Essential Sustainability Questionnaire

Hotel Details

Hotel Name	Avani Victoria Falls Resort and The Royal Livingstone by Anantara
Hotel Website	https://www.avanihotels.com/en/victoria-falls https://www.anantara.com/en/royal-livingstone/rooms
Contact Name	David Mwaka
Telephone Number	+260977417625
Email Address	dmwaka@avanihotels.com

General Sustainability Practices

Do you have a current sustainability or CSR policy?	Yes

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Does your policy cover environmental, social, accessibility, wellbeing, and fairness for staff?	Yes
Is the policy shared with guests or made publicly available (website, brochure, in-room materials)?	No. It is kept internal
Who is responsible for sustainability?	Apollo Kazemba: Learning and Sustainability Manager
Please list any green certifications, labels, or recognition achieved.	Green Growth Certifications: Gold certification for Avani Victoria Falls Resort and Platinum for The Royal Livingstone by Anantara in 2025
Supporting Documents	GG2050-Platinum-Certificate-AROY-2025-Signed.pdf.pdf
Additional Comments	Susutainability and CSR policy document is available on request as we cannot attach it in the questionnaire

Energy & Water

Do you measure energy and water use?	Yes
Do you take actions to save energy (e.g., LED lighting, timers, efficient air conditioning)?	Yes, we have gotten rid of all incandescent lights and replaced them with LED lights. we have also installed occupancy sensors in some offices. For the rooms we have installed energy management system for one block.

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Do you use renewable energy or a green energy tariff?	Yes
Do you take actions to save water (e.g., low-flow taps, leak detection, linen reuse)?	Yes. The property has implemented several water conservation measures to reduce water consumption. Water meters have been installed at strategic points across the property to monitor usage, and water restrictors have been fitted to showerheads to regulate water flow. Guests are also encouraged to participate in the linen reuse program to minimize unnecessary laundry and water consumption.
Do you have refillable water stations for guests and staff? How are guests informed?	Yes, for guest only.
Do you have a policy on energy and water conservation?	yes
Do you have Electric Vehicle charging spaces at your property?	No, the property does not currently have dedicated electric vehicle charging stations for guest vehicles. However, charging facilities are available for the property's electric golf carts, which are used for internal transportation.
How does your organisation approach AI (Artificial Intelligence) usage?	The organisation encourages the use of AI as a tool to enhance productivity, creativity and efficiency in daily operations. However, for security, data protection and privacy reasons, employees are encouraged to use only the organisation's approved AI platform. This ensures that AI is used responsibly and that confidential organisational and client information remains protected
Supporting Documents	Sustainability-Board-Pack-Info.pdf

Waste Management

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Do you have recycling bins for glass, paper, metal, and plastics?	Yes
Are bins clearly labelled?	Yes
Have you removed or reduced single-use plastics (e.g., cups, straws, amenities)?	Yes
Do you manage food waste (e.g., donation, composting, or special disposal)?	Yes. For food waste we have a compost machine.
Are you paperless? If not, are recycled or FSC-certified papers[1] and environmentally responsible printing materials used?	Yes
Supporting Documents	AVANI-WASTE-MANAGEMENT-REPORT-AUGUST-26.pdf

Food & Beverage

Do you buy local or seasonal food where possible?	Yes
If yes, within how many miles is food sourced?	12

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Do you offer vegetarian or plant-based options and highlight them?	Yes, clearly highlighted
Is seafood responsibly sourced (MSC[2], ASC[3], or similar)?	Sometimes
Do you communicate sourcing choices to guests (menus, signage, digital)?	Yes, menus
Supporting Documents	Avani-Beverage-Menu_v6.pdf

Purchases

Are sustainable amenities or guest products provided (refillable toiletries, eco-friendly disposables)?	Some products
Are environmentally responsible cleaning products used (e.g., Green Seal[4], EcoLabel[5])?	Some cleaning products
Supporting Documents	POP-for-sustainable-purchases.pdf

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Additional Comments	We engage with suppliers whose business practices align with our sustainability objectives. One such example is Ickenham Farms, which supplies free-range eggs, supporting responsible farming practices and contributing to the Green Growth 2050 agenda. Additionally, we are gradually moving away from plastic-based products by engaging suppliers who offer more sustainable alternatives. Examples include wooden key cards, pens, dental kits and other environmentally friendly guest amenities. Please refer to the attached purchase orders for some of these initiatives already being implemented across both hotels.

Staff, Wellbeing & Inclusion

Do you follow fair employment practices? (Living wage employer[6], B Corp[7], Shine[8], etc.)	Yes, certified/accredited

Do you have policies on equal treatment, diversity, and inclusion?	Yes. We have a team member engagement survey called Have Your Say that includes questions on Diversity and Inclusion and an actual policy on D&I

Are staff wellbeing programmes in place (mental health, safe working conditions)?	Yes, we have a calendar under People & Culture (P&C) or HR that has different activities centered around team member wellness and engagement. We also have a training course on Workplace Health & Safety on our internal Ecampus online training platform

Accessibility

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Do you provide clear accessibility information on your website and booking platforms (accessible room features, dimensions, assistive services)?	Yes, detailed information
Do you have accessible routes (ramps, lifts, clear corridors) and signage for guests with mobility needs?	Yes, fully accessible
Do you provide sensory support features (e.g., visual alarms, braille signage, hearing-assistive systems)?	No
Are staff trained to assist guests with a wide range of access needs (not just mobility)?	Some staff trained

Measurement & Reporting

Do you measure how well your sustainability practices are working?	Yes, regularly
Do you report on sustainability performance?	Yes, internally only

This submission has been sent via the Sustainability Questionnaire form.

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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.

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

Contact: inspired@from-now.com

References

[1] FSC-certified https://uk.fsc.org/

[2] MSC https://www.msc.org/uk

[3] ASC https://asc-aqua.org/

[4] Green Seal https://greenseal.org/

[5] Ecolabel https://eu-ecolabel.de/en

[6] Living Wage Employer https://www.livingwage.org.uk/accredited-living-wage-employers

[7] B Corp https://bcorporation.uk/

[8] Shine https://shine.northeast-ca.gov.uk/

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