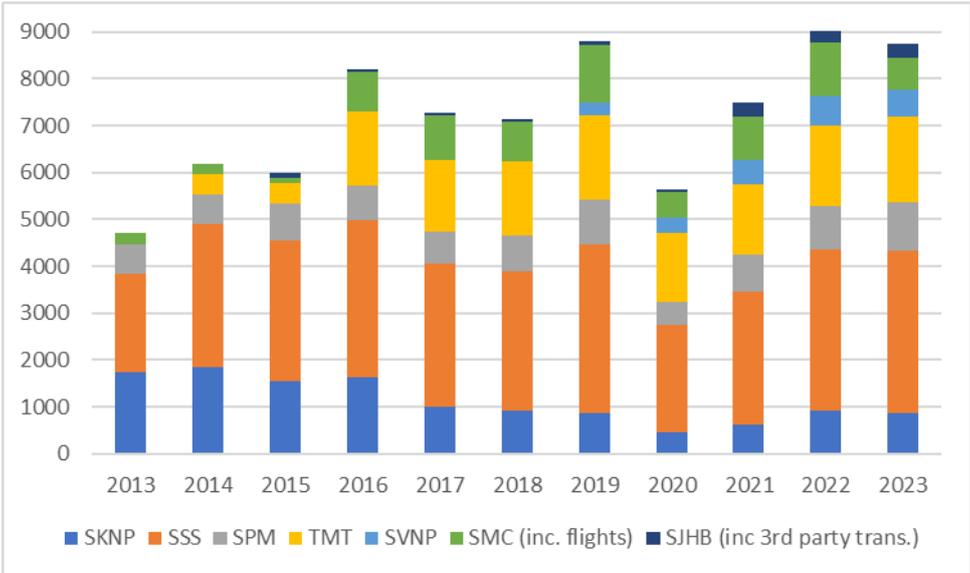


Figure 2. Total carbon footprint (tco2eq) by location, with all staff flights included in SMC

In August 2021 Singita started to include a carbon offset levy into all guest stays. This was applied across the whole year and Singita offset 7,574 tonnes of CO₂eq – close to their full carbon footprint. Bioregional doesn’t recognise carbon offsetting as a way of mitigating carbon emissions as ultimately carbon emissions globally have to be reduced, but this is nonetheless a good initiative.

Comment on carbon footprint

Reviewing the emissions both across the years and comparing directly to 2022 highlights the limited progress. The total emissions is slightly lower than the previous year, the main difference being an increase in generator emissions, and a reduction in refrigerant gas emissions and flight emissions. As the refrigerant gas emissions can fluctuate quite significantly year on year this may well be hiding an actual increase in emissions.

The key points remain the same as previous years:

- Grid electricity at SSS and SPM accounts for nearly half of all emissions
- Generators, refrigerant gases, vehicles and flights all range between 10% and 15% of emissions,
- Comparison between lodges shows that the per bednight emissions of SKNP and SVNP emissions roughly half those of SSS and SPM.

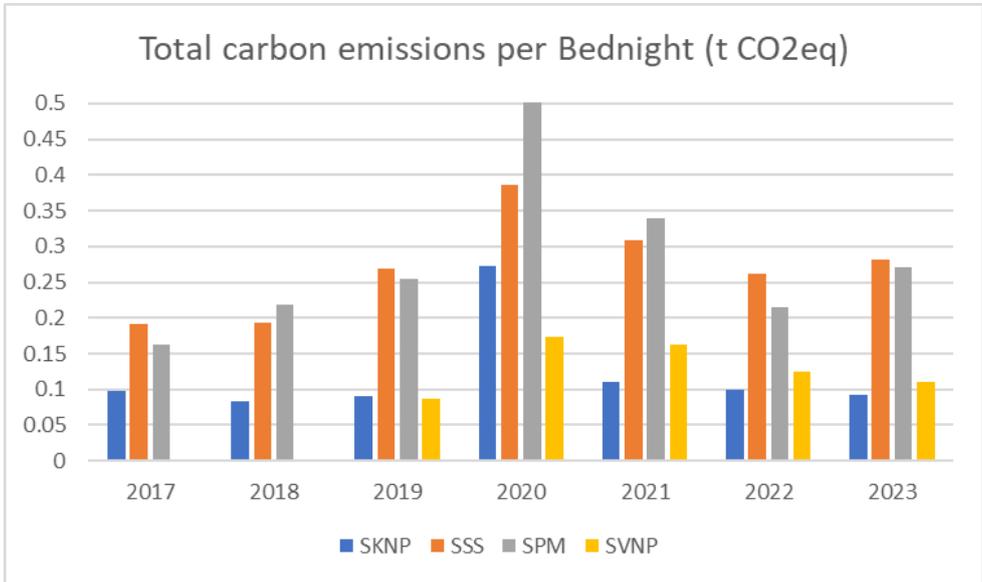


Figure 3. Total carbon emissions per bednight (tco2eq) by location.

There are a few concerning issues with the performance in reducing the carbon emissions:

- Factoring out the covid influenced variations of 2020 and 2021 there has been no discernible change in emissions, and there is little reason to predict a reduction in 2024,
- Comparing 2023 to 2022 there has been an increase in building related emissions, and an increase in per bed night emissions.

The priority therefore remains putting the two grid dependent lodges on a pathway to renewable energy, while taking a stepwise approach to the other key consumption areas. While there have been moves to put a robust renewable energy strategy in place for SSS the largest single source of carbon emissions within the group, no specific measures are on the table.

6. Review of progress against the One Planet Action Plan

This section reviews the progress against the targets set out in the 2016 One Planet Action Plan using the principles of Bioregional’s One Planet Living framework.

	Substantially or entirely completed, or a high degree of certainty over deliverability
	On track for a long-term target
	Substantially incomplete, behind schedule or doubt over delivery

Where Bioregional has specific recommendations, these are in the summary at the start of this document.

6.1. Health and happiness

	2025 outcome	Target and Baseline	Progress to 2023
HH1	Health and Wellness programme continues	Minimum of one activation per month in each region	All staff have access to medical care. > 1 monthly activity per site
HH2	Support Staff Mental Health	Staff Mental Health Assessment score extracted (RSA 2022; other regions thereafter)	77 hours of mental health counselling provided

Overall comment on progress to achieving the 2025 Outcomes:

The range of activity and initiatives to support health and well being continues to be effectively implemented – though additional verification of impact would be beneficial.

6.1.1. Key achievements and challenges

For Singita’s mental health programme, Megan de Beyer, an independent psychologist, conducted a groupwide training & counselling programme, tailor-making each visit to the property’s and country’s specific needs.

In January 2024 Singita signed up to [Ollie health](#) which provides organizations with 24/7 AI-powered support, with a global network of 100+ certified mental health experts for the South African entities. If successful it may be expanded to other countries of operation.

Regular #ourhealthandwellness activations continue on shared on notice boards – and more recently the interactive notice board in the Cape Town office.

6.2. Equity and local economy

	2025 outcome	Target and Baseline	Progress to 2023
Eq1	Gender Equity: Female Employment	Upwards of 50% female employment in Tourism divisions, 25% elsewhere	SKNP: 45%, -1% SSS: 55%, SPM: 28%, SVNP: 44%, Slight drop
Eq1	Diversity: No. of black people employed representative of Black Economically Active Population (BEAP) at country level by 2025	99% Black Staff - Tanzania 91% Black Staff - RSA 99% Black Staff - Zim 100% Black Staff - Rwanda 97% Black Staff - Group	Figures relatively unchanged and remain impressive
Eq3	Lodge spend on local goods and services	Increase spend on local goods & services by 10% p/a year on year; SPM 5%; RW 10%	Further 33% increase at SKNP, 15% at SSS

Overall comment on progress to achieving the 2025 Outcome:

Local expenditure continues to move impressively in the right direction. The female employment level at one lodge continues to drop slightly and there has been no change at the lodge that is significantly off track.

It would be good to understand exactly what is being done at SPM to address the significant gap in female employees, additionally while Singita has always had an impressive level of female employment, it is important to ensure this doesn't drop off. Potential further steps include:

- Policy to ensure that female employment continues to be prioritised and clear guidance provided on how to do this,
- Review of the pay grades of male and female staff, to ensure that female employment is not over represented in the lower pay categories.

6.2.1. Key achievements and challenges

There has been impressive increase in the value of local procurement, though at SSS which has the highest value of local procurement the number of local suppliers is relatively unchanged. As the main suppliers are fixed costs, such as staff transport and waste management, finding new local suppliers for other services will be critical in continuing to grow the number of suppliers. This may well require increased capacity development in the region. A potential starting point would be to review all expenditure items and identify which have the potential to be procured locally and then develop a strategy for achieving this.

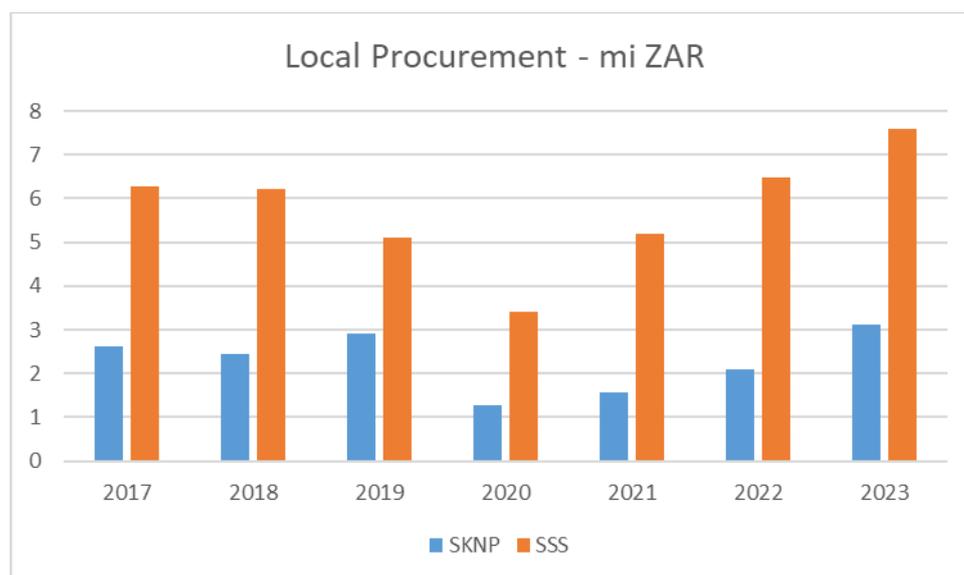


Figure 4. Local procurement at SSS and SKNP

- The SCCS at SKNP and SVNPN continue to support the students in maximising their culinary skills and gaining employment thereafter.
- SLT supported the Hustle economy programme led by Africa Foundation which supported 700 unemployed youth (18 – 28-year-old) in the last 3 years to develop their entrepreneurial talents and daily side hustles into micro-enterprise business growth opportunities.
- Singita has an Employment Equity (EE) committee made up of employees from SMC, SSS and SKNP who meet quarterly. The Committee met on 16th Sept 2023 to discuss disability awareness and management at Singita. More recently a call was put out for new members to join the EE Committee for 2024.

6.3. Culture and community

	2025 Outcome	Target and Baseline	Progress to 2023
CC1	Cultural promotion (guests)	Cultural activities available at each Lodge (post Covid)	Stable levels at all lodges except SSS where they are close to zero
CC2	Promote a culture of sustainability	OP champions & staff OP engagement in each region	Ongoing training and inductions
CC3	Maximise positive outcomes from the Early Childhood Development (ECD) programme	100% of SLT's 17 existing (2020) ECD centres have achieved good practice site status by 2025	6 indicators tracked, 2 targets achieved 4 on track
CC4	Maximise positive outcomes from Singita Community Culinary School (SCCS) for students...	SCCS: Increase number of graduates to 42 per year by 2025.	30 graduates in 2023, 16 enrolled in 2024 (6 SKNP, 10 SVNP)
	...and employment opportunities for alumni.	SCCS: >85% target alumni employment rate	SA > 90% Rwanda ~ 85%

Overall comment on progress to achieving the 2025 Outcome:

The SLT and SCCS have a huge positive impact on the community in terms of supporting those in need and developing skills for employment. Promotion of local culture and sustainability continues to vary from location to location, and annually. While both issues have their challenges it appears active management is required to ensure that progress is made.

6.3.1. Key achievements and challenges

The SLT continues to provide valuable services to the local communities especially in the areas of early childhood development (ECD), digital learning and support for students to attend college. The flagship programmes are the ECD centres and the SCCS.

- The SLT continues to support ECD training over 175 staff who support close to 2000 preschool age children.
- The SCCS continue to use the Prue Leith certification The number of trainees has remained stable, and while the aim is to increase the number over time it is critical to ensure there are sufficient employment opportunities locally. In Rwanda this is restricting the number of trainees.
- Overall performance is highly impressive:
 - 129 graduates (109 from SA and 20 from Rwanda)
 - 25% of them employed by Singita in Rwanda and 22% in SA
 - Others are employed with other leading tourism operators in Rwanda
 - Over 40% have advanced to Junior Sous Chef in SA
- The SLT also collaborates with the Goodwork Foundation and the Africa Foundation Trust South Africa. Both programmes are supporting training, education and entrepreneurship activities in the region.
- The community tours at SPM continue to offer visits to the San Rock Art.
- Thebe Magugu Heritage Series is a collaboration with Singita that celebrates the continent's culture through fashion. The 'Heritage Series' is a collection of nine dresses depicting a mother and child from nine African cultures available for purchase in the Boutique and Gallery at the South African properties.

Thebe Magugu Heritage Series



Singita have formed [a partnership with acclaimed South African born designer Thebe Magugu](#). The partnership with Thebe speaks to Singita’s 100-year purpose of preserving the continent’s cultural and natural heritage for future generations. This is expressed in the Thebe Magugu Heritage Series – a collection of 9 dresses depicting a mother and child from nine African cultures.

Magugu collaborated with a talented illustrator, Phathu Nembilwi to capture the essence of each tribe’s traditional customs and the universal joy of maternal love.

“Seeing the women in my family have to carry children on their back and supplies on their head always reminded me of Afro totem poles; a showcase of utter physical and symbolic strength, and I wanted to pay homage to this memory,” says Thebe.

6.4. Land and nature

	2025 outcome	Target and Baseline	Progress to 2021
LN1	Contribution to restoration, effective management and safeguarding of key biodiversity areas by 2030.	404,236 ha under stewardship restored or effectively management in Key Biodiversity Areas (KBAs) across Africa.	SVNP expanded and other opportunities assessed
LN2	Launch of Singita Conservation Foundation	Singita Conservation Fund is registered and established	First disbursements made
LN3	Reduce poaching	Zero poaching incidents of all species of conservation concern	Zero poaching in 2023
LN4	Guest engagement: Conservation Rooms at all lodges by 2025	Conservation Room completion in: 2022: SVNP in place	SPM delivered; SSS planned for Q2 2024

During this period Singita has been reviewing its conservation goals and established a new vision for 2030. The aim is to have a 3-fold impact:

- × 1 = Maintaining the current contribution of existing properties
- × 2 = Doubling the contribution by expanding to new properties
- × 3 = Supporting the protection of the catchment and buffer areas through biodiversity/ carbon credit projects.

This focus on supporting conservation outside of their areas they directly control is a necessary and important shift, highlighting the interconnectedness of the conservation areas and their surroundings.

Overall comment on progress to achieving the 2025 Outcome:

The Singita Conservation Foundation in increasing the scale of Singita’s beneficial impact, which is already highly impressive.

6.4.1. Key achievements and challenges

The SLT supports a multi-pronged approach to preserving and protecting rhino to reduce and deflect the current poaching pressure. This includes support for the Anti-Poaching Units in poaching prevention, monitoring and surveillance of existing groups, substantial financial support for Kruger Park’s dehorning and maintenance horn trimming, and support for rehabilitation and rewilding of the orphaned calves across the region.

The SLT developed the “Safari with Purpose” initiative. In these initiatives the Singita team in collaboration with the SANParks Kruger team is able to offer guests the opportunity to participate in a rhino dehorning experience, generating significant extra revenue for the National Park.

Mavic the orphan Rhino



In 2022 tragically a rhino was poached at Singita Sabi Sand, leaving behind an orphan. The SLT immediately committed to is providing financial support for 18 months to ensure that ‘Mavic’ was provided with the high levels of care and intensive bottle feeding required. He was named Mavic after the drone that was used to help find and monitor him until the ground staff could reach him.

Now due to the generous support of individual guests, and other donors and organisations, the SLT has raised the full funding required to sponsor his care for the next three to four years. Mavic is making excellent progress and is thriving in his group with 3 other orphans and they are establishing grazing patterns and learning to navigate the landscape together, crucial for their integration into the wild.

Mavic has also achieved a remarkable milestone, crossing the 1-tonne mark, weighing an impressive 1046 kg.

A formal partnership was developed with the Dian Fossey Gorilla Fund at SVNP. This has supported:

- Ongoing research and monitoring into the benefits of natural and active regeneration
- Propagation and planting of 40,000 trees
- Clearing of invasive plants over a 7ha area.

SVNP also continue to involve guests in conservation with over 230 trees planted in 2023.

Singita continues to support various conservation initiatives including Panthera’s ‘faux-fur’ programme for leopard conservation, and the Lionscape Coalition.

6.5. Sustainable water

	2025 outcome	Target and Baseline	Progress to 2023
SW1	Reduce losses through leaks	5% water losses/ unidentified use	Leakage or unaccounted use at SSS and SKNP over 10%
SW2	Absolute water draw reduced	10% reduction on 2019 draw p/a	17% increase, now above 2019 levels
SW3	Absolute potable water use reduced	10% reduction on 2019 use, p/a. bar SVNP	5% increase on 2022

Previous comment on 2025 Outcome:

The Outcomes and targets do not specifically address the local context. Given the growing strain on local water catchment areas and the relative importance of this issue in each area more ambitious and locally specific targets are required.

Overall comment on progress to achieving the 2025 Outcome:

Water consumption continues to rise and ALL indicators of water use, (treated, untreated and per bednight) are at their highest levels.

6.5.1. Key achievements and challenges

Overall water use has climbed above 2019 levels in terms of total water used and per bednight water consumption. At SSS and SKNP total water use is above 2019 levels with a bednight usage higher or above 2019 levels.

Treated water for human consumption only accounts for about one third of total water consumption. The rest is used in conservation, primarily for guaranteeing water availability for animals. The total water use is variable, being highly rainfall dependent, but consumption in 2023 was higher than all previous years except 2019. **(Figure 5)** Current water use for both human and conservation purposes does not show any indication of being seriously reduced. Given the likelihood of increasing drought conditions it would seem prudent to develop conservation strategies that require less artificial augmentation of local water supplies for wildlife.

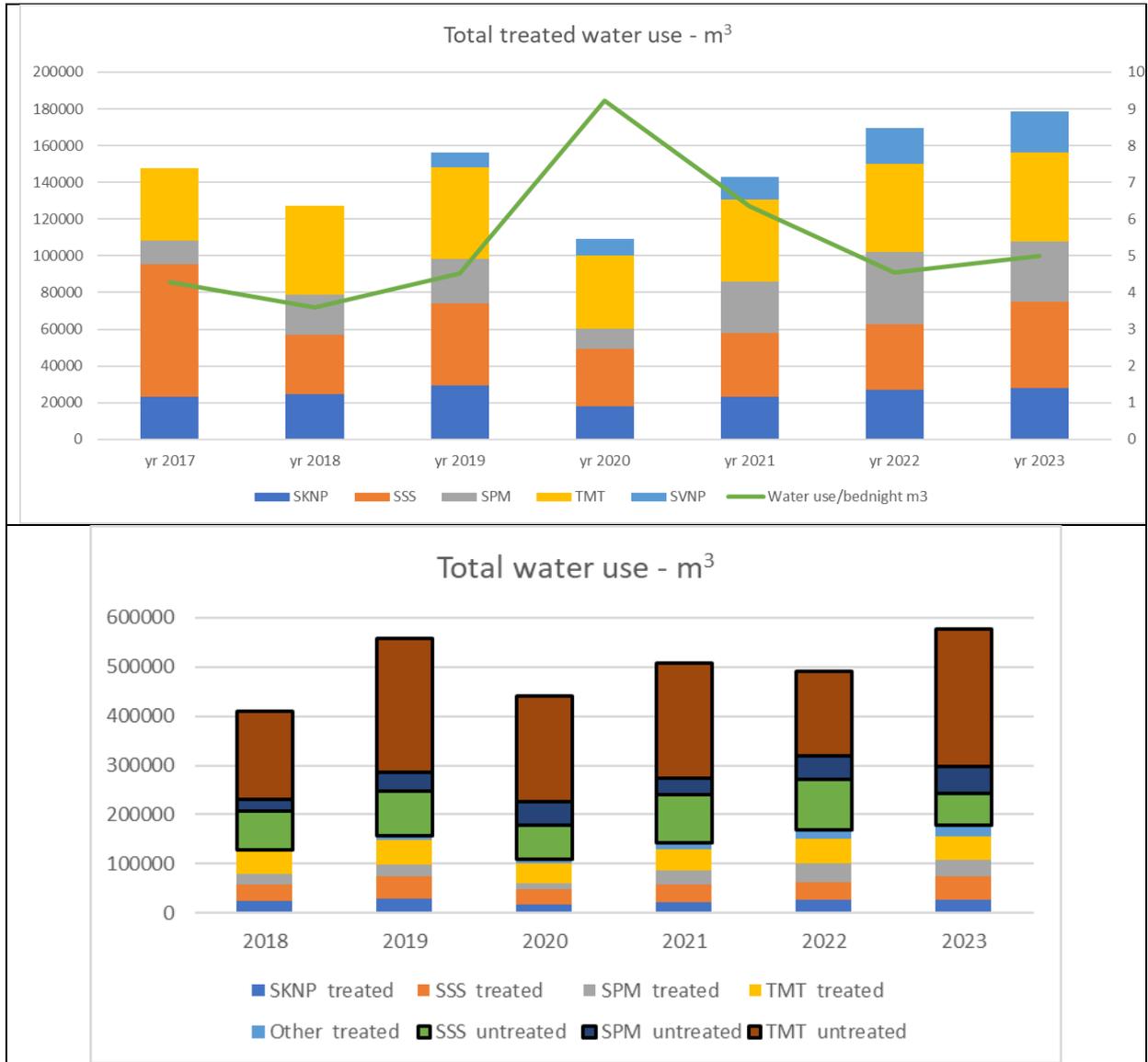


Figure 5. Total treated water and total consumption by location in m³

Significant water infrastructure improvement had been planned for SSS in 2023, but was cut from the budget. This highlights a lack of prioritisation of this critical issue.

6.6. Local and sustainable food

	2025 outcome	Target and Baseline	Progress to 2023
LSF1	Promote local produce	Upwards of 60% of produce (lodge and/or staff food) sourced from onsite and/or community farms.	Chefs' estimate: 15% guest food from within 100 km at SSS and SKNP. SVN is 60% local, 75% within Rwanda
LSF2	Manage animal protein	All sustainable and capped at 200g/dish	All portions below 200g target
LSF3	Limit food waste	100% of food waste is recycled	100% in Rwanda and Zimbabwe, South Africa Lodges making progress.

Overall comment on progress to achieving the 2025 Outcome:

Significant variation in local procurement rates, excellent at SVNP, much more challenging at SSS and SKNP due to the location.

6.6.1. Key achievements and challenges

Singita continue to develop their food offer and are further developing their New African Food concept, which aims to enable guests to learn more about African food without being taken too far from their comfort zone. This will involve:

- Integrating local foods into all aspects of the stay; game drive snacks, room snacks and meals,
- Use of local names and terminology
- Use of local flavours and techniques.

Some examples include; Baobab overnight oats, Hibiscus brownies, hummus and crudites, Rissois de Camarao (Crescent-shaped croquettes - Mozambique), Paozinho (bread roll – Mozambique), and koeksisters, mini milk tarts.

The limit on animal protein per dish continues to provide a clear guideline around which the menu can be developed and has helped manage the amount of meat served.

6.7. Travel and transport

	2025 outcome	Target and Baseline	Progress to 2023
ST1	Vehicle Fuel consumption reduction	Maintain 2019 consumption in 2022 onwards.	2019: 418kl 2022: 440kl 2023: 470kl
ST2	Full EV Fleet by 2030	Game viewers within 3 years of commercial availability Rest of fleet within 5 years	Trial of an electric game viewer undertaken
ST3	Carbon offsets of staff air travel	100% Staff air travel offset	Strategy in place – offsetting of over 700t CO2eq

Overall comment on progress to achieving the 2025 Outcome:

Fuel consumption has increased relative to the 2019 baseline and no significant progress has been made in sourcing EVs.

6.7.1. Key achievements and challenges

Flights and vehicle fuel emissions account for around 25% of Singita’s carbon footprint in 2023, with vehicle fuel at around 17.5% and flights 8%. Disappointingly there has been an increase in vehicle fuel use at every location, for the second consecutive year, to the highest level of fuel use recorded.

Flight emissions have fallen significantly, which is excellent to see, though it will be important to ensure these savings are locked inn and don’t bounce up again in 2024.

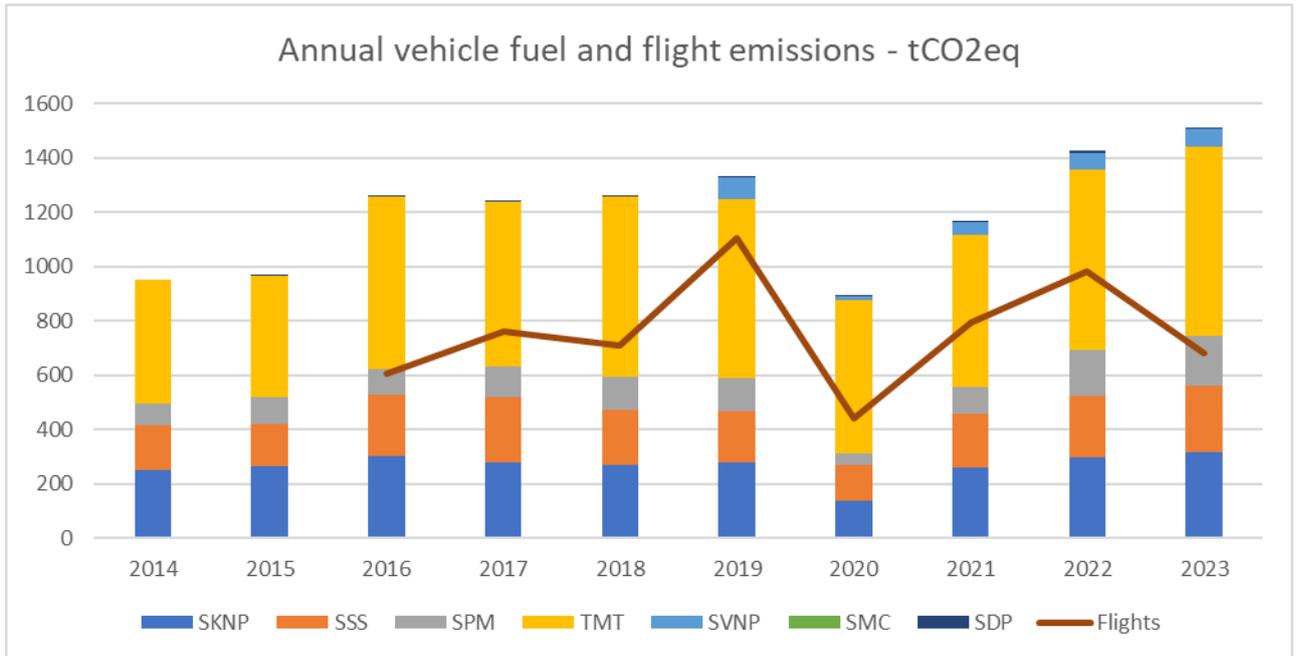


Figure 6. Annual carbon emissions from transport fuel by location

Singita’s business model relies on air travel and full scope 3 carbon accounting requires these emissions to be measured and addressed. The carbon offset levy starts to provide a mechanism for this, but steps should be taken to see how flight emissions can actually be reduced.

6.8. Materials and products

	2025 outcome	Target and Baseline	Progress to 2023
SM1	Prioritising sustainable construction	New guidelines for every new build and any significant refurbishment project	Minimum Quality Standards reference One Planet Living
SM2	Increasing local procurement	% of design products sourced locally: East Africa: 40-50% RSA: 80% Zimbabwe: to be agreed	Tracking of country of origin, and OPL relevance of all procurement
SM3	Implementing Sustainable packaging	100% sustainable packaging of all items leaving PDP warehouse by 2023	95% of packaging spend on recyclable or reusable materials
SM4	Paperless guest experience	60-70% reduction in guest paper collateral	Hard copy suite collateral eliminated.

Previous comment on 2025 Outcome:

From an embodied carbon perspective construction is the major contributor and as such the commitment to low carbon sustainable construction could be strengthened and made more explicit. Additionally wider procurement should reflect all sustainability issues not just local procurement.

Overall comment on progress to achieving the 2025 Outcome:

Singita continues to make good progress on local sourcing, and improve the data capture. Construction and refurbishment are a major contributor to embodied carbon and the impact needs to be accurately quantified and addressed.

6.8.1. Key achievements and challenges

The procurement team continue to improve the data capture and understanding of the impact of procurement and its associated transport. There is now 3 year’s worth of increasingly accurate estimates of the 3rd party transport costs of sending materials to the Lodges. This shows that total carbon emissions have fallen since 2021, but that airfreight has increased. The reasons for the increase in airfreight and how to address this should be investigated.

Local procurement continues to be supported and at SVNP a pottery barn has now been set up alongside the seamstress and walking stick maker onsite. While initially set up as a guest experience the pottery is of sufficient quality that the objective is for the lodge crockery to be produced onsite. Cups and bowls made in the onsite pottery barn are now featuring in the lodge and the design team plan to expand to other items in due course.

Further success stories include:

- The repurposing of old uniforms for the local community
- Gifting the old wood decking to a local church group who used it to make benches for the church.

The One Planet Living minimum standards have helped ensure that all refurbishments are undertaken sustainably and help to improve the building’s efficiency. For example:

- Lebombo roofing and walkway was upgraded with massaranduba sustainably sourced timber.
- The refurbishment of Ebony lodge included:
 - Improved glazing in 6 rooms
 - Upgraded efficient lighting
 - New, more efficient, HVAC system in the dining area.

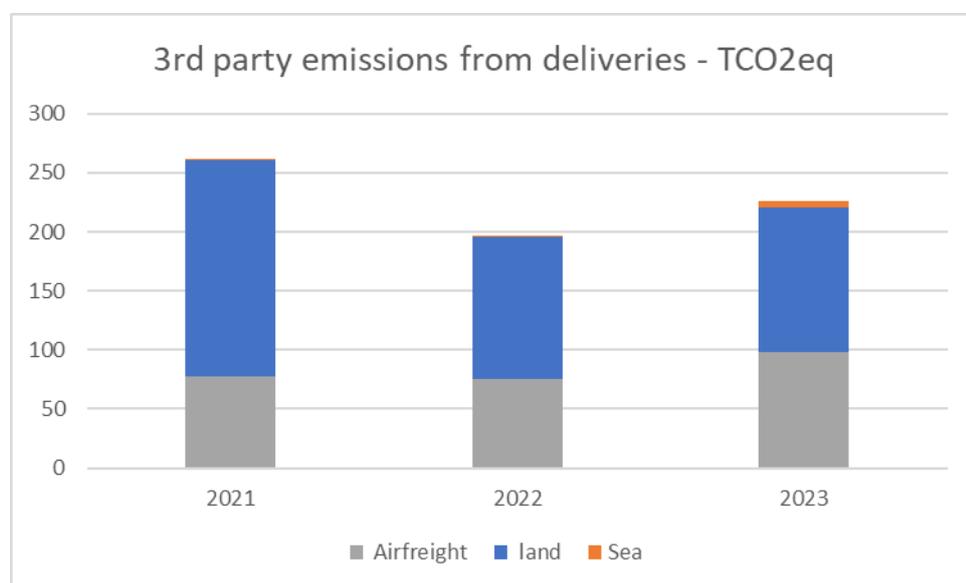


Figure 7. Goods transport emissions by transport mode

6.9. Zero waste

	2025 outcome	Target and Baseline	Progress to 2023
ZW1	Recycling Programme Quality	Waste audit scores 7/10 or above at all properties, in Qtrly waste audits	Waste audits undertaken at all lodges
ZW2	> 90% recycling rate	% recycled content/all waste	Approx. 92%

	(2022)	(in kgs)	
ZW3	Plastic reduction	Vegetable packaging to be 100% plastic free	Good ongoing progress

Overall comment on progress to achieving the 2025 Outcome:

Singita continues to make good progress in minimising plastic waste. The quality of the waste management and recycling at the lodges is generally good, but could be improved in some locations and all should be striving to achieve the exceptional standards of SPM and TMT.

6.9.1. Key achievements and challenges

The waste management data is starting to show amazing annual consistency suggesting that a ‘steady state’ has been achieved, with waste generation kept low and recycling maximised.

A site visit was undertaken by Singita’s sustainability representative in 2023 who noted that the recycling programme at SSS needs a shake-up to reinvigorate staff and improve the infrastructure. The waste sorting at SKNP could also be improved. Though these comments are made on the basis that current performance is generally good.

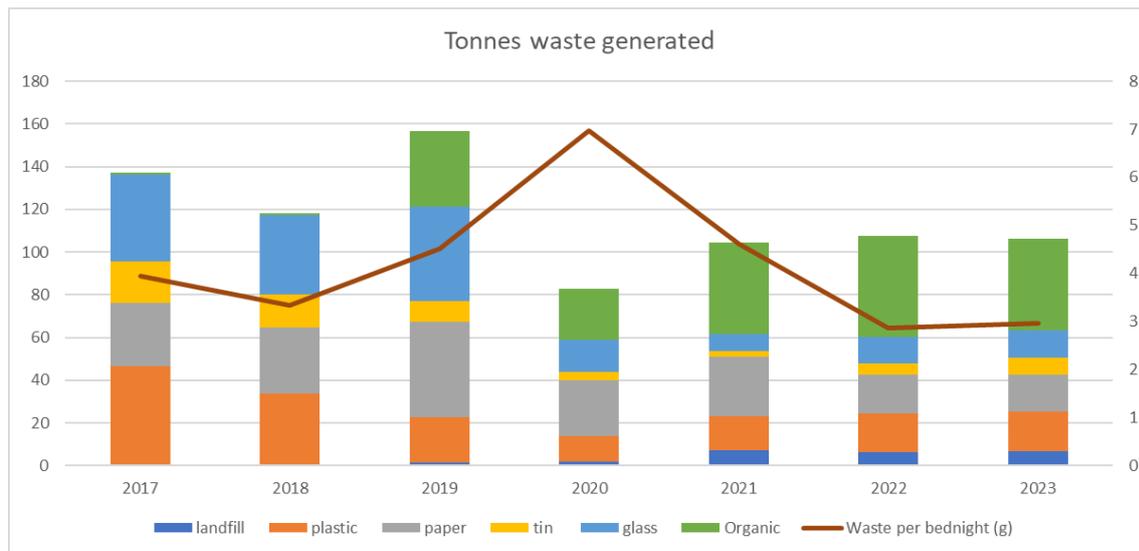


Figure 8. Total quantities of key materials landfilled and recycled by year at the 4 lodges

6.10. Zero carbon energy

	2025 outcome	Target and Baseline	Progress to 2023
ZC1	Carbon offset of Guest stay	100% Guest stay offset	In place
ZC2	Carbon offset of Support Offices	100% of support office carbon offset from 2023	Remains in planning
ZC3	Maximise renewable energy	80% solar at off-grid, 30% solar at on-grid existing lodges by 2025	SKNP is achieving 80%, no other projects are close to the target

ZC4	Renewable energy sourcing for any new developments	Target an agreed high level of renewable energy sourcing for all new builds	PV approx. 15% of primary building energy for electricity across the 4 Lodges
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Comment on 2025 Outcome:

Given the urgency of the climate crisis an urgent push for renewable energy on all sites is required, 30% take up on grid connected sites is only a starting point.

Overall comment on progress to achieving the 2025 Outcome:

Progress in achieving this target hangs heavily on the success of the strategies to switch SSS and SPM onto renewable energy.

6.10.1. Key achievements and challenges

In terms of performance, Singita has been successful in ensuring that its newest projects are efficient as highlighted by SVNP per bednight emissions being less than half that of SSS and SPM. They do remain 60% higher than those of SKNP highlighting the carbon savings that can be delivered through onsite solar energy.

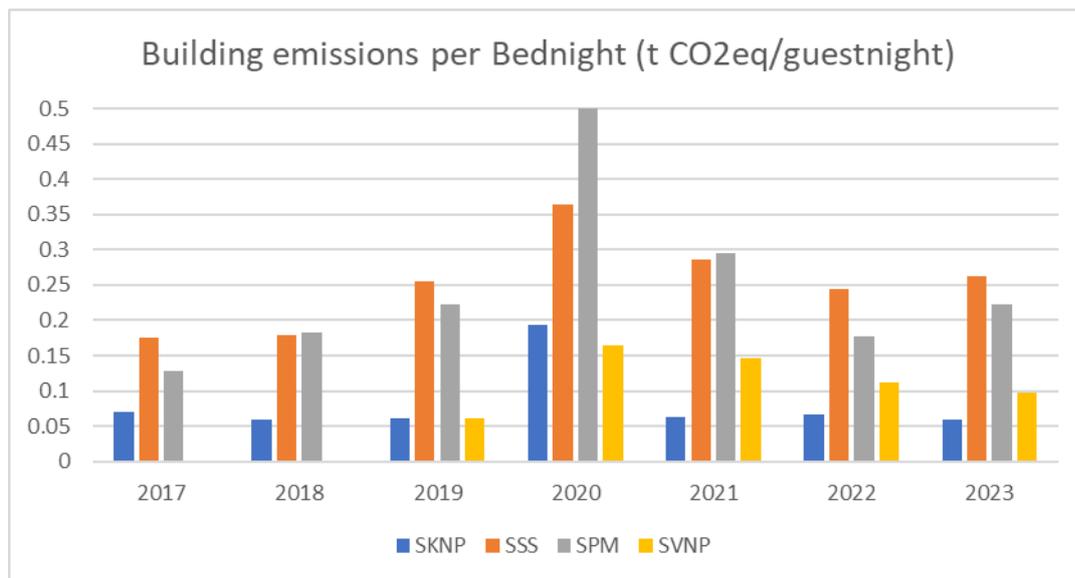


Figure 9. Building carbon emissions (tco2eq) per bednight (All building scope 1 and 2)

The challenge remains the legacy projects at SSS and SPM where large scale renewable energy is required to match existing demand. A strategy has been developed for SPM, and the increasing unreliability of the grid is increasing the financial viability of the project. At SSS the subsidised rural electricity tariff has presented a barrier to creating a viable business case for PV, but a recent change in government incentives have helped to revitalise this project in early 2024.

There have been some success in 2023, but they are unlikely to materially impact total energy consumption, these include:

- During the refurbishment at Ebony Lodge at SSS the AC units were upgraded – which should deliver savings in the coming years.
- The head office changed office into a more energy efficient LEED certified building.

SKNP remains a beacon of sustainable energy, but it is imperative that Singita brings its other projects in line with this standard if it is to continue to be seen as a sustainability leader.

7. Message from Andrea Ferry – Singita Sustainability Coordinator

I am so pleased to be writing this message after a successful year with great occupancies, happy guests and staff, and the continued great work in community and biodiversity from partner Trusts and Funds.

In 2023 our property sustainability champions continued to work on projects to reduce our impact and organise staff engagements to build awareness. I would like to thank them for their continued dedication and time to progress the programme. Key projects included a new learning management system which provides a fantastic platform for staff development and sustainability content. In South Africa, a mental health service was contracted to promote staff wellness. A 'wholeness' concept was integrated to provide a holistic nature-connected, health-focussed experience for guests. The Singita Community Culinary school partnered with world-renown Prue Leith Culinary Institute. A more African-inspired food offering was launched. The procurement and development team continued to find innovative ways for upcycling and sourcing local products to grace our properties.

On the not so positive side, we faced serious challenges with increases in carbon emissions and water consumption this year. With the pandemic behind us and a renewed focus on 3X impact by 2023, my hope is we finally tackle these problematic areas over the next few years, with increased investment in infrastructure. We have made a real commitment to installing solar PV at Singita Sabi Sand in 2024. This will address the electricity use at Sabi Sand which contributed significantly to our group CO2e footprint. I am also looking forward to the broader Conservation work planned, which includes water stewardship in regional catchment areas.

Next year, Singita has elected to join an alternative certification to One Planet Living. OPL has been an incredible programme that has provided structure and rigour to Singita's work in operational sustainability since 2012. We have benefited enormously from the principles and guidance of Bioregional staff, especially Ben Gill and Pooran Desai. I am very grateful for the assistance and friendship of OPL over the years. It is going to be a challenging transition for our properties, but the underlying principles of sustainability remain, and we are looking forward to new learnings and an African-based eco-tourism peer network.

Singita remains as committed as ever to sustainable operations, development and enabling positive impact in biodiversity and community spheres. I look forward to our road to 2030 and all that we will accomplish.