



Sum
Boardwalk

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ACKNOWLEDGEMENTS

Ettienne Bester – Acting Maintenance Manager

Keenan Bergins - Operations Manager

Dean Blom - Surveillance and Security Manager

Nopinkie Jacobs – HR, L&D Manager

Madeleine Strydom - Surveillance Auditor

Michelle Jansen – Maintenance Coordinator

Penny Reddy – Financial controller

Shanaaz Boorman – Social Equity Coordinator

Inge van Rensburg – Oricol Manager

Tati Tsunke – General Manager for The Boardwalk Hotel & Casino.

“Without the assistance of the above-mentioned individuals, the initiatives and programmes mentioned in this report would not have been possible”

Simbongile Banya
SHE Professional – The Boardwalk



The Boardwalk Hotel and Casino aims to be the premier destination for the Port Elizabeth community and for visitors to the city. Environmentally, financially and socially responsible management of the facility is fundamental to achieving this goal.

We are therefore committed to:

A management style that is based on sound environmental and social values

Continuous improvement in environmental performance

Provision of a stimulating, clean and secure environment for our staff and visitors

Promotion of environmental awareness amongst our visitors, staff, suppliers, contractors and concessionaires

Demonstration of environmentally responsible behaviour through:

- Preventing pollution of the environment
- Conserving the use of resources such as water and energy
- Minimising waste generation
- Preventing pollution of the environment
- Conserving the use of resources such as water and energy
- Minimizing waste generation

Demonstration of socially responsible behavior through:

- Supporting and applying the responsible gambling initiative
- Involving ourselves in sustainable community projects that contribute to social upliftment
- Creating business linkages that support local enterprises
- Developing our staff to maximize their potential through training
- Protecting biodiversity and implementing a climate change response strategy

Demonstrate good corporate governance through:

Adopting internationally recognized King III governance standards

Adhering to a Board Charter and Code of Ethics

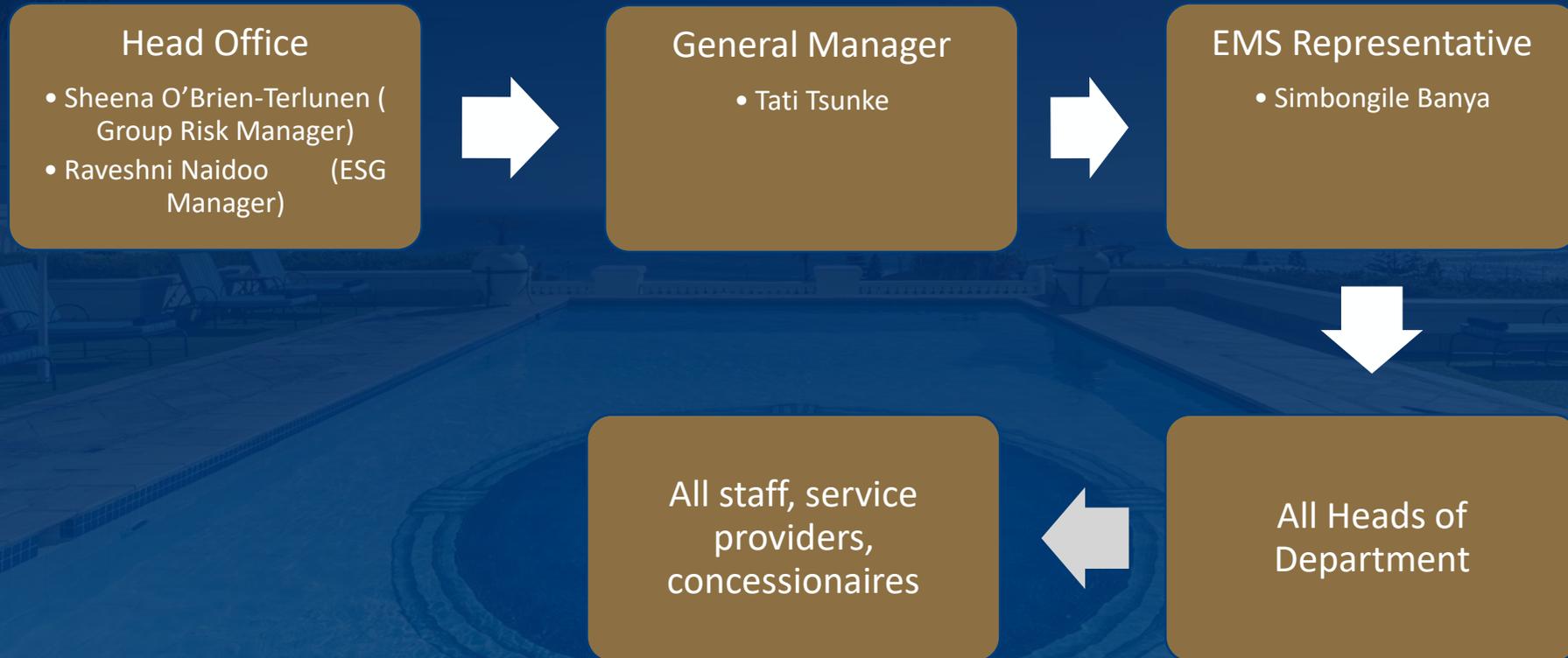
Ensuring that whistle-blowing, fraud reports or other concerns are dealt with in a non-discriminatory and confidential manner

Monitoring performance on non—financial issues through Social and Ethics Committee

Maintain open relations with interested and affected parties, especially the surrounding neighborhood, through communication and interaction

Compliance with the relevant national, provincial and local health, environmental and safety legislation

We aim to demonstrate this commitment in the appearance and operation of our facility and in the enthusiasm and dedication of our staff.



The Boardwalk Hotel and Casino is pleased to present its 21st Annual Environmental Report. This 2023 edition of our Environmental Report details our efforts to promote and conserve a sustainable environment and community, while reducing waste and energy consumption.

The report will cover the period 1 January 2023 unto 31 December 2023.

With the increased trading hours, Boardwalk has continued to increase recycling through our service provider Oricol and decreased water and electricity usage has been maintained.

The target of Zero waste been sent to landfill was achieved 100% by our service provider Oricol.

The water use license for the Reverse Osmosis Plant has been received from department of water.

The water from the RO Plant is being used across both the Hotel and Casino for cleaning, cooling and bathing.



The new Boardwalk shopping mall has created more employment and extended the offering provided by the complex.

The increased trading also allowed us to improve our sustainability work and our contribution to enterprise development. In this regard the Boardwalk continued to support and participate in CSI and SED projects as set out in the report.

The year was full of improvements in the sustainable space and our BEEE score has moved from Level 2 in 2022 to Level 1 in 2023.

In terms of managing our business responsibilities, we have committed to improving our environmental efficiency. The Boardwalk Hotel and Casino has developed an Environmental Management System for the operation.

While the system is specifically designed to monitor the environmental conditions and impacts at The Boardwalk Hotel and Casino it is synergistic with the system implemented by the Group.

The EMS model being applied is based on the internationally recognised Isometrix QHSE system. This standard reflects global consensus on good environmental practice, whilst being sufficiently flexible to enable it to be applied to the local conditions and requirements of individual organisations.

External environmental audit is conducted by Falcon Safety group to determine environmental legal compliance as per conditions of licence.

In addition internal unit cross audits were done to test and evaluate the compliance and effectiveness of the system.

EMS Structure:

- The EMS Management structure continues to be effective with the General Manager being the driving force behind the EMS implementation.
- The EMS Management representative (SHE Professional) ensures that environmental management at The Boardwalk receives due attention.
- All departments have been called upon to nominate representatives to be part of on-going environmental management and monitoring as part of the Environmental Committee. This ensures that all departments are kept up-to-date on environmental matters.
- In alignment with the Mango QHSE requirements, these representatives work closely with the Environmental Manager to ensure that reviews and necessary adjustments are handled on an on-going basis.

Key role players

To clarify roles and responsibilities, the following duties have been allocated to nominated employees:

Workplace Environmental Audits – Simbongile Banya (SHE Professional)

Induction Training – (L&D Manager and Facilitator)

Waste Management – Simbongile Banya

Noise Assessments – Simbongile Banya (SHE Professional)

Resource Management – Ettienne Bester (Acting Maintenance Manager)

Fuel and Hazardous Materials Storage – Simbongile Banya (SHE Professional)

Whilst overall responsibility for the implementation of the EMS is vested with the company directors, responsibility for the day-to-day application of the system is delegated to the key role players and their relevant departmental staff.

The Environmental Committee is responsible for ensuring that adequate consideration is given to each of the various issues. Where relevant, however, specialist advice and support is sought to assist these individuals with the assessment of relevant environmental considerations.

All committee members are expected to:

Take reasonable care of the environment through their own actions and by setting an example to others

Co-operate with others while carrying out their duties

Work in accordance with environmental procedures

At the planning stage, full account is to be taken of those factors that help to eliminate potentially harmful environmental impacts including emissions/discharges, waste, irresponsible resource use or other forms of pollution such as noise. Decisions about other priorities (e.g. programme and profit) are to consider the environmental constraints that may be present as part of an integrated approach to health, safety, quality and environment.

Through the development of an Aspects and Impacts Register the business activities of The Boardwalk Hotel and Casino have been considered in relation to the impact on the receiving environment and the significance thereof.

With a view to mitigating impacts that have been identified in the Aspects and Impacts Register, procedures have been developed and the implementation thereof is being monitored as part of the EMS.

These procedures have taken account of the existing and additional management measures. The procedures will be updated as required and will also be reviewed on an annual basis.

An In-house program for monitoring Legal requirements have been followed and changes in legislation are updated as necessary, where relevant to the activities at The Boardwalk Hotel and Casino.

Members of staff are provided with appropriate and suitable Environmental Awareness training and exposure which is appropriate to the work to be undertaken. In this regard, the Group has compiled an interactive and innovative Environmental Awareness Training programme which is aimed at motivating staff and creating a mind shift towards environmental consciousness behaviour.

This awareness training was also provided free of charge to service providers and retail tenants.

Furthermore, site specific on-the-job training is undertaken departmentally, for example to instruct in the use, maintenance and storage of equipment and materials. All incidents of an environmental nature are reported to the Environmental Manager.

CONDITIONS OF LICENCE AGREEMENT

The Eastern Cape Gambling Board has imposed a number of conditions on The Boardwalk Hotel and Casino as part of the licencing agreement. Our compliance to these conditions during the reporting period is tabled below:

Condition of licence	Achieved	Comments
Implementing an EMS both practical and integrated	<input checked="" type="checkbox"/>	<ul style="list-style-type: none"> • Adoption of the Group Sustainability Policy; • Aspects and Impacts Register has been developed for our environmental impacts and risks. <p>Furthermore, we maintained the “on the ground” implementation of our environmental procedures, staff training, staff awareness and monitoring and measured actions required in terms of an EMS to avoid and/or limit our environmental impact.</p>
Continuous improvement of environmental matters	<input checked="" type="checkbox"/>	There is every effort made to improve on previous performance.
Annual environmental performance report		This report details our environmental performance over the last reporting year.
EMS audits	<input checked="" type="checkbox"/>	The findings of audits and comments from audits are implemented during the next reporting period.
Significant changes have taken place on complex with new mall development started and size of the site greatly reduced. Mall complex to be managed and controlled separately to Casino and hotel.	<input checked="" type="checkbox"/>	Relevant LA10 application been supplied to ECGBB and is been monitored and reported on.

Total wages and salaries for the Boardwalk Hotel and casino during the past financial year 1 January 2021 to 31 December 2023 amounted to R98 145 000,00. The other key areas of service provider expenditure are shown in the tables below expressed in rand:

Municipal Services	
Property Rates	R 15 121 126,50
Electricity	R 14 824 698,40
Water	R 1 117 503,64
Sewage	R 895 769,30

Service Providers	
Oricol Waste Management	R 1 687 751,90
Spin Queen/ Ikilongo	R 1 595 050,24
Bambanani	R 425 189,90
Upright security	R 2 138 550,30
Bidvest Protea coin security	R 5 536 855,46
Survest landscaping	R 905 965,85
Bidvest, Steiner	R 1 345 650,08
First Garment Laundry	R 1 905 985,61
Survest Cleaning	R 6 165 195,00

Objective 1
To minimize energy consumption at The Boardwalk Casino and Hotel

Targets	Key Performance Indicators	
To maintain current energy consumption and to reduce the current usage	Energy Efficiency, Conservation and Management	
Programme	By	Person Responsible
<ul style="list-style-type: none"> To ensure that daily readings are taken of all meters to monitor current usage, identify peaks and drops and have an explanation for the results recorded 	The Maintenance Shift Manager on duty, on a daily basis	Maintenance Manager
<ul style="list-style-type: none"> All monthly results and recordings to be placed on a graph 		Maintenance Manager

Objective 2

To minimize water wastage at The Boardwalk Hotel & Casino

Targets	Key Performance Indicators	
To reduce water consumption at The Boardwalk Hotel & Casino and hotel relative to the visitor numbers.	Management of all water resources	
Programme	By	Person responsible
<ul style="list-style-type: none"> To ensure that a Monitoring Management System is in place 	Monthly monitoring and reporting in place	Maintenance Manager
<ul style="list-style-type: none"> To ensure that all service providers and concessionaires assist in managing water resources 	At all times	Environmental Manager
<ul style="list-style-type: none"> To ensure sufficient signage is displayed on the complex in all areas 	At all times	Environmental Manager
<ul style="list-style-type: none"> To disconnect automatic water sprinkling systems as required 	This has been completely disconnected due and watering of gardens done by hand to prevent wastage on walkways etc.	Maintenance Manager together with the Landscaping Contracts Manager

Objective 3

To minimise waste volumes at The Boardwalk Casino and Hotel

Targets	Key Performance Indicators	
To reduce the volume of waste going to landfill through increased recycling.	The Boardwalk Hotel & Casino Waste Management and Reduction	
To increase the current recycling programme and extend into new waste streams to be recycled, e-waste and food waste.	The Boardwalk Hotel & Casino Waste Management and Reduction Waste Management and Reduction	
Programme	By	Person Responsible
<ul style="list-style-type: none"> To ensure that all cardboard not damaged and full volumes of cardboard are recycled 	Daily	Waste Site Manager
<ul style="list-style-type: none"> To decrease the volume of waste to land fill by ensuring that the sort at source and in waste yard are part of the recycling programme 	In-progress	Waste Site Manager
<ul style="list-style-type: none"> To match increased waste generated with improved methods of re-cycling 	In progress	Waste Site Manager

Objective 4

To manage hazardous substances safely at The Boardwalk Casino and hotel

Targets	Key Performance Indicators	
To ensure that no incidents occur involving hazardous substances	Hazardous Substance Management	
Programme	By	Person Responsible
<ul style="list-style-type: none"> To ensure that all hazardous data and safety sheets are kept on file for all hazardous substances held on the premises at The Boardwalk Hotel & Casino 	Daily	SHE officer
<ul style="list-style-type: none"> To ensure that every incident regarding spillage is immediately recorded into the Incidents Register 	Daily	Environmental Manager and SHE officer
<ul style="list-style-type: none"> To ensure all substances are kept in the required storage and locked-up at all times 	Daily	Contracts Managers of the Service Providers holding chemicals on complex as well as the Maintenance Manager/Environmental Manager/SHE officer

Objective 5

To create and ensure a safe and secure environment for both staff and guests at The Boardwalk Hotel & Casino

Targets	Key Performance Indicators	
To comply with legal requirements of the Occupational Health and Safety Act	Emergency Preparedness	
Programme	By	Person Responsible
<ul style="list-style-type: none"> Security personnel to monitor and watch over the complex on a 24 hour basis 	Daily	Security Manager
<ul style="list-style-type: none"> Security personnel to monitor suspicious movements on the complex which pose a risk 	Daily	Security Manager
<ul style="list-style-type: none"> Security personnel to monitor the complex for any signs of smoke resulting in fire 	Daily	Security Manager
<ul style="list-style-type: none"> Security personnel to monitor and ensure the safety of the property (building and guests) 	Daily	Security Manager
<ul style="list-style-type: none"> Security to carry out evacuation and fire drills 	Bi-Annually	Security Manager

Objective 6

To ensure that The Boardwalk Hotel & Casino assists in the upliftment of the broader community

Targets	Key Performance Indicators	
To contribute (1%) of net profit to CSI projects within the area designated by the Eastern Cape Gambling Board (ECGB)	Public and Community Interaction and Social Responsibility	
Programme	By	Person Responsible
<ul style="list-style-type: none"> Projects identified and allocated under provisions of the CSI Policy 	All identified projects to be finalised by the end of the financial year	CSI coordinator with the assistance and guidance from our General Manager, Mr. Tati Tsunke.
<ul style="list-style-type: none"> Staff and committee identify projects together 		
<ul style="list-style-type: none"> Proposals are received from interested parties in writing 		
<ul style="list-style-type: none"> Committee evaluates proposals according to guidelines in the policy 		
<ul style="list-style-type: none"> Allocations are made in accordance with financial guidelines 		

Objective 7

To maintain the cleanliness of The Boardwalk Hotel & Casino in order to promote its aesthetic appeal

Targets	Key Performance Indicators	
To consistently achieve a score of (90%) or more for appearance through the Incuba guest Evaluations	Aesthetic Appearance	
Programme	By	Person Responsible
<ul style="list-style-type: none"> To ensure that a consistent daily schedule is in place identifying all areas as part of a cleaning programme 	Daily	Cleaning Contracts Manager
<ul style="list-style-type: none"> To ensure a deep clean of all ablution areas is carried out and inspected 	Daily	Contracts Manager
<ul style="list-style-type: none"> To ensure that the cleaning management team monitor all aspects of all job executions 	Daily	Shift Supervisors

Objective 8

To achieve a return of equity and maintain profit at The Boardwalk Hotel and Casino

Targets	Key Performance Indicators	
Programme	By	Person Responsible
<ul style="list-style-type: none"> To ensure that the financial department manages and executes its duties correctly 	Daily	Financial Manager and company accountants
<ul style="list-style-type: none"> All system and financial documentation are balanced daily 	Daily	Financial manager
<ul style="list-style-type: none"> To effectively balance the books on a daily basis to ensure recordings and returns are carried out 	Daily and Monthly	Casino Accountant
<ul style="list-style-type: none"> To effectively have quarterly audits conducted to ensure absolute correctness 	Quarterly	Group Internal auditors.

Objective 10

To promote responsible gambling at The Boardwalk Hotel and Casino

Targets	Key Performance Indicators	
To make gamblers aware of the Responsible Gambling Programme and train all the front line staff	The Responsible Gambling Programme	
Programme	By	Person Responsible
• Be guided by the Responsible Gambling Programme	Daily	Surveillance Manager
• Responsible Gambling Audits carried out	Monthly and Quarterly	Surveillance Manager
• There is to be a monitoring programme in place to identify possible problem gamblers	Daily	Surveillance Manager
• To ensure that Marketing and Advertising efforts relating to gambling comply with legislated stipulations and casino initiatives	Daily	Surveillance Manager
• Monitor legal non-compliance until closed-out, if required	Daily	Surveillance Manager

Objective 11

To ensure that the Environmental Management Plan is properly set up at The Boardwalk Hotel and Casino

Targets	Key Performance Indicators	
To achieve all objectives set out in the Environmental Management Plan	Management of the Environmental Management System.	
Programme	By	Person Responsible
• Prepare a policy and review	Done	Boardwalk Environmental Committee
• Identify the environmental scope and set up	Done	Boardwalk Environmental Committee
• A policy and procedure manual to be in place and reviewed	Daily	Boardwalk Environmental Committee
• Incident reports to be filed and completed	On-going as per incident occurrences	Boardwalk Environmental Committee
• Implement a mitigation register which must be reviewed on an annual basis	In place	Boardwalk Environmental Committee

Data on waste volumes for the past 11 financial years is shown in the table below. There was a reduced percentage of recycling due to contamination and this has been addressed with the waste contractor. There was a tender process done for the waste contractors to include the zero waste to landfill goal in the contract for 2020 before renewing the contract.

Waste Management and reduction is a key environmental issue at The Boardwalk Hotel and Casino. The provider Oricol is the waste service provider and runs The Boardwalk’s Waste Management operations.

	2012 Tons	2013 Tons	2014 Tons	2015 Tons	2016 Tons	2017 Tons	2018 Tons	2019 Tons	2020 Tons
Cardboard/Paper	39,5	59	67	71	27,3	57,5	70,1	34,9	184,27
Plastic	4,5	6	3,5	14	11,1	8,5	8,6	12,1	7,54
Cooking Oil	0	0	3	3,1	2,9	2,3	6,5	6,5	8,93
Cans	11	11	12	17,4	4,7	11,3	12,9	5,8	5,3
Glass	77	82	73	73	54	39,9	71,7	89,2	39,6
E-waste	0	0	1,5	3,4	0,96	2,7	2,6	0,54	1,2
Landfill waste total	558	634	569	570	432	235	148	208	308
% RECYCLED	23	23	24	31	19	35	59	41	70

Waste Management and reduction is a key environmental issue at The Boardwalk Hotel and Casino. The provider Oricol is the waste service provider and runs The Boardwalk’s Waste Management operations.

The reporting below reflects for the period 1 January 2023 until 31 December 2023. It must be mentioned that the Complex only reports on waste from Casino and hotel operations as the Mall development is managed separately and deals with its own waste teams. Oricol reported achieving 95,31% in diverting of waste from going to landfill.

	2021 Tons	2022 Tons	2023 Tons
Cardboard/Paper	8,638	24,606	24,958
Plastic	8,038	9,887	10,155
Tetra pack	0,786	1,426	1,495
Cans	5,187	12,987	13,355
Glass	23,660	32,320	32,955
E-waste	0,820	0,150	0,195
Waste sent to landfill	1,200	8,820	0000
Waste diverted from landfill	99,680	179,591	239, 527
RECYCLED and diverted from Landfill	99,4%	95,31%	100%

Waste is collected, sorted and sent for recycling by a service provider Oricol Waste Management.

The figures reflected and increase of waste been processed in line with increased business levels compared to 2022.

An unaudited 100% diversion of waste been sent to landfill was reported to have been achieved by Oricol for the year and the target of zero waste to landfill was also achieved.

The business has actively continuing using recyclable and biodegradable products to assist in the reduction of waste to landfill.

The unit is actively sending cooking oil to beneficiary (coastal oils) as form of controlling oil waste.



The Boardwalk Hotel and Casino clinic is playing a bigger role by assisting staff, service providers and guests visiting the complex who may experience any medical emergency. There is one permanent clinic sister employed for primary health care and emergencies from Monday to Friday during office hours and we have Doctor's visits once a week.

Primary health care (basic attention to colds, flu & minor ailments)

IOD management & reporting

Family planning

HIV testing & counselling

Medical surveillance of staff (including pre & post placement medicals as well as yearly follow-up medicals)

Emergency management, care & liaison with ambulance services and hospitals

Health & Safety Committee

Wellness Committee and Education

Environmental Hygiene Checks

Company GP attendance once a week

Chronic illness monitoring and support

General counselling and emotional support

First aid box checks and support of skill levels in trained employees

The clinic service provider Medicare 24 is environmentally friendly and ISO complaint.

It is the clinic's responsibility to discard all medical waste and sharps into the correct waste containers to prevent the spread of infection and the possibility of injuries through accidental exposure to sharps.

The following waste containers are present in the Boardwalk Hotel and Casino Clinic:

1 x sharps container: all sharps including syringes and needles, stitch cutters, ampoules, suture material, scalpel blades, razors, clinical glass and any other contaminated items that are capable of causing cuts or puncture wounds are discarded into the sharps container.

1 x large fibreboard set: this box is used for the disposal of all non-sharp infectious waste which includes cotton wool balls, swabs, dressings, empty vacillator bags, gloves, masks and burns dressing.

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The Boardwalk Gardens:

With constant environmental challenges being faced, organisations such as Sun International are constantly looking for ways in order to reduce their carbon footprint, minimise their use of natural resources and reduce their impact on the environment.

The Boardwalk Hotel and Casino complex continue to embark on numerous green initiatives in order to achieve their environmental goals.

Reduction in garden footprint:

With the existence of the mall, the size of the gardens have been reduced as well as the impact on garden waste to landfill.

Materials with a drier nature suitable for mulching are also chipped and then placed in planted areas as mulch in order to slow down evaporation and thereby reducing water consumption.

The remaining clippings, weed/waste material and grass cuttings are removed to landfill.

Weed and Pest management

The Boardwalk complex with its reduced footprint due to current mall development has minimal gardens and limited pest problems in gardens.

Through the use of majority indigenous plant material on site, the service provider is able to minimise the requirement for the application of pesticides in planted areas due to the hardy nature of the plants utilised and reduced water demand.

Hand weeding and watering of all flower beds and paved areas further reduce the requirement of chemicals and the chance of contamination through runoff.

Lawns around the complex are also being cut on higher mower settings as thicker, healthier lawns are more resistant to weed establishment, further reducing the frequency of spraying required. Several plants and herbs are grown on site for use and replanting.

THE BOARDWALK HOTEL AND CASINO GARDENS



Biodiversity is a key issue for The Boardwalk Hotel and Casino given that it is located in the well-established and developed Summerstrand area.

With the reduced size of the complex due to the new shopping mall the biodiversity of the complex has been reduced with no lake feature but a park area with lawns and seating has replaced the lake.

It has been established that there was no protected species of flora and fauna on site.

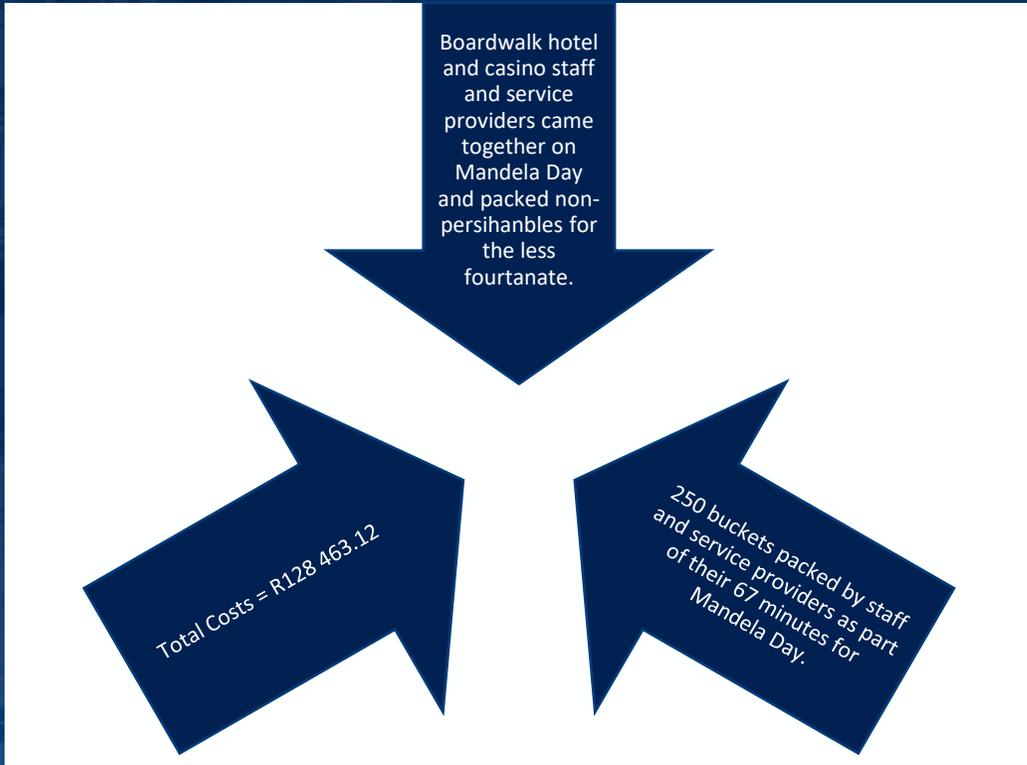
Several plants and trees that were saved during construction of the mall were relocated from a temporary nursery and reused in the mall park.

Compost used is completely organic so as not to affect storm water run off from gardens.

An important facet of The Boardwalk Hotel and Casino's Environmental Management System is storm water monitoring because runoff from the complex is routed to a municipal storm water drain that discharges onto the blue flag beach in front of the complex.

Shanaaz Borman CSI coordinator who controls and drives CSI projects on behalf of Sun Boardwalk with the assistance and guidance from our General Manager, Mr. Tati Tsunke.





MANDELA DAY 2023



Buckets Handover

▶ Boardwalk Casino and Hotel then decided to sponsor R216 694.20 towards this project

▶ Boardwalk mall donated R10 000 and Kelston Motors donated R40 000.

▶ This has been a dream of Mali's for a very long time and when he approached us we thought that this could really make a difference for the youth in the Walmer Township.

▶ Boardwalk Casino and Hotel SED policy is to support Education, Sports and Arts and Culture



WALMER CRICKET NETS PROJECT HANDOVER





Boardwalk Hotel and Casino helps Gqeberha learners get ahead with careers in catering.

R700 000 bursary project to help pupils graduate with cheffing industry qualifications.

Environmental Programme

An awareness programme aims to highlight areas within each unit that can contribute to the sustainable principles of “People Profit, Planet”. It gives the delegates practical tips on creating the habits of “Reduce, Recycle and Rescue”.

The environmental program serves as an identity, a platform that rallies individual efforts and consolidates the various environmental and social initiatives that are in place across the Group.

It represents renewed energy, focus and impetus for our sustainability programme. The program aims to create a world that balances fun with consciousness, through committed and measurable sustainability practices that engage all our stakeholders.

It’s about maximising Sun International’s social and economic contribution and minimising our environmental impact.

Sustainability strategy comprises of:

Climate change and resource conservation

Community investment

A sustainable friendly corporate culture

Sustainability partnerships and Legal compliance

Best practice Environmental Management System (EMS)

Green procurement and transparent performance reporting

The Boardwalk Hotel and Casino is committed to raising awareness about environmental issues. Every year the Environmental Manager has participated in Environmental awareness days.

28 - 30 March

Water Week

18 March – 15 September

Beach Clean up

The Boardwalk Hotel and Casino, under the Management of Sun International, continues to strive to educate and promote the importance of responsible gambling.

From January 2022 to December 2022, **49** self-exclusions were completed. From January 2023 to December 2023, **46** were completed, which indicates a decrease of 6.12%.

It continues to implement and upgrade its Responsible Gambling commitment.

It has a RGP Monitoring Policy which ensures that The Boardwalk performs proactive endeavours in relation to Responsible Gambling.

The statistics for the period under review indicate that the number of self-exclusions completed by males were more than females.

Substantially, more MVG slots players applied for self-exclusions than MVG tables players. The Boardwalk's Statistics shows an increase of people applying for self-exclusions.

To ensure that our marketing and advertising efforts relating to gambling comply with legislated stipulations and casino industry initiatives, Sun International complies with its Responsible Gambling Policy

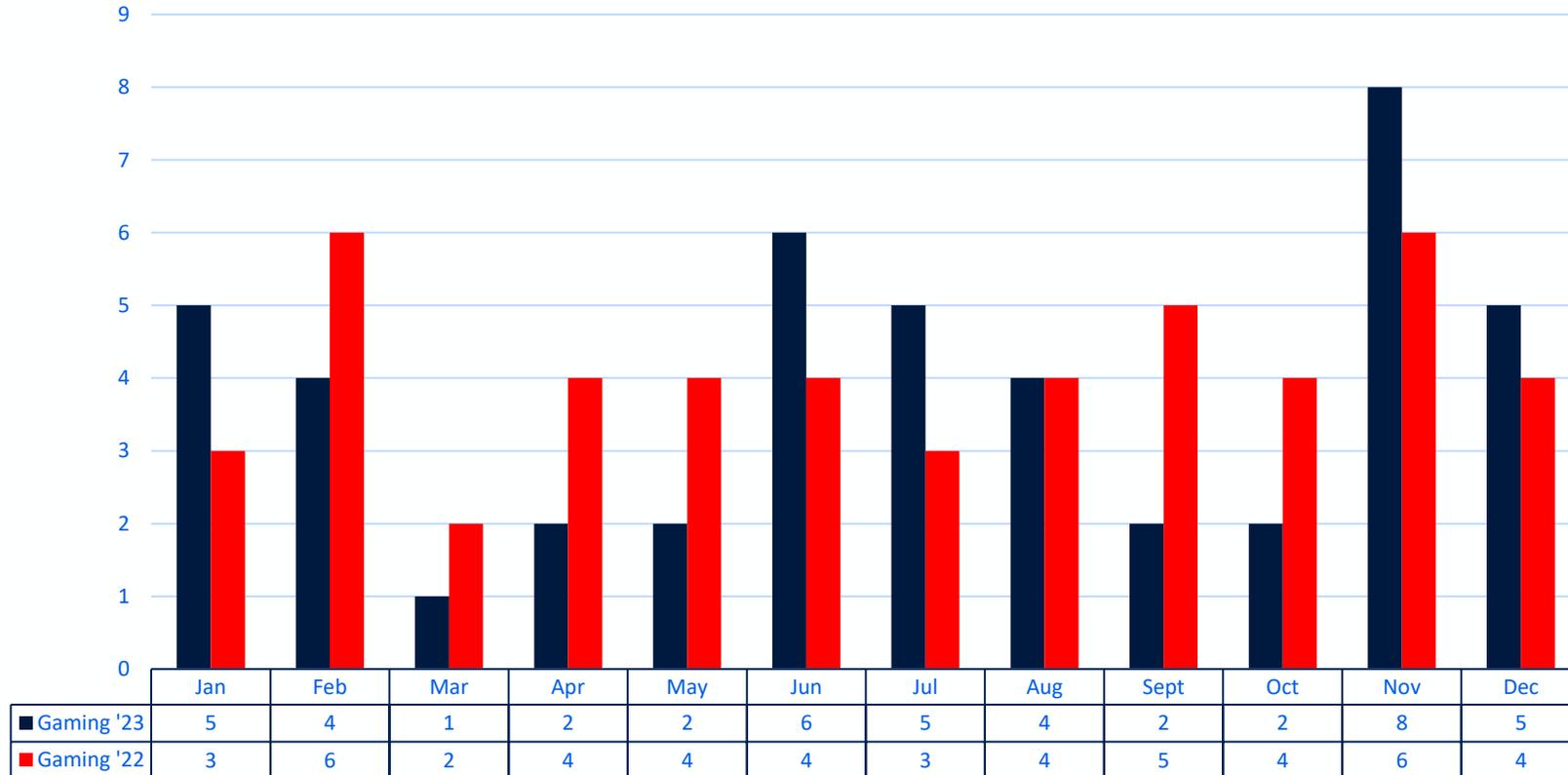
All of The Boardwalk hotel and casino staff are required to undergo Responsible Gambling training.

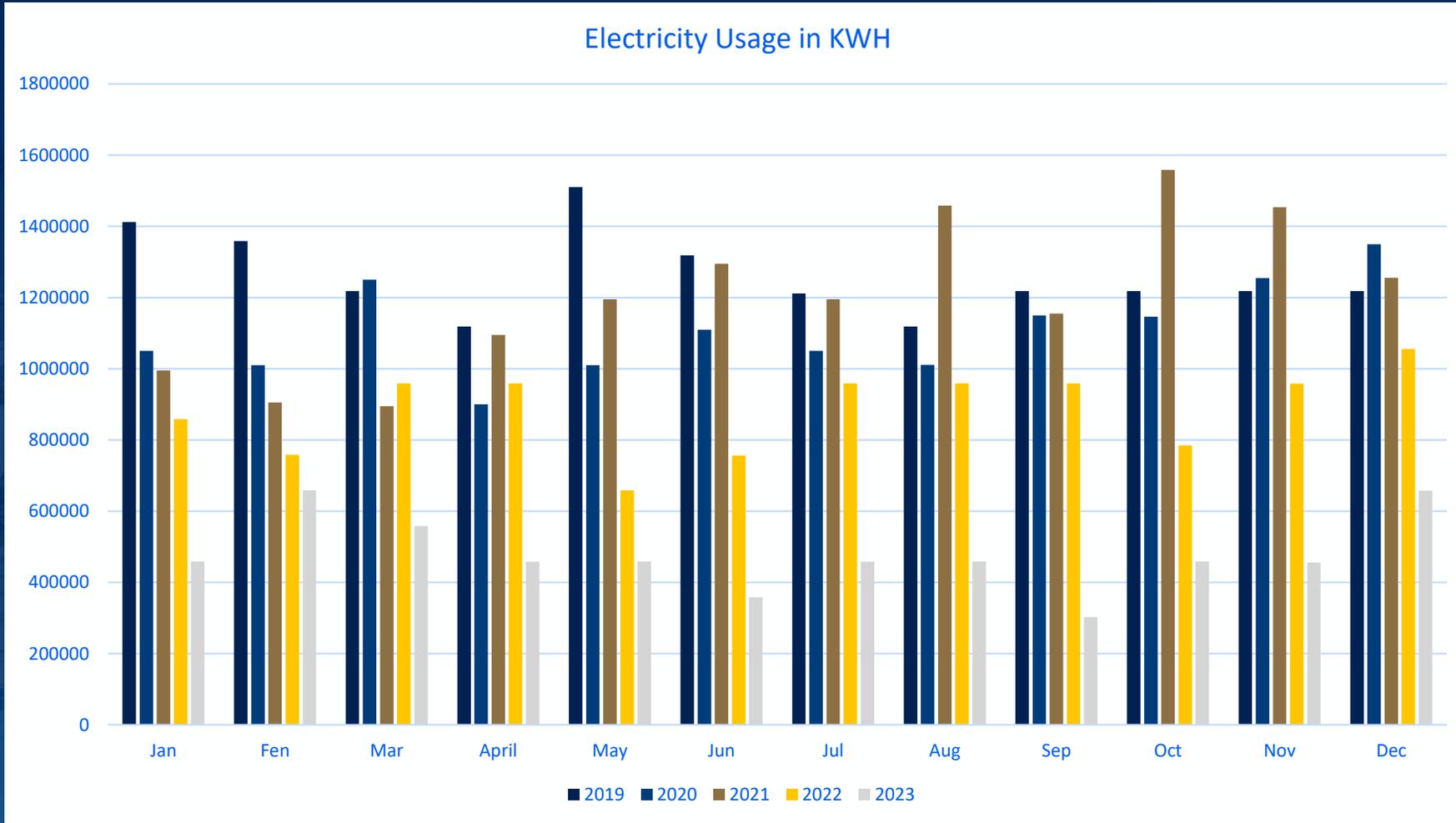
Sun International's Group Internal Audit department no longer performs a separate RGP Audit. Compliance with the Sun International Responsible Gambling Policy forms part of the Compliance Audit. The score obtained for Compliance for the period was rated "**Satisfactory**".

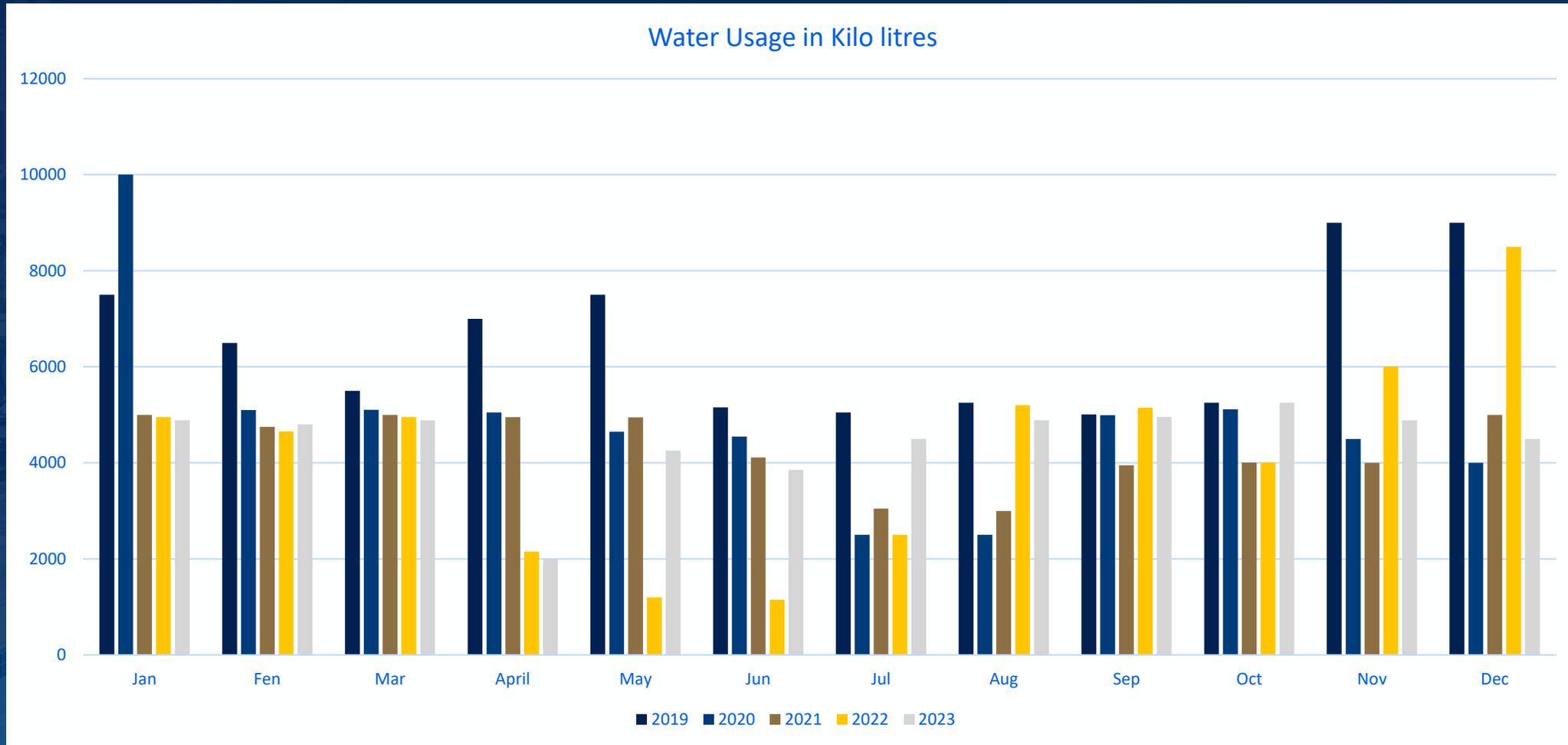
The Boardwalk hotel and casino supports the National Responsible Gambling Programme and enthusiastically ensures that its staff constantly drive home the message of gambling responsibly, to ensure that its patrons know that "winners know when to stop".

NUMBER OF SELF EXCLUSIONS – JANUARY – DECEMBER 2023

THE BOARDWALK SELF EXCLUSION COMPARISON







The Boardwalk shopping mall has been completed and fully operational. All previously existing shops and lake was demolished to make way for the shopping mall complex.

The shopping centre roughly covers two thirds of the complex and operates independently from Sun Boardwalk Casino and Hotel with its own management.

All water and electricity usage, water usage and waste generated is handled by the mall management and no longer forms part of the Boardwalk reporting process and programme.

The reduced footprint will therefore greatly reduce resource consumption and waste generated by Sun Boardwalk casino and hotel and this reflects in 2023 reporting figures.

Boardwalk mall has blended flawlessly with existing hotel and casino building



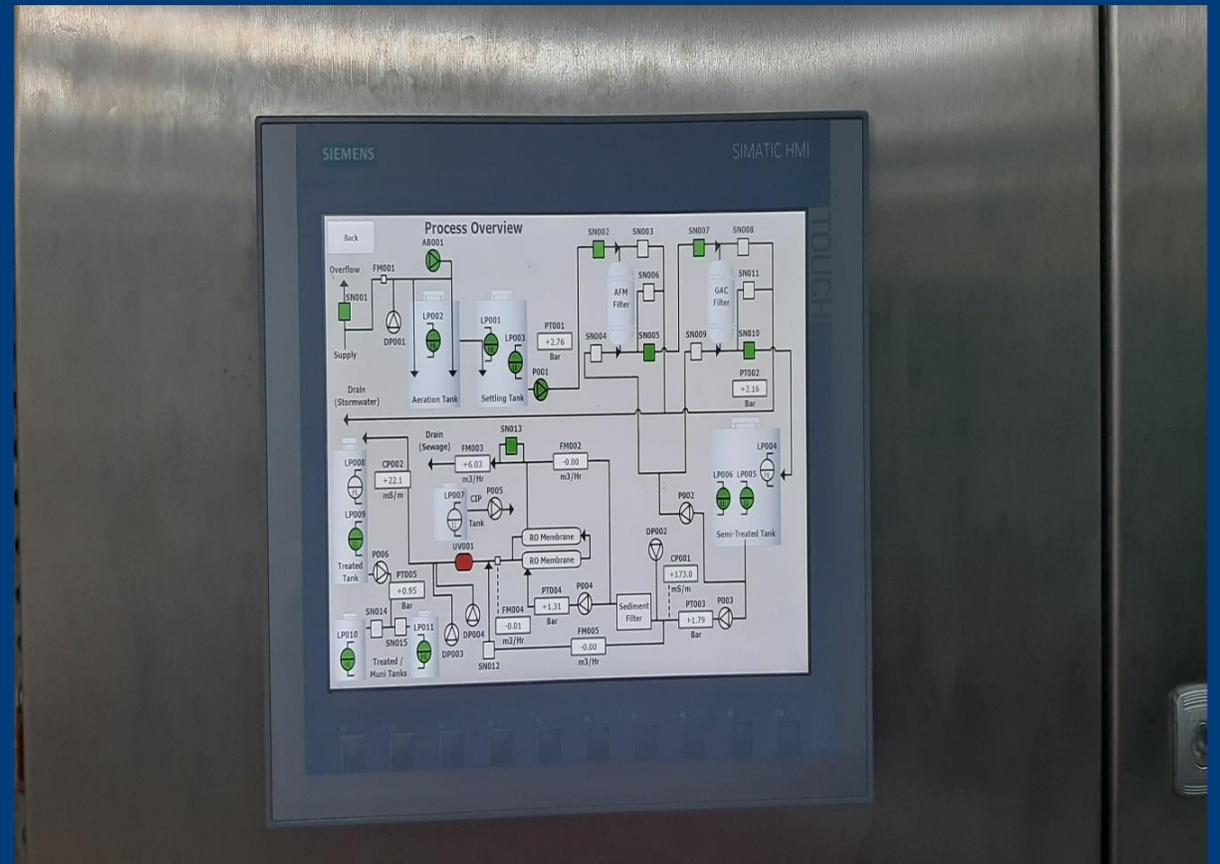
The RO plant has been installed and is operational and producing potable water.

The project is complete and the water use licence has been received.

The plant now produces water for consumption.



Reverse osmosis plant installed, Licensed and operational.



Please forward to Simbongile Banya at The Boardwalk: simbongile.banya@suninternational.com or call 041 507 7731

What is your overall opinion of the report?:

Excellent

Good

Poor

Comments :

Suggestions:



Thank You