

MOUNT NELSON

A BELMOND HOTEL
CAPE TOWN

Mount Nelson, A Belmond Hotel, Cape Town caring for the community and the environment

(Updated July 2021)

The Mount Nelson is committed to encouraging responsible tourism through the conservation of natural resources and its commitment to improving the lives of local communities. Through the implementation of various environmental, social and cultural initiatives, Belmond Mount Nelson contributes to the safeguarding of the environment and the upliftment of disadvantaged communities in surrounding areas.

Soupathon, Worms, Bees and Afternoon Teas

During the national lockdown in South Africa triggered by the Coronavirus pandemic, the Mount Nelson chefs cooked hearty soups for the homeless every week in support of Cape Town's "Soupathon", a marathon chef-inspired initiative that has produced up to 80 000 soup meals per week. Since the reopening of the hotel in December 2020, we have continued to support Soupathon.

The hotel has operated a custom designed worm farm for over ten years which was established in order to manage the disposal of much of the hotel's organic waste. The hotel worms produce 'worm tea', which provides excellent fertiliser for the hotel

gardens. The vegetable peels and other plant based waste from the soup kitchen project was also used in the hotel's worm farm.

The hotel has also set up three bee hives in our gardens, not only to harvest honey for our guests, but also to support the survival of the Cape Honeybee which is currently under threat.

What to do with used hotel in-room amenities and gently worn uniforms?

During the economic and humanitarian crisis in South Africa as a result of the national lockdown, the hotel donated over 500 used items from guest rooms such as bath and hand towels, face cloths, duvet covers, velour gowns, mats and face cloths. These items were donated to the Cape Town Central City Improvement District which delivered the items to a number of charities and NGO's supporting Cape Town's homeless communities including Youth Solutions Africa Night Shelter in Zonnebloem, Streetscape Chester House, City's Safe Space under Culemborg Bridge and The Haven Night Shelter in District Six.

We have also donated over 120 gently worn uniforms to "Dress for Success", a global organisation that empowers women to achieve economic independence and break the cycle of poverty.

The Mount Nelson donated nearly two hundred items of clothing (from old uniform stock) to the Hope Exchange which offers washing and cleaning facilities for the city's homeless – after washing they are provided with clean clothing.

Belmond Southern African staff hikes up Table Mountain in support of Africa's Wildlife Rangers

In support of Ride4Rangers, Belmond Safaris and Mount Nelson staff led a sponsored hike to the top of Table Mountain on 12th September 2020 to support Ride4Rangers, a global initiative to raise funds for Africa's wildlife rangers. "Ride4Rangers" www.ride4rangers.com is a global travel industry initiative in partnership with conservation charity TUSK, which encourages people to ride, run, walk or hike in order to raise funds in order to support Africa's wildlife rangers. Without the funding that

has historically been generated through tourism, the livelihoods of the rangers are under threat which in turn places Africa's wildlife under severe threat.

Supporting local community farmers

The Mount Nelson is committed to supporting small local entrepreneurs wherever possible. By way of example, many of the hotel's organic vegetables are procured from a township community farm under the Abalimi Bezekhaya umbrella, called iMoya we Khaya, in Khayelitsha.

Our financial support also enabled the creation of the Cape Indigenous Wild Food Garden at the Ikhaya Garden, Isikholelo School, Khayelitsha.

Responsible gifting

All our gifting is chosen carefully, to ensure that we support small local entrepreneurs who have a sustainable mindset, such as the metallic rose-gold reusable "Restraw", a locally developed and handcrafted stainless-steel straw, presented with a handy cleaning brush in a 100% hemp sleeve www.restraw.co.za. Or our Mount Nelson designed "Sexy Socks" made from bamboo - for every pair that is bought, a pair of socks is given to a South African school child in need. Warm toes all round www.buysexysocks.com

Redistribution of excess food

Excess food from the hotel is donated to vulnerable children and families – most recently to Cape Town Multi Services Centre www.ctmsco.co.za and to a neighbouring orphanage.

Pencilettes for young scholars

Pencils in the guest rooms that at a certain point become too small for adult hands - but are just the right size for little hands – are donated to children at James House, an institution that provides shelter, protection and education for underprivileged children <https://jameshouse.org.za>

Other ways in which the hotel gives back to the community

We support Uthando South Africa www.uthandosa.org with donations, financial contributions, opportunities for our guests to become involved in their development projects and also for youth from their development programmes to spend time at the hotel, learning the in's and out's of the hospitality industry . Uthando is a global award-winning Responsible Tourism NPO which creates a unique link between tourism and community development projects.

The hotel supports SAYes mentoring programme www.sayesmentoring.org by hosting the organisation's annual event on a complimentary basis, and offering ongoing job shadowing opportunities for their mentees.

The hotel is one of the founding partners of www.therhinosarecoming.org – we purchased our own rhino called i Themba painted by Lionel Smit, now situated in our gardens, which was one of a crash of painted rhinos that were sold to raise funds for “Stop Rhino Poaching”.

After the completion of some building work at the hotel a few years ago, the wooden hoarding that had been used to cover up the building works was repurposed to create classroom tables, chairs and desks for a small school in the Northern Cape. The young learners had previously attended school classes seated on the floor.

Removing plastic

We have removed all plastic straws from our property and replaced them with 100% biodegradable and compostable Biostraws made from plant starch. Our takeaway cutlery is made from biodegradable wood and plant materials.

Water saving initiatives

The hotel has introduced several water-saving initiatives - aerating all bathroom, shower and toilet taps; locking all municipal garden taps; offering guests a choice of how often they would like to have their linen and towels laundered, and using non-potable water to flush the toilets.

More ongoing 'reduce, reuse and recycle' initiatives

Egg trays, cooking oil, batteries, fused light bulbs, paper, plastic, glass, paper, tin and cupboard are all recycled

The hotel uses mostly LED lights

Energy-saving heat pumps are used for hot water

Low sulphur content diesel is used in the hotel generators

Housekeeping staff use environmentally friendly cleaning products

Lead-free PVC double-glazing on windows helps to regulate the temperature, therefore reducing the demand for air-conditioning

Over time we have drastically reduced the amount of chemicals used in the hotel gardens and the garden products are now almost solely organic.

Human Resources Reaches Out

Employee Assistance Programme:

The Employee Assistance Programme provides employees with support and guidance by professional counsellors.

Long Service Recognition Programme:

We recognise and honour those employees who have given many years of dedicated service to the hotel. An awards evening is held annually where long service staff are recognised and awarded.

Community Month:

During Community Month, the hotel partners with local communities to make a difference to those less fortunate. The hotel staff is afforded the opportunity to volunteer their time during working hours to a worthwhile cause.

Wellness Month:

During Wellness M, activities and events are arranged to promote staff financial, physical and mental wellness.

Staff Rewards Programme:

'You Make A Difference Staff Recognition Programme' was designed to encourage staff to recognise and acknowledge the achievement of their peers' daily work efforts and extraordinary commitment to the hotel's standards. Employees are financially rewarded and at the end of the year, the twelve-monthly winners are put forward for the prestigious title of 'Employee of the Year', with the overall winner enjoying a substantial cash bonus.

Safety and Health Awareness:

As World Day for Safety and Health at Work falls on April 28th, the hotel dedicates the month of April to focussing on key issues relating to health and safety.

Supervisory Skills Development Programme:

The Supervisory Skills Development Programme (SSDP) equips existing and up-and-coming supervisors with the necessary leadership skills to transition successfully into a leadership role. This modular programme is accredited with the American Hotel & Lodging Education Institute (AHLEI) and is facilitated over five months.

Adult Education & Training:

Our Adult Education & Training programme improves literacy and numeracy amongst our staff, motivating them to pursue continuous professional improvement. We also offer staff on-site training courses in Time Management, Communication Skills, Teamwork & Collaboration, Managing Personal Finances, Industrial Relations, Telephone Etiquette, Customer Care and Emotional Intelligence.