

# SUSTAINABILITY & SOCIAL IMPACT 2023



Blue Oyster Hotel

# IN THIS REPORT

## SUSTAINABILITY OVERVIEW

Leadership Statement	2
Our Mission and Vision	3
About Blue Oyster Hotel	4
Our Core Values	5
Our Goals	6
Our Sustainability Journey	8

## ENVIRONMENTAL RESPONSIBILITY

Climate Change	10
Energy and Emissions	11
Resources and Waste Management	12
Water	13
Biodiversity	14
Environmental Risk Assessment	15

## SOCIAL RESPONSIBILITY

Stakeholder Engagement: Employees	18
Employee Structure and Handling	19
Environmental Training Modules	20
Exploitation and Harassment Policy	25
Recruiting Report	26
Employee Turnover and Benchmarking	27
Advancement of Local Employees	28
Women and Benchmarking	29
Health and Safety	30
Health and Safety Policy	31
Blue Oyster Risk Assessment	33
Stakeholder Engagement: Suppliers	35
Responsible Purchasing	38
Sustainable Food Policy	39
Stakeholder Engagement: Guests	40

## COMMUNITY ENGAGEMENT

Corporate Social Responsibility	43
Code of Conduct	44
Support of Nature Conservation Projects	46

## FUTURE JOURNEY

Improvement Plan	48
------------------	----







**The Blue Oyster Hotel** is a small family-run hotel with a personal atmosphere - we take it for granted that every human being at our hotel has priority over any decisions or activities we make.

Situated in Jambiani, a small traditional fishing village on the south east coast, we are a responsible tourism certified hotel, placing a strong emphasis on cooperating and working together with the local community. As we have already reached the third and highest certification level of the Responsible Tourism Tanzania Participation Programme, as one of the first hotels in Zanzibar, we can now prove that our working culture and daily operations are fully integrated into a sustainable and responsible management approach. Systems are in place to monitor and redirect the operations and all employees understand our approach. This step forms the core of our company culture.

Furthermore, we take over responsibility for all our employees, the community and the environment where we live at. Sustainable tourism has been our core value since Blue Oyster`s inception which should be matched by our responsibility to people, planet, prosperity, peace and partnership. Sustainability to us remains more than operational targets and marketing - it is something that we can achieve through a proactive and innovative approach, and we thank our team as well as our guests for their collective effort.

We do not offer facilities such as a pool or air conditioning as we are trying to reduce the environmental, social and economic impact caused by tourism. We constantly try to improve the environmental situation by organizing or joining several sustainability projects which distinguishes us from many other hotels.

With this concept in mind, we are looking forward to show you our current results in the following report. This Sustainability and Social Impact Report is intended to help our stakeholders to learn more about our company, how we approach sustainability and social impact efforts as well as how we measure and manage our performance.

A handwritten signature in blue ink that reads "Anwar Beiser".

Anwar Beiser  
Manager





## GENERAL PRINCIPLES

The general principles of the Blue Oyster Hotel mainly contain to have a very low impact on the local environment and culture in all activities. We also consider the wishes and desires of our employees and the community.

Our overall objective is to increase the level of sustainability in all areas as much as possible by considering all principles that are important for all involved, individuals so that we will still persist as family-run hotel in the following generations.

## MISSION

Our mission, in large part, consists of the appreciation of the nature. We try to directly combine environmental, social and economic goals and attempt to let the community participate in our planning. We do all our activities with a certain sensitivity towards global effects, like for example concerning the rising sea level and we try to mainly work with green products. Therefore, we conduct business with suppliers and vendors in a fair and transparent partnership to enhance social benefits.

We advocate for fair working conditions and wages to enhance the abilities of our staff to contribute to the company's sustainable growth. Furthermore, we want all of our employees to be contented with their workplace - reliable work and respect comes first and we try to offer as much transparency as possible concerning all our activities.

Continuous improvement and the happiness of all involved people is always ranked first. Therefore, we also try to create memorable experiences for guests through our services.

## VISION

Our vision for the future is to have the lowest impact as possible on the local environment and culture and to generate (future) employment for local people. We want the development to bring positive outcomes for locals as well as for our hotel and the tourists. Our target is to reach and maintain the highest possible sustainability level in the near future.



# ABOUT BLUE OYSTER HOTEL



## HISTORY

The German owner Klaus Beiser has opened the hotel on December 26, 1999. Today, it is managed in the second generation by Anwar Beiser and the Manager Peter Mpenjwa. A team of highly motivated employees, mostly made up of locals from the surrounding village Jambiani or the island of Zanzibar, also contributes to provide a great holiday experience to our guests.

We have been constantly improving our hotel to offer the best possible services and comfort.

At the moment, the Blue Oyster Hotel offers 18 rooms, either classic sea view rooms or budget-option garden view rooms.



ROOMS	BEDS	PERMANENT EMPLOYEES	NUMBER OF GUEST PER EMPLOYEE
18	40	35	1.2





## QUALITY

We give our best to satisfy the desires and needs of our guests or even exceed their expectations. In addition, our employees, local and other suppliers and all other partners always attempt to serve the best quality they are able to offer.

## COMMITMENT

As we act as a service provider to our guests all of our employees are highly motivated and we give our best to meet and satisfy the wishes of our guests. We set our employees an example of how to work with dedication, so that both, employees and guests, feel in good hands under our guidance. Beyond our activities at the hotel we collaborate with and support the local community in Jambiani which brings enormous efforts for both sides.

## TRANSPARENCY

We always try to give the most wide and transparent insight into our internal and external processes as possible to everybody.

## LOYALTY

One major objective for us is to gain long-term partnerships with employees and suppliers as well as having returning guests. For us, it is very important to remain in good standing with our reliable partners.

## RESPECT

Respect is one of the key values we always impart to our team. We create cultural and historical respect in all our employees and guests. Respect contains also the terms of total equality in gender, wages, religion, race and nationality.

## FAIRNESS

As well as respect, also fairness is a priority for us. Fairness towards our guests as well as between our employees is seen as self-evidently for us.





## SUSTAINABILITY

In terms of sustainability we are constantly trying to reach our long-term vision objective – to impact the local environment and culture on the lowest possible level. In the future, the development should bring positive outcomes for locals, our hotel and tourists. Our guests and our employees work together on sustainability.

## RESPONSIBILITY

Every employee of our hotel is responsible of his work area and is a role model for everyone else. Our employees have the chance to develop their skills and gain more responsibility within time.

## EFFICIENCY

To use all resources in the most efficient way, we always measure and report the consumption of all used resources and materials.

## TEAM SPIRIT

Through a great team spirit, our employees always work with big pleasure and motivation. It encourages their dedication and pride what also impacts the satisfaction of our guests.





# OUR GOALS



Clean Water and Sanitation

Responsible Consumption and Production



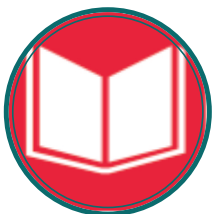
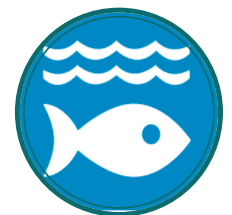
Affordable and Renewable Energy

Climate Protection



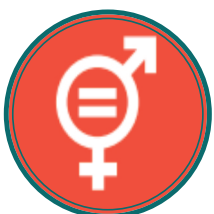
Sustainable Community

Marine Life Protection



Quality Education

Biodiversity Protection



Gender Equality

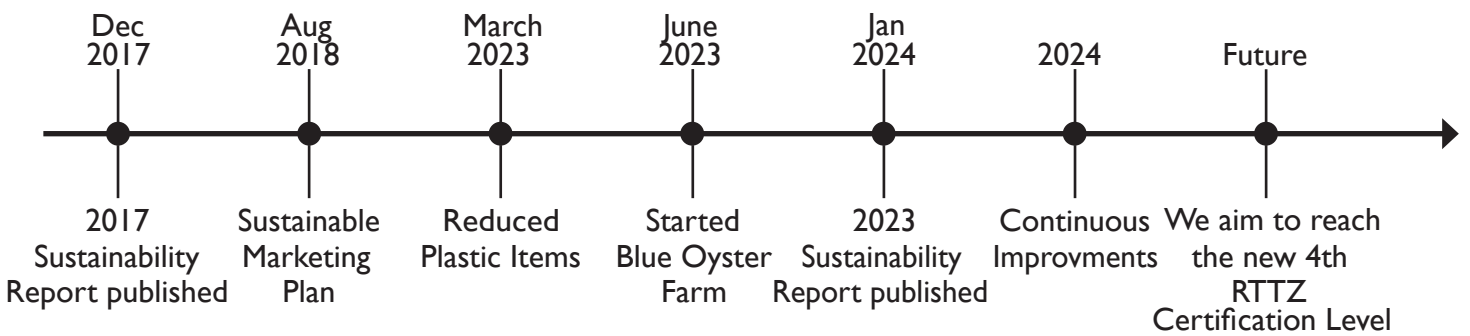
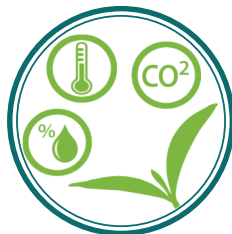
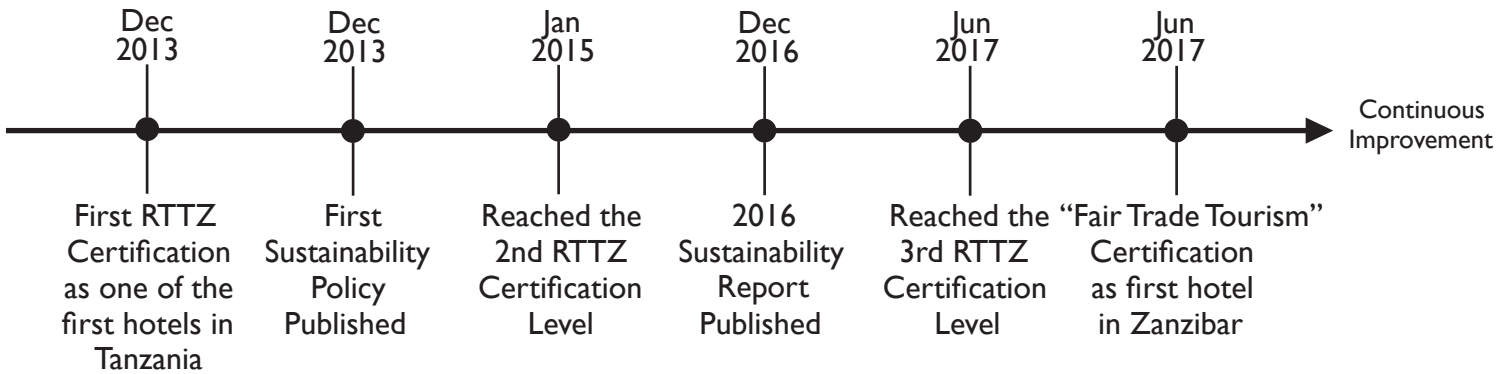
Peace and Justice

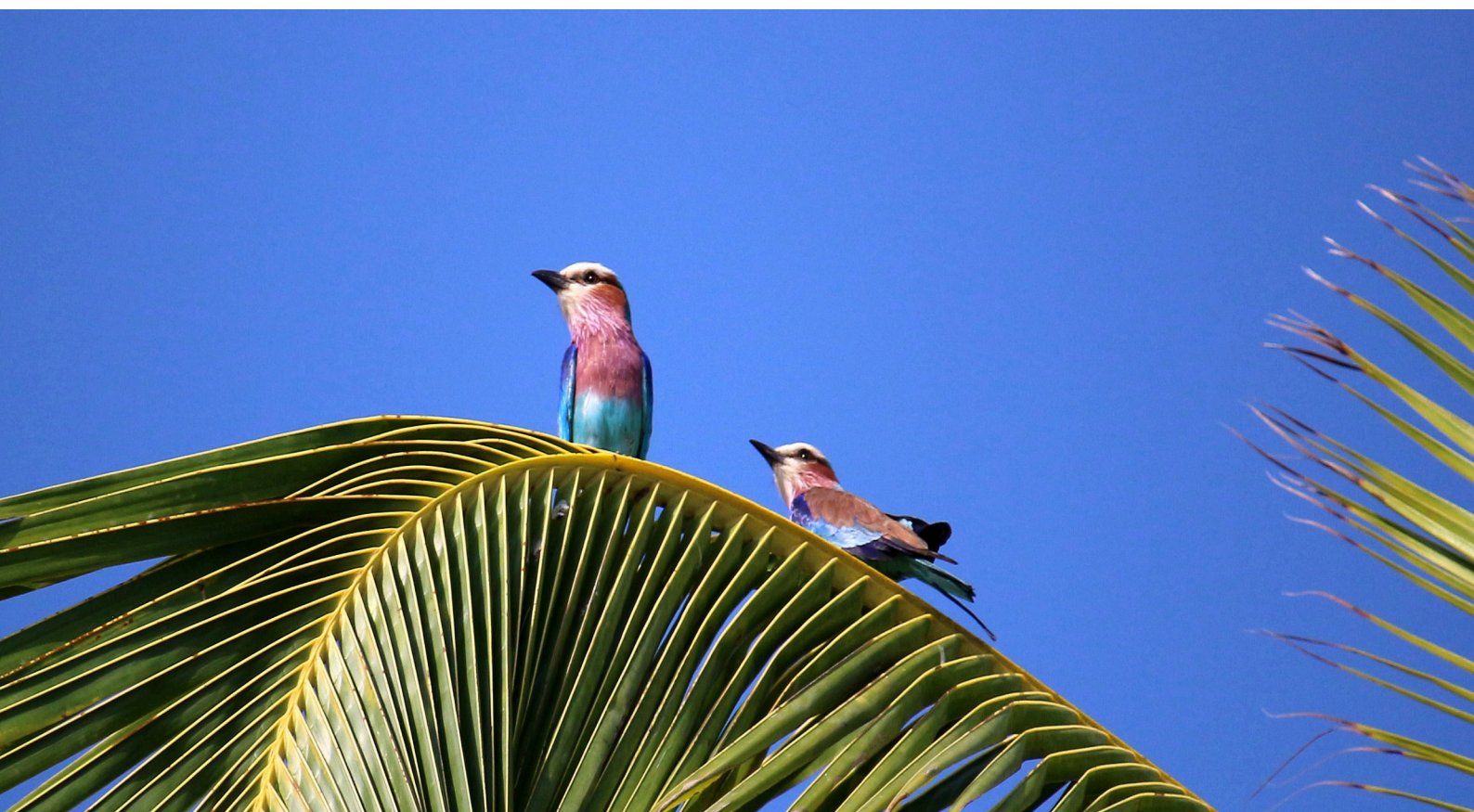


# OUR SUSTAINABILITY JOURNEY



## SUSTAINABILITY JOURNEY







**Climate Change** represents an important global challenge through its impact on human nature and ecosystems. It may affect destination attractiveness and quality due to rising sea levels and damages on biodiversity, consumer demand and travel patterns, as well as disaster frequency and intensity. Nevertheless, also small efforts can lead to changes and positive impacts. This is why we as Blue Oyster Hotel accept our global responsibility to care about natural and cultural heritage, so that we constantly strive to improve and minimise our global footprint as much as possible.

Our actions on climate change are integrated throughout environmental, social and ecological sustainability efforts by:

1. Integrating climate change related issues into our business strategy,
2. Reducing emissions,
3. Recognising the value of cultural and natural heritage and strengthen local resistance, and
4. Promoting responsible travel and environmental awareness.





## ENERGY MANAGEMENT

Energy consumption has a huge impact on the climate change and our environment – therefore the objective of the Blue Oyster Hotel is to reduce consumption rates through improved efficiency and adopting new technology or practices in order to do our part to mitigate climate change risks and to have constant low energy expenditures during the whole year.

### We support our ongoing efforts through:

- measuring, monitoring and recording electricity consumption to identify saving opportunities in electricity and gas consumption
- a maintenance system to avoid wasting through leaks
- using bulbs with energy efficient compact fluorescents CFL's
- a solar water heating system
- awareness programmes on environmental sensitivity, encouraging behavioural change according to the principles of reducing, reusing and recycling
- using solar lighting decoration to provide an energy efficient opportunity
- monitoring our performance with regard towards sustainability certifications

### In the rooms:

- signs on the door to advise guests of saving energy by switching off the lights when leaving
- towel changing policy to avoid the daily changing of towels in the rooms
- a linen change policy to avoid the daily change of linen

## FUTURE ENERGY AND EMISSION REDUCTION INITIATIVES

- Automatic lights in our public bathrooms
- Installation of motion sensors in all rooms incl. bathrooms
- Upgrade to energy-efficient appliances such as refrigerators and dishwashers
- Reduce food waste by e.g. donating unused food to local charities





## WASTE MANAGEMENT

The use of material resources such as paper, wood, plastic and food in our business is inevitable. However, we try to minimise the impact of these materials to our environment and continuously examine options to reduce resource use and waste, also by using materials from sustainable sources. We avoid the use of paper wherever it is possible (for example emails, reusing paper). All of the waste is managed and disposed in a responsible manner - glass, plastic and iron sheet are picked up for recycling regularly. Biodegradable waste is composted.

Our staff is also interested about what they can do in the working environment and is therefore supporting our resource and waste management initiatives. They have received a special training in terms of recycling practices.

### Our resource usage and waste management strategy is realized by:

- identifying resource use and waste generated at all points
- developing internal guidelines on resource use (for example on the use of paper and plastic) to help departments to decide which materials to choose
- continuously monitoring all environmental, health and safety data in order to recognize progresses
- implementing paper recycling campaigns and encouraging the use of alternative paper sources in our offices
- using sustainable wood through refurbishments in our buildings and offices in accordance with green building principles
- procuring wood products for furniture from a sustainable and local source
- preventing to use plastics as much as possible, since they are responsible for a significant amount of waste, as well as for releasing toxins into the environment, for example through our “no plastic straws” campaign





## WATER MANAGEMENT

Water is one of the most important resources of the world and also it is essential to our operations and the community where we are located – therefore, the Blue Oyster Hotel constantly deals with water in a very responsible way and is continuously looking for innovative ways of conserving water. Our Management also strives to maintain a good communication between the hotel and the local community of Jambiani in order to improve the water supply for the whole village and to eliminate drawbacks within the supply chain. Blue Oyster`s water conservation initiatives target laundry and linen/terry reuse programs, dishwashing and water service at restaurants and events, central plant operations and landscaping/irrigation - to reduce water consumption for example through:

- a solar water heating system
- a maintenance system to avoid wasting water through leaks
- starting to built a grey water/rainwater system and laundry water reuse system which uses recycled water for landscaping
- measuring, monitoring and recording our water consumption to identify new saving opportunities
- using garden irrigation only in the morning or evening to minimize evaporation
- avoiding watering during strong winds
- avoiding phosphorus because too much phosphorus can cause algal blooms in the water which could kill other life forms
- trying to limit biocides in our cleaning products.
- a towel changing policy to avoid the daily changing of towels in the rooms
- a linen change policy
- signs to keep off the grass on each door to safe water in the garden irrigation
- low flush toilets (1.5l water bottles in cisterns are replaced by 1.5l water per flush)
- Flow restrictor / aerators
- “Please save water” signs on each mirror

## FUTURE WATER REDUCTION INITIATIVES

- Toilet leak checks
- Rainwater harvesting
- Water reuse system to use recycled water from the beachbar, kitchen and laundry for landscaping
- Installing sensor faucets in public bathrooms
- Implementing a drip irrigation system





**Biodiversity** - including every species, plant or animal - contributes towards healthy and sustainable ecosystems on which we as humans also rely on. High biodiversity areas like our tropical rain forests and coral reefs usually attract a lot of tourists - however, they are highly sensitive and have to be protected. Since inception, Blue Oyster Hotel has supported conservation projects as part of our commitment to protect and enhance natural heritage. For example, we protect our local biodiversity through the control of crows with a cage in order to prevent further damage on nature. Also in terms of clean air and water to all living organisms, we try our best to engage in improvement programs.

Our environmental strategy drives economic opportunity, therefore Blue Oyster Hotel founded the “Blue Oyster Hotel Foundation” in 2017 which is, among others, concentrating on the realization of the below mentioned aims. With the establishment of our Blue Oyster Farm in 2023, we are embarking on a journey to implement a range of innovative sustainable initiatives. These endeavors are designed not only but also to actively contribute to the conservation and protection of biodiversity across various ecosystems protection of biodiversity across various ecosystems.

## We aim to:

- demonstrate action and innovation in creating a healthier planet for all species by addressing critical environmental challenges
- implement long-term conservation initiatives to help to protect the rainforests, fresh water, coral reefs and mangroves
- invest in natural capital projects that are expected to be self-sustaining models within a few years
- engage our staff, guests and business partners at the hotel to join our conservation projects







WHAT ARE THE HAZARDS?	WHO MIGHT BE HARMED AND HOW?	WHAT ARE WE ALREADY DOING?	WHAT ELSE NEEDS TO BE DONE?
<b>Air Pollution</b>	All humans and animals who are located in the proximity	Reducing all kind of emissions successfully	-
<b>Noise Pollution</b>	Local people and visitors might be affected by noise	During night, at the morning and evening we demand our staff to be as quiet as possible. We keep noise conditions to make it pleasant for our guests, as well as for the surrounding community	Minimizing the noise pollution created by the machinery used during the daily hotel operations
<b>Water Pollution</b>	Local people, visitors, animals and plants might be affected by the water pollution	We keep our beach as clean as possible and also do not to flush pollutants into the waste water	Organize more Beach Cleaning events and working together with the community and other hotels
<b>Historical Sites</b>	Local community might be affected by the destruction of the local culture	The local community gets supported and cultural aspects are respected	Increase the awareness and respect of tourists concerning the local culture through information sheets. Connect local community and tourists more





WHAT ARE THE HAZARDS?	WHO MIGHT BE HARMED AND HOW?	WHAT ARE WE ALREADY DOING?	WHAT ELSE NEEDS TO BE DONE?
Threatened/ Endangered Species	Local animals and nature/ environment are endangered	For example, we protect the biodiversity through crow control with a cage. We also inform our guests about the endangered coral reefs or other species	Provide info material about endangered species to visitors
Flora/Fauna	The Flora and Fauna might be endangered or attacked if visitors are not fully aware of their hazard and importance	We protect the local Flora and Fauna and also have our own vegetable and flower propagation	Provide info material to tourists
HIV/Aids	Staff and visitors might not know about the high risk of catching HIV/Aids	We inform our staff about the risks of catching HIV/AIDS and provide safety measures against the disease to them	-







**Social Responsibility** is about creating value for our employees, guests, the community and business partners. We as Blue Oyster Hotel create value, more than just through job creation, and more than by just providing socially responsible actions and choices. We work towards sustainable development in order to improve the quality for people, prosperity, peace and partnership through eliminating poverty and hunger.

**Employee Happiness** and empowerment increases the productivity within our company which consequently also improves guest`s satisfaction and loyalty. Therefore the Blue Oyster Hotel commits to implement best practices in human resource recruitment, training and management. Our management approach extends beyond the normal services to ensure that our employees maintain a high level of motivation at their workplace, as well as to enhance general well-being through satisfaction, health and safety. Our low employee turnover rates adhere with these practices, as well as the many positive guest reviews about the great work of our staff.

We are focused on being an employer of choice and providing opportunities to our employees to further develop their skills and offer a clear path for them to make progress in their career within our company. Strict policies and procedures, including our Employment Structure and Handling Principles, ensure to protect our employee`s rights, promote safe and respectful working conditions, and positive relationships between staff and management.





## MAKING EMPLOYMENT DECISIONS ON THE BASIS OF MERIT

Blue Oyster Hotel recruits its staff based on their qualification and knowledge without consideration of their gender, race, ethnicity, age (only employees older than 18 years), religion, pregnancy, marital status, HIV status, sexual orientation or hairstyle, as long as they are capable of doing the job. This commitment extends to other employment decisions such as promotion, training compensation, discipline, discharge and to terms, benefits, privileges and conditions of employment.

Nevertheless, Blue Oyster Hotel actively seeks to recruit qualified staff from the local community in order to pass on income and development benefits to them. We provide a legal contract to our employees upon employment which is also translated and provided in Kiswahili language. The following particulars which are required by law are provided within the contract when the employee starts to work:

- Name, age, permanent address, sex of the employee
- Place of recruitment
- Job description
- Date of commencement
- Form and duration of the contract
- Place of work
- Hours of work
- Remuneration, the method of its calculation, details of benefits or payments, any other prescribed matter

## HAVING CLEAR, DISCIPLINARY EMPLOYMENT TERMINATION PROCEDURES

Blue Oyster Hotel clearly communicates to its staff that sanctions will be taken if there is a breach in the terms of employment. We are open to employee input about what sanctions should be taken – both parties agree on them in written form at the beginning of employment. Sufficient notice of termination of employment will be given to the employee in written form (28 days for staff, employed longer than one month), or appropriate remuneration will be paid to cover the notice period if the termination of employment is immediate.

Severance payment rates are adhered to in accordance with the Tanzanian and Zanzibar law.



## EMPLOYMENT PRACTICES

- Provide a workplace in which diversity is valued and with equal opportunities
- Provide a mechanism by which employees can affect and change the company with their ideas and views
- Provide a safe, secure and healthy workplace without any kind of discrimination or abuse
- Support employees with trainings to reach their full potential
- Reward individuals on the basis of their own performance
- Pay wages and benefits that meet or exceed national minimum requirements and adhere to working time regulations where applicable
- No employment of workers under major age
- Give employees the freedom to associate or bargain collectively without fearing discrimination
- Allow employees to report any concerns that may have unethical business practices, dangers, etc. – it will be investigated immediately
- No donations to any political party or similar organizations
- All achievements in CSR will be reported on an annual basis and the report will be communicated to all stakeholders on the website

## RESPECTING WORK AND REST TIME

We ensure that our employees have sufficient breaks and rest time in between working hours and during the working week. For employees, it can be required to work 6 days a week. The normal daily working hours are 8hrs, the weekly 48hrs. Overtime hours are compensated at the legal rate of 1.5 times the basic wage. Blue Oyster Hotel gives an appropriate number of vacation days to employees – at least, following the national guidelines, 28 consecutive days in each leave cycle (or less if the employee was granted to get paid occasional leave during the year).





## RESPECTING AND INTEGRATING EMPLOYEE IDEAS AND INPUTS

The Blue Oyster Hotel appreciates the input of employees regarding management and the conduction of the organization day by day, as well as regarding the overall company vision. We try to bring out creative ideas of our staff that help us to improve our organization and lead them into new, exciting and sustainable directions. During interactive staff meetings and discussions and by encouraging direct verbal communication with the management we want to encourage our staff to share their ideas and thoughts.

## PAYING FAIR WAGES

Blue Oyster Hotel commits itself paying fair wages to all employees. A fair wage for each job is determined by and based on the nature of work, the required skills and level of knowledge for the job. We attempt to offer competitive wages compared to other organizations within the industry in order to attract and retain quality staff. Our management is aware of the latest minimum wage rates provided by the government and the organizations rates are set in most cases above those levels. In 2023, the government increased the minimum wage rates, so that we have also reviewed and adjusted our wages again. In general, our overall wage rates have tripled over the past few years, dependent on individual job positions. Also, all employees receive their compensation for public holidays.

Moreover, the whole tip amount is distributed equally among all employees once in a month.

## GRANTING STAFF LOANS

In addition to the normal salaries, we also grant loans to our employees or sponsor them if individual needs or events occur and make sponsoring necessary. For example, we assist in financing weddings of our employees or a nanny for their children if needed.





## TIP DISTRIBUTION STATISTIC

MONTH OF DISTRIBUTION	TIP AMOUNT PER EMPLOYEE
January 2023	100,000 TSH
February 2023	70,000 TSH
March 2023	60,000 TSH
April 2023	60,000 TSH
May 2023	Hotel closed
June 2023	Hotel closed
July 2023	70,000 TSH
August 2023	80,000 TSH
September 2023	60,000 TSH
October 2023	70,000 TSH
November 2023	60,000 TSH
December 2023	90,000 TSH







## ENSURING TO MEET THE (TRAINING) NEEDS OF THE STAFF

Blue Oyster Hotel ensures that the management is aware of the training needs of the staff by conducting training needs assessment upon the recruitment of staff and during their employment.

Training opportunities are offered as and when needed in order to enhance staff skills and their attitude. Team building activities and retreats are implemented in order to enhance the ability of staff members to work hard and to make the achieving the organization's vision, as well as individual employee's career ambitions.

## MAINTAINING THE COMFORT AND SAFETY OF EMPLOYEES AT THEIR WORKPLACE

We ensure that our employees have a safe and pleasant working environment. Protective gear is used in jobs where it is required. Staff and management are aware of occupational risks, hazards and of the procedures for dealing with accidents.

## RESPECTING EMPLOYEE'S RIGHTS TO FREEDOM OF ASSOCIATION

The Tanzanian law includes the Freedom to join any association, including worker's trade unions, for every employee as long as the associations are legally registered.

## OPPORTUNITY FOR ADVANCEMENT

For ambitious employees, we offer the opportunity to adopt more responsibility and to be part of developing several departments further and to help them to reach their potential and maximize their contribution. Equal opportunities are given to members of the local community.

## DECLINING DISCRIMINATION

We do not accept physical, verbal and mental abuse or sexual harassment or discrimination on the basis of ethnic origin, religion, gender, age, marital status or disability towards employees.





## ENVIRONMENTAL TRAINING MODULES OBJECTIVE

Our objective of the environmental training modules is that our employees can better understand what the environment is and what effect our hotel may have on it.

We want them to realize that they are an integral part of the environment and that the survival of the earth and future generations depends on the treatment of our surrounding nowadays. The staff should be able to find ways to prevent damage to the environment and to understand our environmental concerns better.

## METHODS:

1. Introduce staff to the basic environmental concepts (understanding the relationship between the environment, economic and social development)
2. Introduce staff to an understanding and knowledge about the causes of the environmental problems and threats to the planet (air pollution, water pollution, waste, natural environment)
3. Improve staff's knowledge about social and institutional contributions to environmental crisis (organizations working on environmental issues)
4. Improve staff's general knowledge about their environment within the region (situation in Tanzania, Zanzibar, Jambiani)





## SEXUAL HARASSMENT

The Blue Oyster Hotel prohibits sexual harassment or exploitation of any applicant or employee by anyone. Sexual Harassment includes any unwelcome sexual advances, requests for sexual favors and other physical or verbal sexual conduct. Non-consensual sexual contact can be defined as verbal, nonverbal/visual, physical or other sexual contact.

**Sexual Exploitation** refers to a situation in which a person takes nonconsensual sexual advantage of another (e.g. taking pictures, prostitution, etc.)

**Retaliation** includes threats, coercion, discriminatory actions and more.

## PROCEDURE FOR REPORTING SUSPECTED SEXUAL HARASSMENT, EXPLOITATION OR RETALIATION

Suspected persons will be investigated and consulted as well as the alleged victim. All complaints will be reviewed and investigated promptly and impartially. If necessary, intermediate measures may be taken to ensure that further sexual harassment, exploitation or retaliation does not occur.

The investigators will prepare a summary report with sanctioning recommendations. Disciplinary action will be taken against anyone who was engaged in sexual harassment, exploitation or retaliation.





The Recruitment of workers constitutes a big step on our way to guarantee a pleasant workplace and to have motivated and highly skilled employees. We select our employees through realistic job previews which results in a lower turnover intention of our employees. Either we do a normal assessment of the applicant or we give the chance to former trainees to work for us if they did their work well during their time as a trainee at the Blue Oyster Hotel. We also focus on generating as many new jobs as possible for local people to encourage them. In one case, a new cook was needed, so we promoted one female cook to a higher rank as chief of the kitchen and a dishwasher was promoted to a cook, so that we had to employ a new dishwasher. Through this method we could motivate the involved employees extremely and gave them more responsibility based on their good work before.

## EMPLOYEE SNAPSHOT - EDUCATION

JOB LEVEL	NO FORMAL EDUCATION	PRIMARY SCHOOL	HIGH SCHOOL "O" LEVELS	HIGH SCHOOL "A" LEVELS	TECHNICAL	CERTIFICATE	DIPLOMA	DEGREE AND ABOVE
Staff	0%	29%	0%	0%	11%	52%	4%	4%



**Employee Turnover** is an rising problem in the today's world of economic growth and with a dynamic labor market which almost all organizations face, and so do we.

We try to motivate our employees, give incentives and the chance to take over more responsibility and develop if they do their work well. We also provide continous staff training to motivate employees.

For comparison, other companies have nearly two out of three employees who are completely dissatisfied with their work, only a small minority who is completely satisfied and the rest who is neither satisfied nor dissatisfied. The high turnover rates of the hospitality industry arise through the lack of highly trained and qualified staff and the lack of career growth opportunities. Other general hygiene factors are for example poor compensation and benefits, cutting of incentives, a bad working environment or the ability to access a new job or to further develop the career.

We are very glad that we have had the opportunity to work with many of our team members for many years already, and we are always focusing on long term stable employment and retention.



## ADVANCEMENT OF LOCAL EMPLOYEES



All **Local Employees** are supported by the Blue Oyster Hotel which nurtures their career as well as assists for daily life matters. We offer training facilities to turn our staff into highly skilled people and assist them also in general matters. We can see a major advancement of knowledge and skills in our employees during their training at our hotel so that they conform with worldwide standards.

For example, we pay school fees for local trainees from our village so that they can go to college and have the chance to improve their skills and knowledge in order to get good jobs in the future.

The following table shows the total number of employees coming from different regions.

FOREIGN EMPLOYEES	EMPLOYEES FROM TANZANIA MAINLAND	EMPLOYEES FROM ZANZIBAR (NOT INCLUDING JAMBIANI)	EMPLOYEES FROM JAMBIANI
2	16	8	9

### EMPLOYEE SNAPSHOT - AGE

JOB LEVEL	BELOW 30	30 TO 50	ABOVE 50
Staff	35%	60%	5%

AVERAGE AGE OF OUR TEAM: 31 YEARS





## BENCHMARKING

In comparison to other companies, we place value on giving women the chance to do equal work like men do. We do not care about the sex of our employees as long as they do their work in the same manner. If women apply for a job, we ensure that they will not be disadvantaged because of their gender.

In many African countries, like for example Kenya, Sudan, Malawi, Zimbabwe the rate of employed women in non-agricultural areas is below 25 % and men still make up the majority of people employed in different sectors.

DEPARTMENT	MALE	FEMALE	TOTAL
Office	5	1	6
Hotel Management	2	1	3
Housekeeping, Laundry	3	5	8
Maintenance, Garden	4		4
Restaurant	3	3	6
Kitchen	6	2	8
Total	23	12	35





**A Safe and Healthy Workplace** for all our employees is one of the top priorities of the Blue Oyster Hotel, so that we constantly provide information, training and supervision which is needed to achieve this. We are responsible for health and safety procedures because our employees need to be aware of their responsibilities and comply with the company's health and safety policy.

Each employee is encouraged to play a vital and responsible role in maintaining a safe and healthy workplace through:

- being involved in the workplace health and safety system
- sticking to correct procedures and equipment
- wearing protective clothing and equipment as required
- reporting any pain or discomfort as soon as possible
- following a training calendar to ensure regular refreshments (e.g. first aid)
- ensuring all accidents are reported
- helping new employees, trainees and guests to understand the safety procedures and why they exist
- telling the manager immediately about health and safety concerns
- keeping the workplace clean to minimize the risk of trips and falls

**The Blue Oyster Hotel provides a safe and healthy workplace through:**

- having a firefighting equipment and visible warnings which are accessible to all and functional at every time
- having a visibly displayed escape route, exit directions and fire extinguisher plans - having a trained team of individuals conversant with H&S regulations and how to apply them
- taking special precautions in fire prone areas (e.g. kitchen)
- providing suitable working gear to various workers
- ensuring that every inspection and certification is done correctly
- ensuring that hazardous materials are handled responsibly
- ensuring that all of our employees and their families are protected through a health insurance from the International Health Insurance Foundation







## HYGIENE

Every employee has to clean and maintain the cleanliness at his own workplace. The trash should be emptied regularly as well as the floors and toilets are cleaned regularly. From all our employees we expect personal hygiene measures.

## SECURITY SERVICES FOR GUESTS

Our guests have the possibility to keep valuable and important things in the safe in their room. Also our area is guarded. Data security and privacy is of course also taken for granted from our side.

## HIV AND AIDS

HIV and Aids information is an obligation to us since we want our employees to be healthy.

HIV stands for “human immunodeficiency virus” from which the body cannot get rid of. HIV attacks the immune system and destroys cells which makes the human body more likely to get infections. HIV can be controlled, but Aids is the last state of the HIV infection.

HIV is spread through blood, (pre-)seminal fluid, vaginal fluids and breast milk that gets in contact with mucous membranes (inside the rectum, vagina, penis, mouth) or damaged tissue or that is directly injected into the bloodstream. The only way to know if someone is infected is to do a test. We support all employees who want to make a HIV test and help them to arrange it.





This is the statement of general policy and arrangements for:	Blue Oyster Hotel
Overall and final responsibility for health and safety belongs to:	Anwar Beiser, Peter Mpenjwa

Statement of general policy	Responsibility of (Name / Title)	Action / Arrangements
To prevent accidents and cases of work-related illness and to provide adequate control of health and safety risks arising from work activities	Ali Hamad, Anwar Beiser Haji Ali, Peter Mpenjwa	See above
To provide adequate training to ensure that employees are competent to do their work	Anwar Beiser	Training calendar (e.g. first aid, food security)
To engage and consult with employees about health and safety conditions day by day and to provide advice and supervision occupational	Peter Mpenjwa	See above
To implement emergency procedures (e.g. evacuation in case of fire or other significant incidents)	Anwar Beiser	Training calendar





Health and safety policy is displayed:	Office
First-aid boxes and accident books are located at:	Office, Kitchen
<b>Department</b>	<b>Name of Responsible Person</b>
Accidents and Illnesses at Work are reported to	Anwar Beiser
Restaurant	Fredrick Jonas
Kitchen	Rahma Athumani
Laundry	Ali Hamadi
Housekeeping	Ali Hamadi
Office	Anwar Beiser
Maintenance	Haji Ali Mtumwa
Garden	Haji Ali Mtumwa
Hotel in general	Peter Mpenjwa





**Risk Management** is a structured and coherent approach of us with regular on-site inspections to provide respective assessments and recommendations. A risk register is used to identify and manage risks and identify actions which are needed to minimize or eliminate risks.

Mandatory minimum requirements for all properties include: annual fire safety training to all associates, 30% of associates trained in CPR, security penetration and emergency response team exercises.

WHAT ARE THE HAZARDS?	WHO MIGHT BE HARMED AND HOW?	WHAT ARE WE ALREADY DOING?	WHAT ELSE NEEDS TO BE DONE?
Stumbling and Slipping	Staff and visitors may be injured if they trip over objects or slip on spillages	All areas are well-lit, including stairs. There are no trailing leads or cables. Staff keep work areas clear, e.g. deliveries stored immediately, offices cleaned, etc.	Better housekeeping is needed in staff kitchen, e.g. on spills
Fire	All participants	Accommodation meets national standards. Continuous inspection of fire equipment, escapes, alarm and procedures	Ensure that any electrical equipment taken by guests is compatible with electrical system in the accommodation. Use more guiding signs
Inadequate Lighting	Staff and visitors may be injured if they trip over object or not visible animals when it is dark	All areas are well-lit, inside and outside	More lights at the beach at night





WHAT ARE THE HAZARDS?	WHO MIGHT BE HARMED AND HOW?	WHAT ARE WE ALREADY DOING?	WHAT ELSE NEEDS TO BE DONE?
Blocked Fire Exits	Staff and visitors may be injured if they cannot get out of the burning accommodation	All fire exits are passable and reachable	Check the fire exits every day again
Falling from the Balcony	Visitors may be injured if they climb over balcony and fall down	We have renewed our wooden balcony rails in 2017 to prevent visitors from falling down	Put warning notices in every room
Defect Water Installation	Visitors and staff may be affected in their daily habits and needs of using water	Continuous inspection of the water installation system to prevent a breakdown	Striving for alternative water sources in case of unavoidable breakdown
Electricity Failure	Visitors and staff may be affected and depend on electricity	Continuous inspection of the electricity system to ensure all appliances are working	Have a backup power supply in case of unavoidable breakdown
Voltage	Staff may be injured through unprotected main power supply line without earthing	Protection measurements when staff has to work with electricity	Renewed the electricity system to direct electricity via the main power line



WHAT ARE THE HAZARDS?	WHO MIGHT BE HARMED AND HOW?	WHAT ARE WE ALREADY DOING?	WHAT ELSE NEEDS TO BE DONE?
Traffic outside of the Hotel	Visitors may be endangered if they do not know how to handle the local traffic	Remind participants that road traffic regulations and priorities are different	Provide information material about the traffic and training for children of the village
Poisonous Animals	Visitors may get attacked by poisonous animals because they do not know that they are dangerous	Explain and name the most common and important dangerous local animals at arrival of the guests and tell them how to behave if they meet one	Provide information material about local animals
Coconuts	Visitors and staff may be injured from coconuts falling from the tree	Regular harvesting of coconuts	Identify rotten and risky trees and cut them down if necessary
Water Leakage	Guests and employees might be affected by drops resulting through leaks in the roof. Buildings might start going mouldy	Regular leak checks and if necessary, renewal of the affected roof	-
Narrow Passages	Staff and visitors may knock against sharp edges or get caught on something	Staff and Management checks the passages every day	Prevent any sharp edges or objects





## SUPPLIER CODE OF CONDUCT

Our aim is to enhance the sustainability of our supply chain through encouraging and applying ongoing compliance with our Supply Chain Sustainability Code of Conduct, and with continued engagement and collaboration with our suppliers. We manage our sustainable development risks related to our supply chain by actively working with suppliers who share our standards towards issues related to the environment, health and safety, human rights, labour practices, business ethics and harmony within the community.

### The Code of Conduct covers items including:

- Legal and regulatory compliance
- Environmental management
- Intolerance for the use of forced and child labour
- Appropriate compensation and working hours
- Health and safety in the workplace
- No discrimination against employees
- Upholding human rights in the workplace
- Having high ethical standards
- Extending social responsibility to their subcontractors and service providers
- Maintaining documentation and permitting our inspection

The Code of Conduct forms part of the supply tenders and contracts managed by our office.

Suppliers, both new and existing, are expected to confirm their compliance with the standards described in our Code. Compliance with the Code of Conduct is included as a contractual requirement for all of our suppliers.





## SUSTAINABLE SOURCING

Our purchasing practices are executed with regard to our professional and ethical standards.

We have already established sustainable sourcing guidelines which allow us to examine opportunities for using alternative materials with less environmental impacts. We are also increasing products from our farm.

We aim at encouraging our suppliers to improve their sustainability practices by sharing our knowledge.

Our purchasing department is aware of the strong need to consider sustainable purchasing.

## SUCCESSFUL APPLICATIONS IN RECENT YEARS

### Cleaning Products

- Use cleaning products that are effective at lower temperatures
- Source biodegradable chemicals for laundry, etc. and avoid phosphorus and limit biocides in the product
- Use of cartons as packaging
- Buy in bulk

### Lighting

- Use energy saver bulbs
- Suggestions on the door of guestrooms to switch off the lights when leaving
- Design the buildings in an energy efficient way

### Food and Catering

- Buy organic food where possible
- Buy sustainably produced or caught fish
- Use seasonal vegetable and fruits
- Buy reusable cutlery, crockery, glassware, napkins and tablecloths

### Office and Furniture

- Buy energy efficient models
- Buy products with restricted amounts of hazardous materials
- Buy properly acquired and managed wood
- Buy repairable furniture
- Buy from recycled materials if available







## SUSTAINABLE FOOD POLICY

We ensure to consider all environmental aspects, potential impacts and costs of a product when buying products or services. Our target is to buy as much as possible locally and we prefer transparently produced products and materials, if available.

Furthermore, the Blue Oyster Hotel recognises the need for a policy to conserve certain species that are endangered due to the problem of overfishing. We will execute this by not purchasing specific unsustainable food items and ask for information about where the food was originally sourced.

It is Blue Oyster's corporate policy not to serve octopus during low season.

Our internal Sustainable Food Policy was adopted in 2011.

## BLUE OYSTER FARM - NEW INITIATIVE STARTED IN 2023

At Blue Oyster Hotel, we understand the importance of sustainable practices that benefit both the environment and the local community. Our Blue Oyster Farm, located in Mtule, is one of our initiatives that embodies these values.

Our commitment to sustainability is reflected in our sustainable food policy. We grow our produce using natural and organic methods that not only benefit the environment but also result in healthier and more flavorful fruits and vegetables. By avoiding harmful pesticides and chemicals, we help preserve us with fresh, locally sourced produce, which we use in our restaurant to reduce our carbon footprint while providing our guests with the highest quality food.

We take pride in being entirely self-supplied, meaning we grow our food and raise our animals on the farm. We believe that the food we grow and serve should not only be delicious but also sustainable and ethical.

Our farm is an excellent example of how sustainable farming practices can support the local community while benefiting the environment. We are committed to supporting the local community, and our farm provides us with the opportunity to do so. We have employed a team of local boys to work on the farm, and we have provided them with a comfortable house to live in. This has given them valuable skills and experience in sustainable farming, as well as a safe and secure place to call home.

At Blue Oyster Hotel, we are proud of our commitment to sustainability and the positive impact it has on the environment, our community, and the quality of our food.





## REPORT OF LOCALLY PURCHASED GOODS

ITEM	PERCENTAGE SOURCED IN ZANZIBAR (%)	COMMENT
Fish and Seafood	100 %	
Eggs	100 %	
Vegetables	100 %	From Blue Oyster Farm
Rice	100 %	
Fruits	100 %	From Blue Oyster Farm
Herbs and Spices	100 %	
Honey	20 %	Bought from mainland Tanzania Some from Blue Oyster Farm.
Milk	0 %	Bought from mainland Tanzania
Jam	0 %	Bought from mainland Tanzania
Coffee, Tea	0 %	Bought from mainland Tanzania
Potatoes	0 %	Bought from mainland Tanzania
Furniture	100 %	Handmade by local carpenters
Soaps, etc.	100 %	From Inaya Zanzibar
Toilet Paper	100 %	





## GUEST SATISFACTION

One of our major and permanent objectives is to guarantee a pleasant stay to our guests without having to complain about anything. We always improve our services and for this we need the feedback of our guests and use their criticisms to do it better for the next time. We also have many guests who come to us for more than one time which validates our behavior and service.

Among other things our guests mentioned the following points:

### Positive:

- + Location and accommodation
- + Friendliness of our well trained staff
- + Food and kitchen
- + Our sustainability
- + Familiar atmosphere
- + Nature and garden
- + Cleanliness
- + Offered tours and tours which support locals

### Negative:

- Variety of breakfast, no fresh egg dishes
- Waiting time for dinner

Of course, we use the negatively mentioned aspects and try to improve our service in these areas to guarantee a pleasant stay for our future guests. For example, we have already renovated some of our bathrooms and have already changed the breakfast choice within the previous year.







**Corporate Social Responsibility** is of great importance to the Blue Oyster Hotel. We are committed to communicate our objectives of the Corporate Social Responsibility to our employees who work within our organization as well as to a wider audience.

This policy will be updated annually to ensure that our commitment to the environmental responsibility and the community and our ethical policy addressing current issues keep up with the times.

## FOUR KEY AREAS OF CORPORATE SOCIAL RESPONSIBILITY

### Environmental Impact:

- Ensure that there is a sustainability culture within the business and our employees
- Comply with all relevant environmental legislations, regulations and approved codes of practice
- Protect the environment by minimizing our pollution of land, air and water
- Keep the waste to a minimum by using materials and resources efficiently
- Manage and disposal of all waste in a responsible manner
- Provide environmental awareness trainings for our employees to ensure that the policy can be followed
- Ensure that environmental factors are considered during planning processes and implementation

### Procurement Management:

The Blue Oyster Hotel will ensure that when products are bought and services are used, the environmental aspects, potential impacts and costs have to be considered.

We try to reach for sustainably produced food products and follow seasonal trends by using seasonal ingredients to also support the local community.

### Cooperation:

We pay needed medicine for the local hospital. Also we cooperate with and assist some community members, such as Captain Zapy who can offer his sailing tours at our hotel and retain all the gained money. Zena offers massages and hair braiding to our guests – we have supported her for many years now and she retains all the money she gained from her business at the Blue Oyster Hotel. We also support local farmers and shopkeepers by purchasing locally. We support the South-East Coast Security Project to improve the security situation for citizens and tourists and we support local sales people, for example an old blind man who braids baskets and has the chance to earn some money through selling his products in our souvenir shop.





## Community Investment and Social Impact:

We consider the participation of the community as an essential part of our existence. Without their presence, we would and could not exist, and this is why we strive to ensure that the only impact we have in the area is a positive one from which the local community just benefits in a transparent and sustainable way. We support the local community through donations - for example, to the local school. Furthermore, we pay bills of poor community members if they are in financial distress, we share food with the community at Ramadan and support a local bicycle rider by paying transfers to the races. Since the village of Jambiani has an essential problem with the water supply, we also pay the water pump to ensure a more consistent supply.





**Our Code of Conduct** which is relating to the respect of local culture is explained to all our employees and guests and displayed in relevant areas such as the website, guest rooms, staff area notice boards or lobby information.

**Travel** means to gain knowledge and experience about other cultures. Each person has to make a decision about how to behave. For some people it is difficult to give up their daily routines and habits. But also the local people are learning from tourists about another culture. For many Africans, a white person (mzungu) is rich just because the person can afford the flight and is able to travel great distances. It requires a big amount of care and responsibility as a guest to know the Do's and Don't's here. For example, for children it is like a habit to get some donations from the tourists but normally they should rather go to school to get some education to improve their standard of living than waiting for donations of tourists.





## CLEAN-UP EVENTS

From time to time, the Blue Oyster Hotel arranges clean-up activities to help the community which is asking for support and practical solutions to improve their living situation concerning the waste. The community of Jambiani has no house-to-house or business garbage collection service, so the streets are very dirty and littered with rubbish.

This is why our employees, together with local and foreign volunteer helpers clean up Jambiani and the beach from time to time and also separate recyclable materials such as glass, plastics and metals. We help the community to learn about ways to improve waste management and environmental protection.

## USE OF INDIGENOUS PLANT SERIES

The Blue Oyster Hotel prefers to use indigenous plant species for landscaping and restoration and we try to ensure the eradication of invasive alien species. Our gardeners are aware of the caring methods which are needed for indigenous plant species. They have successfully received their Permaculture certificate after the local Permaculture Institute training was passed. Through the training, they have acquired even more permaculture skills which empower us to work more sustainable and in accordance with nature. Of course, our employees also carry their knowledge into communities in order to create more abundance and to regenerate the land and water.









**Sustainability Efforts** always have to be forward thinking in order to strive for greatest long-term impact, even for future generations. Therefore, target setting is very important as well as identifying deficiencies to be eliminated and opportunities to improve our long-term sustainability performance. Target setting can be challenging, but it is actually based on what needs to be done, rather than simply what can be done.

**An Improvement Plan** was developed after investigating the current sustainability state of our hotel and discussing different suggested solutions.

We came to the decision that we have to prioritize our improvement on the following areas:

AREA	OBJECTIVE	METHODS
Suppliers	Improve sustainability standards of suppliers	Write down sustainability guidelines in contract, ensure reliable supply and encourage suppliers to avoid waste and produce green
Energy	Lower the electricity consumption	Inform employees about how to be energy efficient and use automatic lighting
Water	Lower the water consumption and rely on own cisterns - warm water	New cistern to save even more water and renovation of water pipe
Waste	Less waste	Check if some packaging waste can be prevented and implement donation bin for hard-to-recycle items





AREA	OBJECTIVE	METHODS
<p><b>Encourage Guests to Help Locals</b></p>	<p>Motivate guests to jointly contribute towards local environmental and cultural initiatives for locals and show tourists that their money helps locals</p>	<p>Develop Blue Oyster foundation further to offer sponsoring of ill people and children of Jambiani through donations from tourists</p>
<p><b>More Green and Organic Products</b></p>	<p>More green and organic products, like paper, etc.</p>	<p>Buy products from local suppliers who offer natural products and engage in initiatives that support locals from the village to produce needed items</p>
<p><b>Internal/External Communication</b></p>	<p>Increase awareness of guiding principles of employees</p>	<p>Bring up the values of the company continuously, also via Social Media campaigns</p>
<p><b>Growth and further Development of the “Blue Oyster Foundation”</b></p>	<p>Promote suitable development via learning by doing opportunity to the community, mobilizing and engage the local community in social and environmental issues and education</p>	<p>Procurement of educational material, promote and implement recycling methods, foster the health sector and support vulnerable groups such as elders, orphans and street children</p>





AREA	OBJECTIVE	METHODS
Engage in Marine Culture Conservation Projects	Prevent overfishing, protect endangered species and coral reefs	Engage in conservation projects, support the education of local fishermen, use a seafood advisory against overfishing, show sustainable seafood options in the menu
Solar Power Project Research and Investigation	Improve environmental footprint of the hotel and limit resources used	Investigate and collect project design and estimates
Improve Laundry And Housekeeping	Laundry optimization to be more efficient in terms of electricity and water consumption	Built a new power connection and use waste water for landscaping
Increase The Use Of Products From The Farm	Use more locally farmed products from the Blue Oyster Farm	Increase the size of the fields, hire more staff and invest in better harvesting products



# LEGAL NOTICE



## **This Annual Sustainability Report**

presents data as of 31 December, 2023, for the calendar year. We issue our Sustainability Reports annually since 2016.

Previous reports can be found at <https://blueoysterhotel.com/sustainability-report>.

Please note that information contained herein may not constitute any guarantees or promises with regard to business activities, performance or future results.

## **Contact Us:**

Comments or questions about this report may be directed to Mr Anwar Beiser, Manager

### **Blue Oyster Hotel**

P.O. Box 007, Jambiani  
Zanzibar, Tanzania

Tel. Office: +255 783 045 796

Mail: [booking@blueoysterhotel.com](mailto:booking@blueoysterhotel.com)

Website: [www.blueoysterhotel.com](http://www.blueoysterhotel.com)



# Blue Oyster Hotel