Advanced Sustainability Questionnaire

Hotel Details

Hotel Name	Avani Victoria Falls Resort and The Royal Livingstone by Anantara
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Reporting

Have you measured your carbon footprint (Scope 1–3)? Scope 1: Direct emissions from sources you own or control directly, e.g. on-site gas heating, company vehicles, and fuel combustion in generators. Scope 2: Indirect emissions from the electricity, heating or cooling your venue buys. Although generated off-site, these emissions are tied to your operations. Scope 3: All other indirect emissions from your supply chain and event activity, including catering, waste, delegate travel, deliveries, and client or supplier emissions connected to events at your venue.	Scope 1

Do you have clear roles and regular reviews for sustainability?	Yes. Regular monthly sustainability meetings are held to review the property's sustainability performance, assess ongoing initiatives, discuss areas for improvement and monitor progress on sustainability objectives.

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Do you report performance publicly or to guests with numbers or examples?	No. Sustainability performance is currently monitored and reviewed internally. The property does not presently share sustainability performance reports, figures or updates publicly or directly with guests.
Supporting Documents	
Additional Comments	

Energy, Water & Environment

Do you have targets for reducing energy, water, or waste?	Yes. The property has targets in place to reduce energy and water consumption, as well as waste generation. Progress towards these targets is monitored internally and reviewed during monthly sustainability meetings to identify areas for improvement.
Do you use on-site renewable energy or other low-impact technologies?	No. The property does not currently use on-site renewable energy sources or other low-impact technologies for its energy supply.
Do you check that guests and staff follow energy/water saving actions?	Yes. Guests and staff are encouraged to follow energy and water conservation practices throughout the property. These include switching off lights and electrical equipment when not in use, using water responsibly, and participating in initiatives such as the linen reuse programme. Staff are also encouraged to promote and support these practices in their respective departments.

Waste

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Do you have advanced recycling or composting systems?	Yes. The property has recycling and composting systems in place to support responsible waste management, reduce waste sent to landfill and encourage the reuse of organic and recyclable materials.
Do you measure food waste and report outcomes?	Yes. Food waste is measured and monitored, with outcomes reviewed internally to assess waste levels, identify areas for improvement and support waste reduction efforts.
Do guests understand and take part in waste reduction programmes?	Yes. Guests are encouraged to participate in the property's waste reduction initiatives through awareness cards placed in guest rooms. These cards provide information and guidance on responsible waste management and encourage guests to adopt more sustainable practices during their stay.
Supporting Documents	AVANI-WASTE-MANAGEMENT-REPORT-AUGUST-26.pdf
Additional Comments	Our waste utilization stands at +80%.

Guests

Do guests have clear instructions for participating in sustainability actions?	Yes. Guests are informed about and encouraged to participate in the hotels' sustainability initiatives through guest-facing communication and experiences. Participation includes responsible use of water and energy, reusable water solutions, towel and linen reuse, waste reduction, and opportunities to engage with community and environmental initiatives. Guests can also learn about sustainability through experiences such as herb garden tours, culinary demonstrations and mixology sessions, which connect guests with local produce, Zambian flavours and the hotels' sustainability practices.
Do you measure guest participation and get feedback?	Yes. Guest feedback is gathered through guest satisfaction surveys, online reviews, comment cards and direct guest interactions. While participation is not quantitatively measured across every guest sustainability activity, the hotels track measurable outcomes from several sustainability initiatives. For example, the herb garden has generated UDS14,025 since its launch in August 2022, supporting children's care, education, feeding programmes and reintegration initiatives.
Do you offer activities that benefit the local community or environment?	Yes. The hotels operate several sustainability and community initiatives designed to create positive environmental and social impact. These include the Youth Empowerment Programme, the Herb Garden in partnership with Ebenezer Child Care Trust, the Mini Textile Project, waste management and composting, vermiculture, and wildlife conservation and education. Guests can engage with some of these initiatives directly. For example, the herb garden offers garden tours, culinary demonstrations and mixology sessions, giving guests an educational experience while introducing them to locally grown ingredients and the hotel's farm-to-table approach. The hotels also educate visitors about ethical wildlife care, conservation, responsible management and the surrounding national park environment.

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Do guests receive reports or summaries about the hotel's sustainability performance?	Yes. Information about sustainability commitments, programmes and achievements is communicated through guest-facing materials and digital communication channels. Sustainability materials highlight specific environmental and community projects, their purpose and, where available, measurable outcomes.
Do you inform guests about your sustainability actions (digital, in-room, signage)?	Yes. Guests are informed about sustainability actions through digital platforms, guest communications, sustainability materials and interactions with team members. The hotels also incorporate sustainability into guest experiences, including herb garden activities and wildlife conservation education. These touchpoints help guests understand the connection between hotel operations, environmental conservation and support for local communities.
Are guests invited to participate (towel reuse, recycling, water refills)?	Yes. Guests are encouraged to participate in sustainability through responsible water and energy use, reusable water solutions, towel and linen reuse, and community and environmental initiatives. They can also participate in educational experiences such as herb garden tours, culinary demonstrations and mixology sessions. The existing Pack for a Purpose initiative additionally encourages travellers to bring useful supplies for local schools and community organisations.
Do you provide any incentives for guest participation?	No. The hotels do not currently provide specific financial incentives or rewards for guest participation. Participation is encouraged through awareness, education and meaningful opportunities for guests to contribute to environmental and community initiatives.
Supporting Documents	Through-our-tree-planting-initiatives-guests-are-invited-to-take-part-in-meaningful-environmental-activities-contributing-to.pdf

Staff

Do you measure staff wellbeing and satisfaction?	Yes. Staff wellbeing and satisfaction are monitored through the company's team member engagement survey, known as 'Have Your Say'. The survey provides employees with an opportunity to share feedback on their workplace experiences and overall engagement.
Do you track inclusion, diversity, and fair opportunities?	Yes. The 'Have Your Say' survey includes questions relating to Diversity and Inclusion, allowing the organisation to gather employee feedback and assess these areas.
Do staff lead or take part in community projects?	Yes. Team members participate in monthly community clean-up initiatives in collaboration with the Livingstone City Council and Livingstone Tourism Agency. Staff also take part in internal community engagement initiatives through the company's CSR programme, Minor Founder's Day.

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Do staff understand and can they explain your sustainability practices to guests?	Yes. Staff have access to sustainability training courses through the company's internal learning platforms, eCampus and ATOM. These courses help build awareness and understanding of sustainability practices, enabling team members to support and communicate the property's initiatives.

Supporting Documents	Hertiage-Site-Cleanup.png

Additional Comments	Results from internal team member engagement surveys are treated as confidential and therefore cannot be shared externally. However, the surveys provide valuable internal feedback to support ongoing improvements in staff wellbeing, engagement, diversity and inclusion.

Accessibility

Do you offer services that support neurodivergent or sensory-sensitive guests (quiet spaces, sensory packs)?	Yes, where possible. While the hotel does not currently provide dedicated sensory packs or specialized neurodivergent programs, we strive to accommodate guests with sensory sensitivities and individual accessibility needs. Upon request, we can offer quieter room locations away from high-traffic areas, minimize unnecessary guest interruptions, provide clear and simple communication, and accommodate specific preferences where operationally feasible. Our team is trained to respond sensitively to individual guest requirements and aims to create a comfortable and inclusive environment for all guests.

This submission has been sent via the Sustainability Questionnaire form.

More Information & Support

If you're unsure where to start, need support, or would like help turning intentions into actionable sustainability goals, please feel free to reach out to From Now.

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From Now is a sustainability consultancy supporting organisations across environmental impact, accessibility, DEI, wellbeing, and community engagement.

Contact: inspired@from-now.com

References

[1] SDG https://sdgs.un.org/goals

[2] SBTi https://sciencebasedtargets.org/

[3] GRI https://www.globalreporting.org/

[4] ISO 14001 https://www.iso.org/standard/60857.html

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