

# 2017 Environmental Report

The Boardwalk Casino , Hotel , Convention Centre & Spa

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# Acknowledgements

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Anthony van Goeverden – Maintenance Manager

Colin Carmody – L&D Manager

Chanelle Madatt – Maintenance Coordinator

Mandy Mushaniga – Assistant Financial Manager

Morne Coetzer – Security Manager

Peggy Mokhatla – Social Equity Manager

Sherwyn Rulsur – Oricol Site Manager

Dheshree Pillay – Financial Manager

The Boardwalk Casino & Entertainment World:

Mike van Vuuren – General Manager

“Without the assistance of the above-mentioned persons, this report would not have been possible” Dean Blom (Environmental Manager – The Boardwalk)

# Social and Environmental Policy

## SOCIAL & ENVIRONMENTAL POLICY



The Boardwalk Casino, Hotel, Conference Centre & Spa 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:

**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

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

# Social and Environmental Policy

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- **Demonstration of environmentally responsible behavior through:**
- 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

# Social and Environmental Policy

- **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.

# Environmental Organisation Structure

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## Message from The Boardwalk Casino, Hotel, Convention Centre & Spa General Manager, Mike Van Vuuren



The Boardwalk Casino and Entertainment World is pleased to present its 17<sup>th</sup> Annual Environmental Report. This 2016/17 edition of our Environmental Report details our efforts to promote and conserve a sustainable environment and community, while reducing waste and energy consumption.

The Boardwalk has endeavored to maintain the highest possible environmental and safety standards. As captured in our environmental reports published since 2002, The Boardwalk has shown steady improvements in terms of its compliance with environmental standards in the leisure and tourism industry. A testimony to this was recognized with the winning of the Eastern Cape Environmental Green award in November 2016.

The Boardwalk with the retail tenants continue to deliver a clean, environmentally-friendly and resource-efficient precinct. This ensures that our visitors have the privilege of experiencing clean and well-maintained facilities, well-tended gardens, and healthy fish and other wildlife in the lakes which is tested monthly for water quality.

## Message from The Boardwalk Casino, Hotel, Convention Centre & Spa General Manager, Mike van Vuuren (continued)



**“We continue to monitor our energy, water usage and waste generated to limit our impact on the environment”.**

As responsible corporate citizens, our tenants, operators and The Boardwalk go to considerable lengths to ensure that the impact of our operations on the environment, including energy and water consumption, greenhouse gas emissions and air quality, are kept to a minimum.

We have policies in place to ensure effective waste and water management. Everyone, at all levels, is encouraged to use resources sustainably, recycle where possible, and minimize waste.

We are continuously striving to reduce electricity and water usage and waste generation on the complex. Several water saving initiatives at the hotel have been introduced to assist with ongoing water restrictions imposed in the Metro.

In addition to our efforts to optimize the use of resources and promote environmental sustainability, The Boardwalk this year also participated in several CSI projects. These will be detailed in the CSI section of the report.

## Message from The Boardwalk Casino, Hotel , Convention Centre & Spa Environmental Manager, Dean Blom



The Boardwalk and Sun International continues to operate The Boardwalk on an environmentally sustainable level and limit the impact it has to the environment within which it operates.

The continued following of the green initiatives as well as social responsibility from the management team as well as service providers' performance which are measured on a monthly basis and records sent to the Group Head office for sustainability reporting and carbon footprint determination.

There has been a significant reduction of waste been sent to landfill due to the increased recycling efforts of the preferred service provider Oricol who is responsible for the sorting, removal and recycling of all waste from the complex. A target has been set for waste to zero waste to landfill by 2020.

## Message from The Boardwalk Casino, Hotel , Convention Centre & Spa Environmental Manager, Dean Blom (continued)

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With the accurate measurement of all water, electricity and energy usage on complex areas have been identified where improvement objectives can be formulated.

With current drought conditions the reduction of water usage and the reusing of grey water from hotel for gardens continues. Water discharge quality monitoring from complex onto our neighboring beach is monitored monthly by the Nelson Mandela University.

Recognition was received with the award for Top Green Large organization for hotels and casino for the Eastern Cape by the Department of Environmental Affairs.

The principals of continued application of recycle, re-use and reduce are being subscribed to ensure the sustainability of the complex.

# SunGlow: Managing our Business Responsibilities

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

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

The EMS model being applied is based on the internationally recognised ISO 14001. 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.

# SunGlow: Managing our Business Responsibilities

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## 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 (The Environmental Manager) 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 ISO 14001 requirements, these representatives work closely with the Environmental Manager to ensure that reviews and necessary adjustments are handled on an on-going basis.

# SunGlow...

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## Key role players

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

Workplace Environmental Audits – Dean Blom

Induction Training – Colin Carmody and Nirusha Naidoo (L&D Manager and Facilitator)

Waste Management – Nicolas Forsythe

Noise Assessments – Morné Coetzer (Security Manager)

Resource Management – Anthony van Goeeverden (Maintenance Manager)

Fuel and Hazardous Materials Storage – Dean Blom (Health, Safety and Environmental Manager)

# SunGlow...

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**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

# SunGlow...

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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 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.

# SunGlow...

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

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 is 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 and Betting Board has imposed a number of conditions on The Boardwalk 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		<ul style="list-style-type: none"><li>• Adoption of the Group Sustainability Policy;</li><li>• Aspects and Impacts Register has been developed for our environmental impacts and risks.</li></ul> <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		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		The findings of audits and comments from audits will be implemented during the next reporting period.
NO significant changes have been made in last 12 months that require a EIA report. Significant changes, upgrades, shut down, decommissioning shall be reported to the Gaming Board and have an EMP		No new development has taken place over the past 12 months.

# Economic Sustainability

**WAGES AND SALARIES FOR THE BOARDWALK DURING THE PAST FINANCIAL YEAR AMOUNTED TO R135 355 429. THE OTHER KEY AREAS OF EXPENDITURE ARE SHOWN IN THE TABLES BELOW EXPRESSED IN RAND:**

Municipal Services	
Property Rates	R 12 327 828
Electricity	R 19 276 584
Water and sewage	R 3 462 517

Service Providers	
Oricol Waste Management	R1 383 563
Supercare	R2 185 701
Spin Queen	R2 282 262
Bambanani	R 376 692
Servest	R1 581 898
HRG/ Fidelity Security	R9 249 372
Millicare	R 823 438
Lotus Steam Laundry	R3 298 428
Bidvest	R8 225 827

# Key Performance Areas, Objectives and Targets of the EMS

## Objective 1

To minimize energy consumption at The Boardwalk Casino and Entertainment World

### Targets

To maintain current energy consumption and to reduce the current usage

### Key Performance Indicators

Energy Efficiency, Conservation and Management

### Programme

- 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
- All monthly results and recordings to be placed on a graph
- Change boilers to more efficient heat pumps

### By

The Maintenance Shift Manager on duty, on a daily basis

### Person Responsible

The Maintenance Manager

The Maintenance Manager

The Maintenance Manager

# Key Performance Areas, Objectives and Targets of the EMS...

## Objective 2

To minimize water wastage at The Boardwalk Casino and Entertainment World

Targets	Key Performance Indicators	
To reduce water consumption at The Boardwalk Casino and Entertainment World by 2% relative to the visitor numbers by the end of June 2014	Management of all water resources	
Programme	By	Person responsible
<ul style="list-style-type: none"> <li>To ensure that a Monitoring Management System is in place</li> </ul>	This is in place	The Maintenance Manager
<ul style="list-style-type: none"> <li>To ensure that all service providers and concessionaires assist in managing water resources</li> </ul>	As soon as business commences at the unit	The Environmental Manager
<ul style="list-style-type: none"> <li>To ensure sufficient signage is displayed on the complex in all areas</li> </ul>	At all times	The Environmental Manager
<ul style="list-style-type: none"> <li>To disconnect automatic water sprinkling systems as required</li> </ul>	This has been completely disconnected due and watering of gardens done by hand to prevent wastage on walkways etc.	The Maintenance Manager together with the Landscaping Contracts Manager

# Key Performance Areas, Objectives and Targets of the EMS...

## Objective 3

To minimise waste volumes at The Boardwalk Casino and Entertainment World

### Targets

To reduce the volume of waste going to landfill through increased recycling.

To increase the current recycling programme and extend into new waste streams to be recycled, e-waste and food waste.

### Key Performance Indicators

The Boardwalk Casino and Entertainment World Waste Management and Reduction

The Boardwalk Casino and Entertainment World Waste Management and Reduction

### Programme

- To ensure that all cardboard not damaged and full volumes of cardboard are recycled
- 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
- To match increased waste generated with improved methods of re-cycling

### By

Daily

On-going

On-going

### Person Responsible

The Waste Site Manager

The Waste Site Manager

The Waste Site Manager

# Key Performance Areas, Objectives and Targets of the EMS...

## Objective 4

To manage hazardous substances safely at The Boardwalk Casino and Entertainment World

### Targets

To ensure that no incidents occur involving hazardous substances

### Key Performance Indicators

Hazardous Substance Management

### Programme

- To ensure that all hazardous data and safety sheets are kept on file for all hazardous substances held on the premises at The Boardwalk Casino and Entertainment World
- To ensure that every incident regarding spillage is immediately recorded into the Incidents Register
- To ensure all substances are kept in the required storage and locked-up at all times

### By

Daily

Daily

Daily

### Person Responsible

The Health and Safety Manager

The Environmental Manager and Health and Safety Manager

The Contracts Managers of the Service Providers holding chemicals on complex as well as the Maintenance Manager/Environmental Manager

# Key Performance Areas, Objectives and Targets of the EMS...

## Objective 5

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

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"><li>Security personnel to monitor and watch over the complex on a 24 hour basis</li></ul>	Daily	The Security Manager
<ul style="list-style-type: none"><li>Security personnel to monitor suspicious movements on the complex which pose a risk</li></ul>	Daily	The Security Manager
<ul style="list-style-type: none"><li>Security personnel to monitor the complex for any signs of smoke resulting in fire</li></ul>	Daily	The Security Manager
<ul style="list-style-type: none"><li>Security personnel to monitor and ensure the safety of the property (building or product)</li></ul>	Daily	The Security Manager
<ul style="list-style-type: none"><li>Security to carry out evacuation and fire drills</li></ul>	Bi-Annually	The Security Manager

# Key Performance Areas, Objectives and Targets of the EMS...

## Objective 6

To ensure that The Boardwalk Casino and Entertainment World assists in the upliftment of the broader community

### Targets

To contribute (5%) of net profit to CSI projects within the area designated by the Eastern Cape Gambling and Betting Board (ECGBB)

### Key Performance Indicators

Public and Community Interaction and Social Responsibility

### Programme

- Projects identified and allocated under provisions of the CSI Policy
- Staff and committee identify projects together
- Proposals are received from interested parties in writing
- Committee evaluates proposals according to guidelines in the policy
- Allocations are made in accordance with financial guidelines

### By

All identified projects to be finalised by the end of the financial year

### Person Responsible

The Social Equity Manager assisted by the HR Manager and monitored by the General Manager of The Boardwalk Casino and Entertainment World

# Key Performance Areas, Objectives and Targets of the EMS...

## Objective 7

To maintain the cleanliness of The Boardwalk Casino and Entertainment World, in order to promote its aesthetic appeal

### Targets

To consistently achieve a score of (90%) or more for appearance through the Market Matrix Evaluations

### Key Performance Indicators

Aesthetic Appearance

### Programme

- To ensure that a consistent daily schedule is in place identifying all areas as part of a cleaning programme

### By

Daily

### Person Responsible

The Cleaning Contracts Manager

- To ensure a deep clean of all ablution areas is carried out and inspected

Daily

The Contracts Manager

- To ensure that the cleaning management team monitor all aspects of all job executions

Daily

The Shift Supervisors

# Key Performance Areas, Objectives and Targets of the EMS...

## Objective 8

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

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

# Key Performance Areas, Objectives and Targets of the EMS...

## Objective 10

To promote responsible gambling at The Boardwalk Casino, Hotel and Entertainment World

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	The Surveillance Manager
• Responsible Gambling Audits carried out	Monthly and Quarterly	The Surveillance Manager
• There is to be a monitoring programme in place to identify possible problem gamblers	Daily	The Surveillance Manager
• To ensure that Marketing and Advertising efforts relating to gambling comply with legislated stipulations and casino initiatives	Daily	The Surveillance Manager
• Monitor legal non-compliance until closed-out, if required	Daily	The Surveillance Manager

# Key Performance Areas, Objectives and Targets of the EMS...

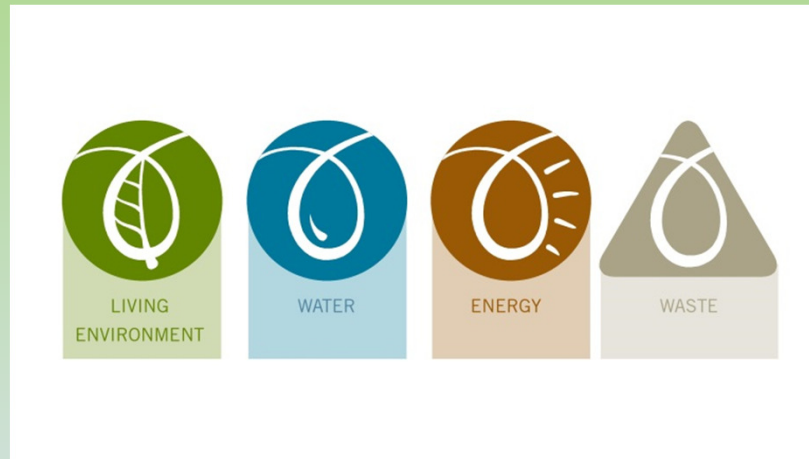
## Objective 11

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

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	The Boardwalk Environmental Committee
• Identify the environmental scope and set up	Done	The Boardwalk Environmental Committee
• A policy and procedure manual to be in place and reviewed	Daily	The Boardwalk Environmental Committee
• Incident reports to be filed and completed	On-going as per incident occurrences	The Boardwalk Environmental Committee
• Implement a mitigation register which must be reviewed on an annual basis	In place	The Boardwalk Environmental Committee

# SunGlow Initiative

As a group, Sun International has adopted an Environmental strategy, and as such has decided to group all sustainability campaigns and communications strategies into the following four categories:



## Quarterly SunGlow campaigns:

- Focus on a key sustainability area across the group
- Provide a structure for units to build on existing initiatives and focus on improving sustainable business operations
- Focus the brand positioning on 'conscious fun'
- Provide themes for regular training programmes

# Case Study – Waste management...

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

Data on waste volumes for the past 9 years is shown in the table below. As can be seen a decrease in the percentage of the total waste been recycled is due to the overall reduction of waste generated at site due to reduced business levels.

The main source of landfill is contaminated wet food waste and this has been identified as a area for improvement to reduce further waste to landfill and increase the recycling percentage.

	2009 Tons	2010 Tons	2011 Tons	2012 Tons	2013 Tons	2014 Tons	2015 Tons	2016 Tons	2017 Tons
Cardboard/ Paper	59	39	40	39.5	59	67	71	273	57,5
Plastic	12	11	12	4.5	6	3.5	14	11,1	8,5
Cooking Oil	0	0	0	0	0	3	3.1	2,9	2,3
Cans	17.5	11	13	11	11	12	17.4	4,7	11,3
Glass	65	75	82	77	82	73	73	54	39,9
E-waste	0	0	0	0	0	1.5	3.4	0,96	2,7
Landfill waste total	641	549	568	558	634	569	570	432	235
% RECYCLED	24	24	25	23	24	28	31	44	34

# Case Study – Waste Management...

In efforts to reduce the carbon footprint at the waste site a vehicle transporting waste to waste area changed from a petrol motor to LPG gas power to lower emissions.

In addition, efforts have been made to sort waste at source to prevent contamination of wet waste and enable better recycling.

A small worm farm have been started as well to reduce wet waste and assist with organic fertilizer for herb gardens.



# Case Study - Waste Management...



## Case Study – Waste Management...



# The Boardwalk Faranani Life Clinic

**The Boardwalk clinic was established to offer assistance to staff, service providers and guests visiting the complex who may experience a medical emergency. There is one permanent Life clinic sister employed for primary health care and emergencies from Monday to Friday during office hours.**

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 & Education

Environmental hygiene checks

Stock control

Company GP attendance once a week

Chronic illness monitoring & support

General counselling & emotional support

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

# The Boardwalk Clinic

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The clinic is regarded as 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 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.

The Boardwalk Clinic uses Compass Waste Services for the management and removal of all medical waste and sharps. The delivery of new waste boxes and sharps containers and collection of full containers is done every 30 days during clinic hours, unless contacted earlier.

# The Boardwalk Gardens

## **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.

Servest Landscaping as the preferred landscape installation and maintenance providers to The Boardwalk Hotel and Casino complex continue to embark on numerous green initiatives in order to aid the client in achieving their environmental goals.

## **Reduction in waste sent to Landfill:**

This has been done through the continued systematic sorting of waste materials into compostable, mulch, and weed/waste components.

Compostable materials are fed through a chipper with chippings being placed on a heap which is then taken through the composting process and eventually reintroduced to the garden areas.

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.

# The Boardwalk Gardens...

## Alien Vegetation Management

The Boardwalk premises are bordered to the South and West by a large tract of open, undeveloped land.

This area has a very high density of alien vegetation including *Eucalyptus gomphotephala* (Blue gum), *Acacia saligna* (Port Jackson willow), *Acacia cyclops* (Rooikrans), and *Lantana camara* (Common Lantana).

This coupled with a prevailing south-westerly wind, results in a large number of seeds being blown onto the property and the subsequent growth and encroachment of the vegetation onto the Boardwalk premises.

Through frequent training/refresher courses, employees are educated about the adverse effects of this type of vegetation and are taught to identify and remove small saplings that do germinate, immediately.

Fence lines are also regularly cleared and poisoned to prevent regrowth.

## Water Management

The Eastern Cape is a region that is currently beset with drought and water restrictions.

This provides a constant challenge regarding water management on site due to the large expanse of green areas.

The Metro continues to request saving of water and recently imposed water restrictions indicating the severity of the water situation.

This has created the need for smart water saving initiatives to reduce the dependence of water for irrigation such as the use of hardy plant material, has allowed us to minimise the usage of irrigation to spot-watering as and when required on site and the use of ground covering to reduce evaporation.

# The Boardwalk Gardens...

## Weed and Pest management

The Boardwalk complex with its large lake as a central feature provides a challenging environment for landscaping due to its sensitive ecology.

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

Hand weeding of all beds and paved areas around the lake 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.

# The Boardwalk Gardens...

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# The Boardwalk Gardens...

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# Biodiversity

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**Biodiversity is a key issue for The Boardwalk given that it is located in the well-established and developed Summerstrand area. With drought and an established lake ecosystem the site is host to many migrant and resident flora and fauna.**

Biodiversity describes the variety of life in an area, including the number of different species, the genetic wealth within each species and the natural areas where they occur. These areas are maintained in a manner that promotes their function as natural ecosystems within an urban environment.

Biodiversity is relative to the range of species of plants, animals and bird species native to an area, and these need to be identified and protected.

Compost used is completely organic, being either kraal manure or self made mulch.

This is an important facet of The Boardwalk's Environmental Management System because runoff from the complex is routed to a municipal storm water drain that discharges onto the beach. Runoff also enters The Boardwalk lakes.

## Bird Species found in and around The Boardwalk

African Sedge Warbler (*bradypterus baboecala*)

Black Sunbird (*nectarinia amaethystina*)

Bokmakierie (*telophrus zeylonus*)

Bully Canary (*serius sulphuratus*)

Burchell's Coucal (*centropus superciliosus*)

Cattle Egret (*bubulcus ibis*)

Common Quail (*cuturnix cortunix*)

Cape Bulbul (*pycnonotus capensis*)

Cape Canary (*serinus canicollis*)

Cape Glossy Starling (*lamprotornis nitens*)

Cape Robin (*coosypha caffra*)

Cape Sparrow (*passer melanurus*)

Cape Thick-Knee (*burhinus capensis*)

Cape Turtle Dove (*streptopelia capicola*)

Cape Wagtail (*motacilla capensis*)

Cape Weaver (*ploceus capensis*)

Cape White Eye (*zosterops pallidus*)

Cloud Cisticola (*cisticola textrix*)

Common Fiscal (*lanius collaris*)

Egyptian Goose (*alopochem aegyptiacus*)

## Bird Species found in and around The Boardwalk

European Starling (*sturnus vulgaris*)

European Swallow (*hirundo rustica*)

Familiar Chat (*cercomela familiaris*)

Feral Pigeon (*columba livia*)

Fiscal flycatcher (*sigelus silens*)

Greater Double Collared Sunbird  
(*nectarinia afra*)

Greater-striped Swallow (*hirundo cucullata*)

Grey Sunbird (*nectarinia veroxii*)

Greyheaded Sparrow (*passer griseus*)

Helmeted Guinea Fowl (*numida meleagris*)

Hoopoe (*upupa epops*)

Jacobin Cuckoo (*clamator jacobinus*)

Laughing Dove (*streptopelia senegalensis*)

Lesser-striped Swallow (*hirundo abyssinica*)

Longbilled Pipit (*anthus similis*)

Mocking Chat (*thamnolaia cinnamomeiventris*)

Olive Bush Shrike (*telophorus olivaceus*)

Olive thrush (*turdus olivaceus*)

Orange breasted Bush shrike (*telophorus sulfureopectus*)

Redeyed Dove (*streptopelia semitorquata*)

## Bird Species found in and around The Boardwalk

- \* Redfaced Mousebird (*colius indicus*)
- \* Rednecked Francolin (*francolinus afer*)
- \* Redwinged Starling (*onychognathus morio*)
- \* Reed Cormorant (*phalacrocorax africanus*)
- \* Rock Pigeon (*columba guinea*)
- \* Sand Martin (*riparia riparia*)
- \* Scalythroated Honeyguide (*indicator variegatus*)
- \* Sombre Bulbul (*andropadus importunus*)
- \* Southern Boubou Shrike (*laniarius ferrugineus*)
- Speckled Weaver (*ploceus ocularis*)
- Spectacled Mousebird (*colius striatus*)
- Spotted-backed Weaver (*ploceus cuculatus*)
- Spotted Eagle Owl (*bubo africanus*)
- Spotted Flycatcher (*muscipapa striata*)
- Stone-chat (*saxicola torquata*)
- Wattled Starling (*creatophora cinerea*)
- Whitebrowed Scrub Robin (*erythropgia leucophrys*)
- Yellow billed kite (*milvis migrans parasitus*)

## Bird Species found in and around The Boardwalk

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# CSI - EDUCATION, HEALTH and WELFARE...

**CSI July to September 2016**

## **EDUCATION, HEALTH AND WELFARE**

<b>Project /</b>	<b>Proposal</b>	<b>Amount</b>
<b>Ilitha Education Centre</b>	We paid three months rental for a photocopier machine. We also sponsored a new computer for the school	R4 107
<b>Stop Hunger Now</b>	We partnered with Stop Hunger Now in honor of Mandela day and packaged 148000 food packs for the disadvantaged communities. We were honoured to host public figures from government, Council of Churches, Celebrities, SABC, Mandela Royal Family and communities. This event was well covered by the media	R227 403
<b>CEO Sympathy Sleep Out</b>	In line with Head Office we supported the CEO Sleep Out by participating in a Sympathy CEO Sleep Out. 32 company CEO's around PE and gambling board joined the Sleep Out. We bought 120 blankets for the homeless and were delivered in the morning with soup and bread. We managed to raise R150 000 on the night and the money will be sponsored to 2 charities Khayaletu Youth Centre and Healing Minds.	R12 500
<b>TOTAL</b>		<b>R244 010</b>

# CSI - EDUCATION, HEALTH and WELFARE

**CSI OCTOBER TO DECEMBER 2016**

## **EDUCATION, HEALTH AND WELFARE**

<b>Project /</b>	<b>Proposal</b>	<b>Amount</b>
<b>Ilitha Education Centre</b>	We paid three months rental for a photocopier machine. We also sponsored a new computer for the school	R4 107
<b>Khaya lethu Youth centre</b>	We donated school uniform, lawnmower, clothes and a trailer for the boys. We also renewed their DSTV subscription for the year.	R79 509
<b>Department Of Education</b>	In line with Head Office we are participating in flagship project of digital content on hospitality studies. We identified 3 schools around the metro and the project will be launched in March 2017.	R205 200
<b>Dora Nginza Christmas Party</b>	We sponsored Christmas lunch and toys for the kids from Dora Nginza hospital and Livingstone hospital. Directors of Emfuleni Resorts Mrs Bongiwe Siwisa and Ms Nominise Gogo and the General Manager Mike Van Vuuren hosted the party.	R16 000
	<b>TOTAL</b>	<b>R304 816</b>

# CSI - EDUCATION, HEALTH and WELFARE

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**CSI JANUARY TO MARCH 2017**

## **EDUCATION, HEALTH AND WELFARE**

<b>Project /</b>	<b>Proposal</b>	<b>Amount</b>
<b>Healing Minds in Walmer</b>	We paid for the kitchen renovations for the Healing Minds project, installation of electricity and plumbing. The kitchen will be used for preparing food for the elderly and vulnerable children.	R70 105.00
<b>Department of Education</b>	We paid the balance of the money towards the School Net project	R7 144.30
	<b>TOTAL</b>	<b>R77 249</b>

# CSI - EDUCATION, HEALTH and WELFARE

**CSI APRIL TO JUNE 2017**

## **EDUCATION, HEALTH AND WELFARE**

<b>Project /</b>	<b>Proposal</b>	<b>Amount</b>
<b>Healing Minds in Walmer</b>	Executive management painted the sewing room at Healing Minds as part of Sweat Equity	R10 000.00
<b>Department of Education</b>	We paid the balance of the money towards the School Net project	R44 455
<b>Stop Hunger Now</b>	We sponsored the ingredients for the Stop Hunger Now event	R131400
<b>Qhayiya Junior Secondary School</b>	We sponsored laptops and laptop bags to 10 children from the Koukamma Municipality to enhance results	R46 980
	<b>TOTAL</b>	<b>R232 835</b>

**TOTAL AMOUNT SPENT - R858 910**

# CSI Projects – Operation Stop Hunger

Sun Boardwalk partnered with Stop Hunger Now organization and packed in excess of 80 000 food parcels to be distributed to organizations in the Nelson Mandela Metro as part of the Mandela Day initiative.



# CSI Projects – Mandela day Operation Stop Hunger initiative

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# CSI Projects

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The Eastern Cape Teachers attended Digital Content in Hospitality Training at The Boardwalk ICC together with Peggy Mokhatla ( The Boardwalk CSI Manager) and each was awarded with a brand new laptop. This project is sponsored by Sun International.



# CSI Projects

Boardwalk sponsored 250 underprivileged children from surrounding schools for a day at The Boardwalk and a visit to the Moscow Circus



# CSI Projects

Boardwalk sponsored Honeybees Early Education Centre catering to informal settlements.



# Environmental Awareness Training

## Environmental Programme

**The SunGlow environmental programme was designed by “Learn to Lead” in conjunction with the HO, L&D team and Environmental Project team.**

**The four hour 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”.**

Sun Glow 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. Sunglow 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.

### **Sunglow sustainability strategy comprises of:**

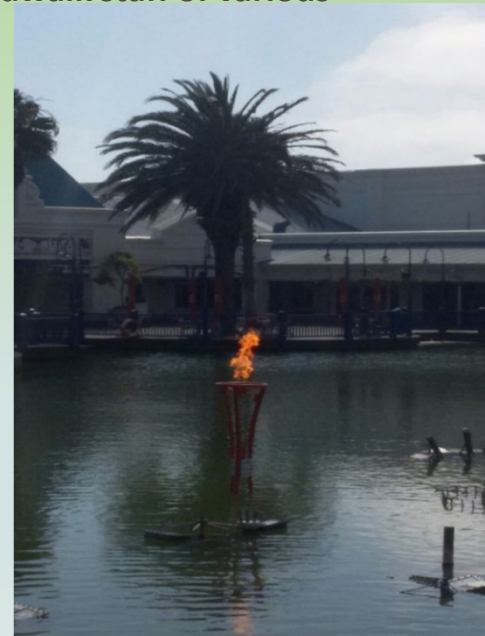
- Climate change and resource conservation
- Community investment
- A sustainable friendly corporate culture
- Sustainability partnerships and Legal compliance
- Best practice Environmental Management System (EMS)
- Green procurement and transparent performance reporting

# Environmental Awareness Days

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**The Boardwalk is committed to raising awareness about environmental issues. Every year the Environmental Manager highlights important environmental days by putting up posters around the complex. This serves to inform the public as well as The Boardwalk staff of various environmental issues.**

17-23 March	Water Week
22 March	World Water Day
29 March	Earth Hour
5 June	World Environment Day
1-7 September	National Arbor week
27 September	World Tourism Day
1 December	World Aids Day



# Responsible Gambling

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## **The Boardwalk, under the Management of Sun International, continues to strive to educate and promote the importance of responsible gambling amongst staff and patrons alike.**

From July 2015 to June 2016, **101** self-exclusions were completed. From July 2016 to June 2017, **95** were completed, which indicates a decrease of **94%**.

The Boardwalk continues to implement and upgrade its Responsible Gambling commitment.

The Boardwalk 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 females were marginally more than males.

Substantially, more MVG slots players applied for self-exclusions than MVG tables players. The Boardwalk's Statistics show a notable decrease 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.

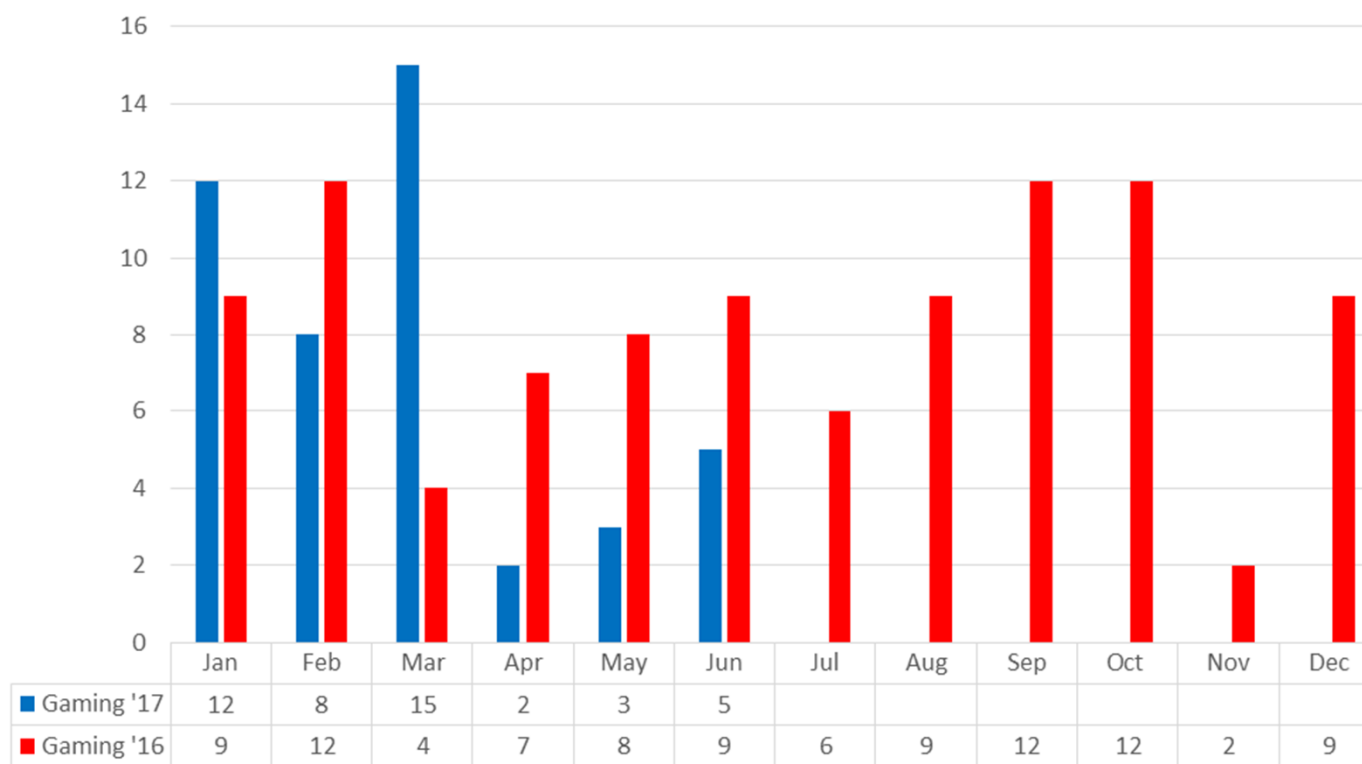
All of The Boardwalk staff are required to undergo Responsible Gambling training.

As a result of the pro-active measures and constant training carried out by The Boardwalk, Sun International's Group Internal Audit department score for Responsible Gambling Compliance for the period was the same as previous year at **96%**.

The Boardwalk 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 – July 2016 – June 2017

THE BOARDWALK SELF EXCLUSION COMPARISON



# The Boardwalk Retail Complex

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**An Environmental Management System (EMS) has been developed and rolled out to all Boardwalk tenants.**

Dean Blom, the Environmental Manager, heads up this project in conjunction with other key management on the complex.

Environmental Protection and Sustainable Development are the key factors, and the tenants are constantly being challenged to demonstrate their commitment to the environment. This is the reason for putting together the EMS programme.

The water and energy usage of retail tenants is monitored and all the waste generated is brought to central waste yard for sorting and recycling.

Other tenants are offered free Environmental Awareness training via the Boardwalk training Centre. Their energy and water usage as well as waste generated is included in the Boardwalk Complex sustainability reporting figures.

# The Boardwalk Lake System

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**The Boardwalk Lake system holds 17 000 cubic litres of water, and consists of an upper level (known as the bumper boat lake) and a main middle level (creating the main lake).**

The entire lake system is filtered through the filtration plant situated under the Marine Drive upper lawn. The size of this underground filtration plant is equivalent to the size of a tennis court. The full capacity volume of water in the lake system is fed by six return inlets. Each inlet pumps 5,25 litres of water per second back into the lake system.

The lake is also re-filled through a borehole system that is 33 metres deep and pumps water into the lake system at 5,25 litres per second for 10 hours per day. This allows for the evaporation level to remain constant. The extraction of water is done through a permit.

Water-in-use readings are taken on a daily basis by the maintenance department. Public restrooms account for a considerable portion of the water used by the complex.

The quality of water is tested monthly by the Nelson Mandela Metro University for quality, turbidity, and algae.

Irrigation of all gardens on The Boardwalk Complex is now carried out manually as opposed to being run through an automatic system on timers. Manual irrigation allows for smart water of areas.

# Boardwalk Lake System

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## **Nelson Mandela Metropolitan University continues to monitor water quality of the lake.**

The NMMU continues to assist with the management of the micro algae in the lake.

The monthly water samples and analysis of the lake water is still been done monthly to test for toxic algae and water quality.

The lake consists of approximately 17 000 cubic metres of water which circulates over three days in the treatment process.

The lake supports a diverse range of aquatic life.

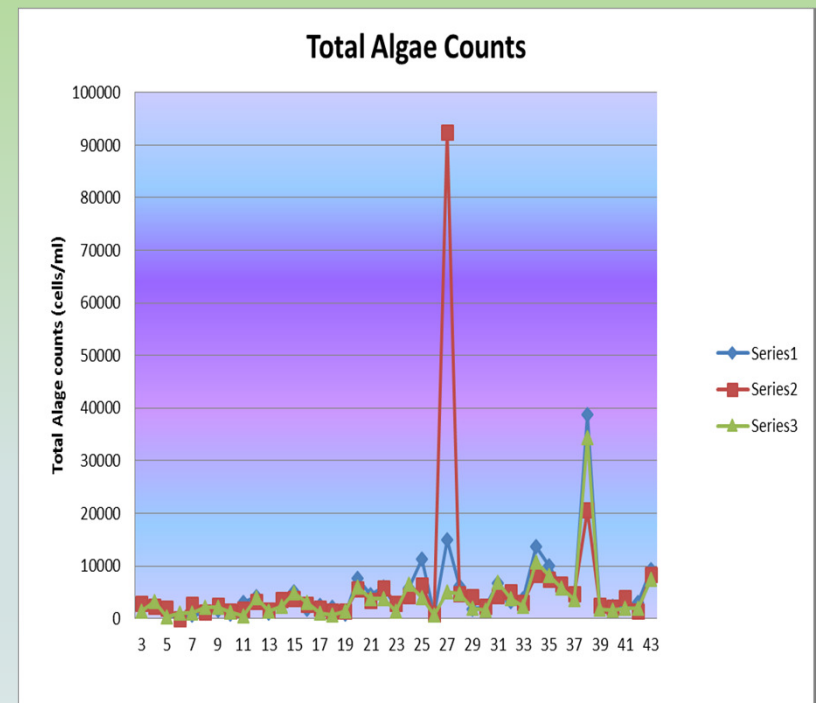
It was found that the water was of good quality but high levels of algae were noticed due to high levels of nutrients especially after rains due to run off from gardens increasing nutrients.

The UV lights installed kill off the algae which sink to the bottom and when sufficient biomass is obtained, this then floats to the surface in the form of a brown foam which is removed by hand.

The lake operates as a closed ecosystem and is very healthy as can be seen by the amount of fish, frogs and birdlife present.

# Boardwalk Lake System

		Total Microalgal count cell/ml		
DATE	No.	Main Lake	Boat Pond	Ampitheatre
6/7/2013	1			
8/5/2013	2	6781	N/D	N/D
8/21/2013	3	2025	2900	1480
8/28/2013	4	2920	2330	3225
9/12/2013	5	1050	1990	260
9/17/2013	6	10	15	1090
9/25/2013	7	690	2765	1015
10/3/2013	8	955	1265	2115
10/17/2013	9	1605	2410	2130
11/5/2013	10	890	1420	1145
11/12/2013	11	3115	1795	545
3/2/2014	12	4215	3315	3983
25/2/2014	13	1020	1600	1485
31/3/2014	14	2825	3690	2290
05.05.2014	15	5060	3835	4890
26.05.2014	16	1725	2645	2985
24.06.2014	17	2470	1990	965
06.08.2014	18	2070	1415	700
01.09.2014	19	785	1335	1340
06.10.2014	20	7700	5615	6070
03.11.2014	21	4450	3430	3760
01.12.2014	22	5987	5887	3853
26.01.2015	23	2180	2880	1360
23.03.2015	24	5860	4420	6560
28.04.2015	25	11350	6420	3934
25.05.2015	26	829	853	670
22.06.2015	27	15000	92500	5000
12.08.2015	28	6240	4680	4690
14.09.2015	29	1835	4120	1860
27.10.2015	30	2320	2390	1555
24.11.2015	31	6750	4330	6860
20.01.2016	32	3300	5150	3775
24.02.2016	33	3735	3060	2345
30.03.2016	34	13705	8300	10715
30.05.2016	35	9995	7470	8270
28.06.2016	36	6050	6465	5785
26.07.2016	37	3730	4775	3535
05.09.2016	38	38800	20600	34300
05.10.2016	39	2315	2440	1740
31.10.2016	40	2315	2055	1670
05.12.2016	41	1925	3875	1990
22.02.2017	42	3100	1380	1930
19.04.2017	43	9280	8295	7360



# Management of the Lake System

## InnoVenton Analytical

North Campus, P.O. Box 77000,  
Port Elizabeth, 6031, South Africa,  
1-11 Gomery Avenue, Summerstrand, 6001  
Fax: 041 504 1846, Ph: +27(0)41 504 3245  
mailto: [Louise.Hamilton@nmmu.ac.za](mailto:Louise.Hamilton@nmmu.ac.za)



**Nelson Mandela  
Metropolitan  
University**

*for tomorrow*

### TEST REPORT

<b>Date</b>	04 July 2017	<b>Report number</b>	17/268
<b>Contact Person</b>	Dean Blom	<b>Date sample received</b>	21 June 2017
<b>Name and address of client:</b>	The Boardwalk Casino and Entertainment World 2 <sup>nd</sup> Avenue Summerstrand Port Elizabeth 6001	<b>Order Number</b>	PO580948
		<b>Phone</b>	041-507 7777
		<b>Mobile</b>	N/A
		<b>Fax</b>	041-507 7752
		<b>Email</b>	<a href="mailto:Dean.blom@za.suninternational.com">Dean.blom@za.suninternational.com</a>

CUSTOMERS SAMPLE DESCRIPTION:	REQUEST:	TM No.:
Lake (Recreational) Water	Monthly monitoring: TBPC, Total microalgal count, pH, EC, TDS, Turbidity, Cl, NO3, SO4, Hardness	MIC0001 MIC0011 WTR0001 WTR0002 WTR0003 WTR0006 WTR0012 WTR0037

<b>Technical Manager</b>	L. Hamilton
<b>Signature</b>	

# Management of the Lake System

## RESULTS

Customer Description					Main Lake	Boat	Amphitheatre
IA#					2017-1302	2017-1303	2017-1304
Analysis unit	Test Method	Method Status	Date Analyzed	Signature	Results		
Total Microalgal Count Cells/ml	MIC0011	TBV	21.06.2017	NR	7 520	5 985	7 080
Total Bacterial Count CFU/ml	MIC0001	TBV	21.06.2017	NR	3 900	5 350	4 500

Sample Identification					Main Lake	Boat	Amphitheatre
InnoVenton IA#					2017-1302	2017-1303	2017-1304
Analysis Description	Test Method	Method Status	Date Analyzed	Signature*	Results		
pH	WTR0001	TBV	23.06.2017	TD	8.46	8.58	8.54
TDS mg/l	WTR0006	TBV	28.06.2017	TD	1020	1053	1038
Conductivity mS/m	WTR0002	TBV	30.06.2017	TD	139.3	142.2	140.5
Turbidity NTU	WTR0003	TBV	30.06.2017	TD	28.44	110.0	50.95
Chlorides as Cl <sup>-</sup> mg/l	WTR0013	TBV	30.06.2017	TD	406.1	407.5	389.6
Nitrates as NO <sub>3</sub> mg/l	WTR0013	TBV	30.6.2017	TD	< 1	< 1	< 1
Sulphate as SO <sub>4</sub> mg/L	WTR0013	TBV	30.06.2017	TD	64.24	65.46	64.89
Hardness mg/L	WTR0037	TBV	30.06.2017	TD	135.0	142.0	136.0

\* signature analyst who carried out the test

Please note: N/D = not detected, N/A = not analyzed, TBV= To be validated/verified

# Management of the Lake System

## Method Statistics

ANALYSIS DESCRIPTION	TEST METHOD	LOD	Uncertainty
Total Microalgal Count Cells/ml	MIC0011	TBV	TBV
Total Bacterial Count CFU/ml	MIC0001	TBV	TBV
pH	WTR0001	TBV	TBV
TDS mg/l	WTR0006	TBV	TBV
Conductivity mS/m	WTR0002	TBV	TBV
Turbidity NTU	WTR0003	TBV	TBV
Chlorides as Cl <sup>-</sup> mg/l	WTR0013	TBV	TBV
Nitrates as NO <sub>3</sub> mg/l	WTR0013	TBV	TBV
Sulphate as SO <sub>4</sub> mg/L	WTR0013	TBV	TBV
Hardness mg/L	WTR0037	TBV	TBV

# Management of the Lake System

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The following has been done:

Full water analysis of the borehole feed water to establish the nutrient content.

Full analysis of the lake water from 3 sampling points to establish the condition of the water in the lake.

## **Microalgae identification**

The monitoring microalgae screen has been performed to determine whether the lake contains any potentially toxic microalgae that could be harmful to either the aquatic life or to humans who come into contact with the lake water.

## **Microalgae removal**

This is being done through the use of UV-irradiation.

This approach will have zero impact on the chemical composition of the lake or the existing aquatic life and will be cost effective and easy to integrate in the current lake water management system.

Removal of dead biomass is being done through the existing filtration system and by hand once dead algae floats to the surface.

## **Long-term monitoring/maintenance**

On-going monitoring ensures that water conditions will be maintained to prevent recurrence of the microalgae infestation.

The following is done:

Monitor the lake at 3 sampling points on a monthly basis to track the nutrient levels and bacterial loadings.

Analyse the current filtration plant's efficiency in removing nutrient components (introduced into the lake via fish, bird excretions).

# Water Saving

## Water :

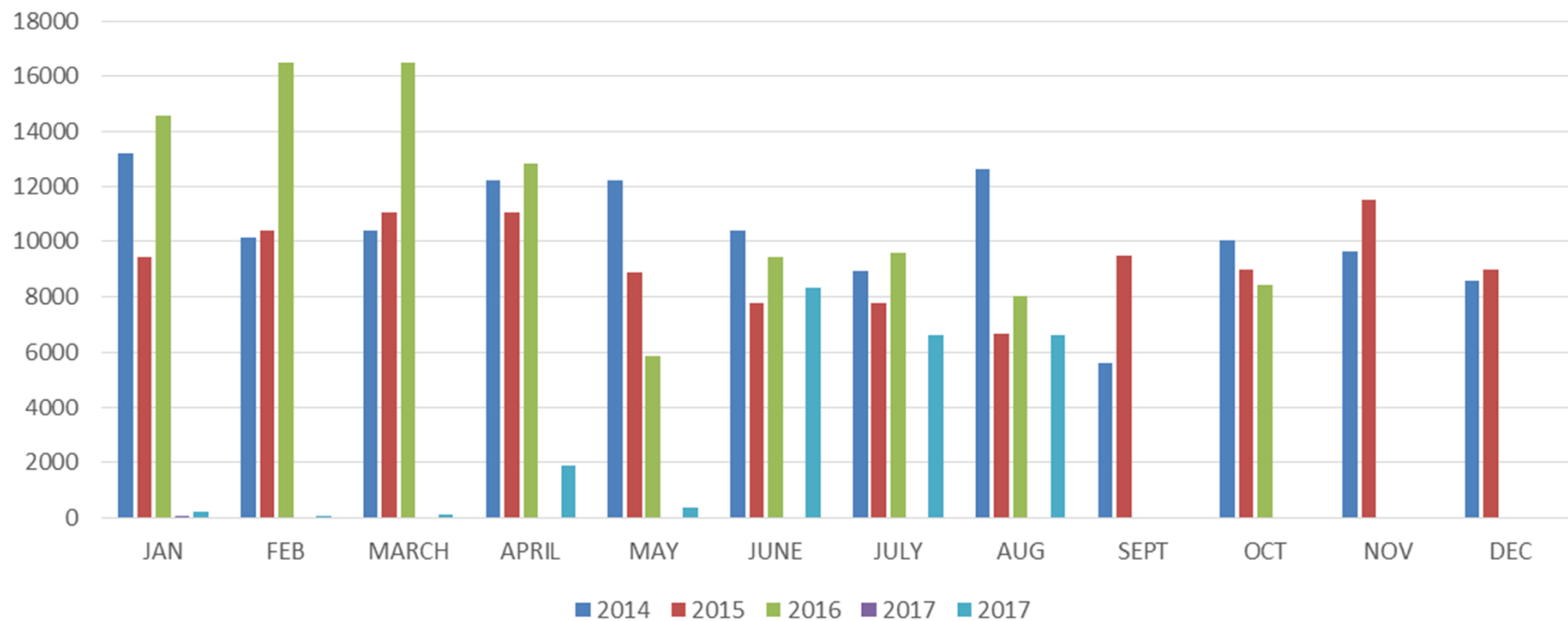
In the ongoing effort to reduce water consumption it has been requested from hotel guests who are staying more than one day to assist with only asking for linen or towels that they deem need to be washed to be sent to the laundry.

As can be seen by the graph below, water saving is been achieved month on month year on year.

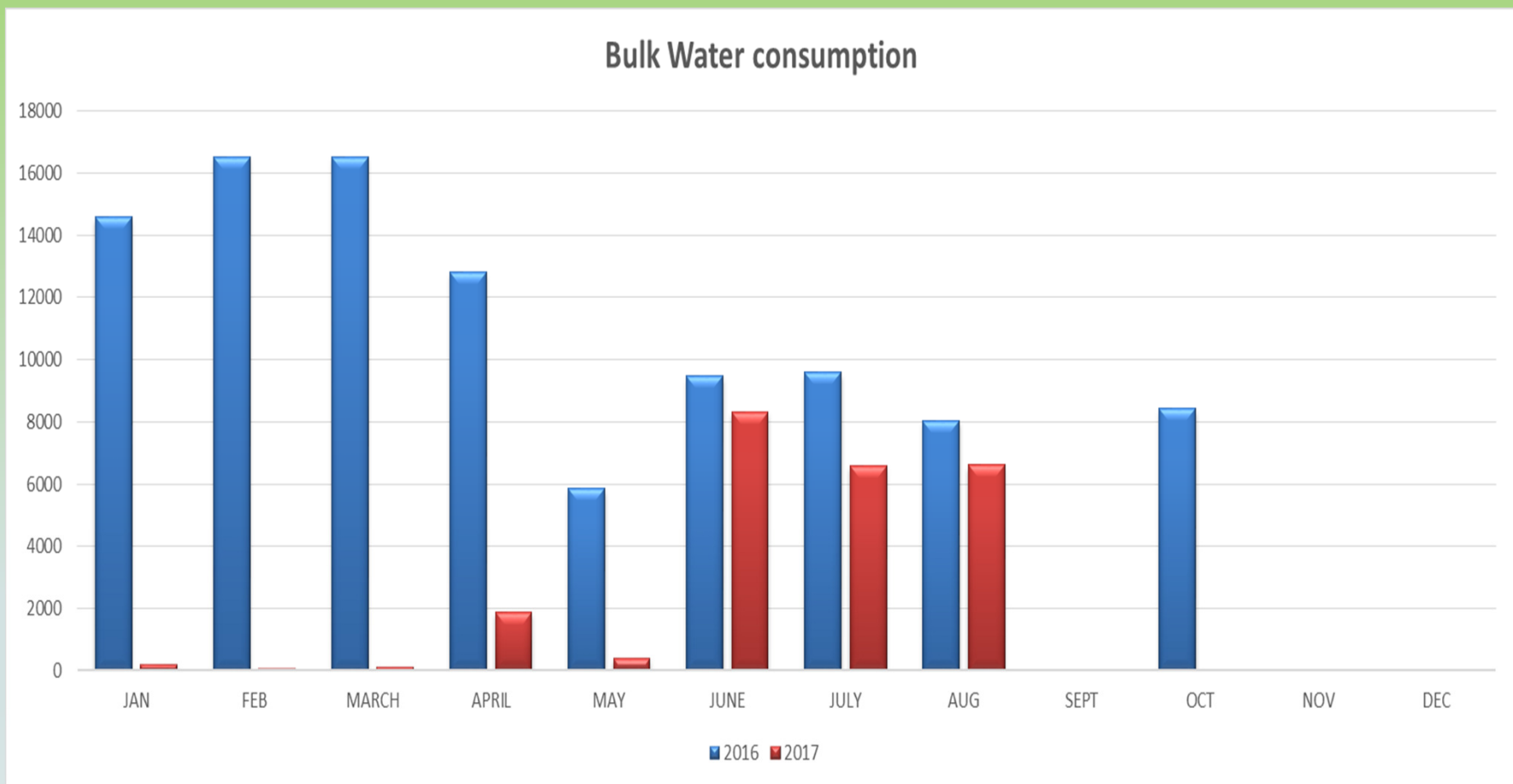


# Bulk Water Meter Usage

Bulk water consumption



# Bulk Water Meter Usage

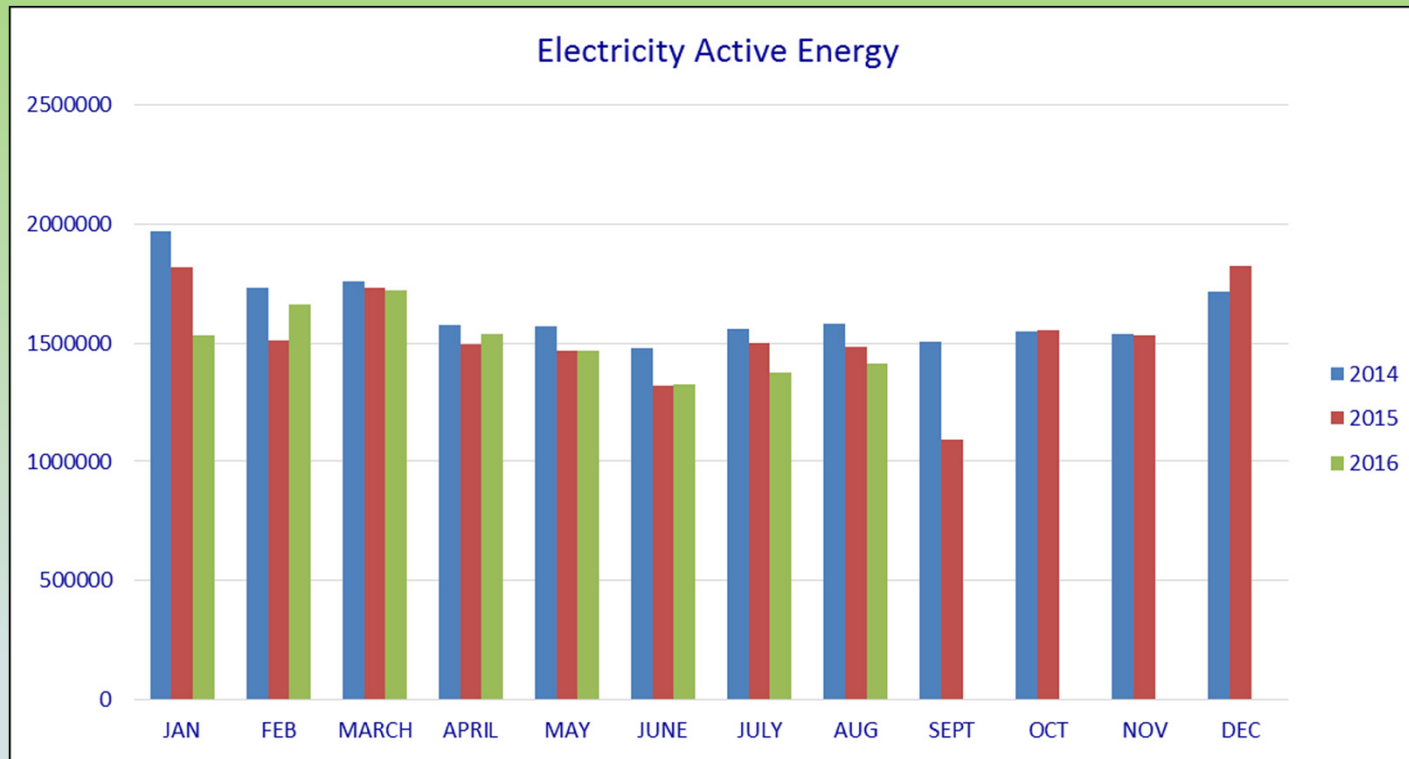


# The Boardwalk water

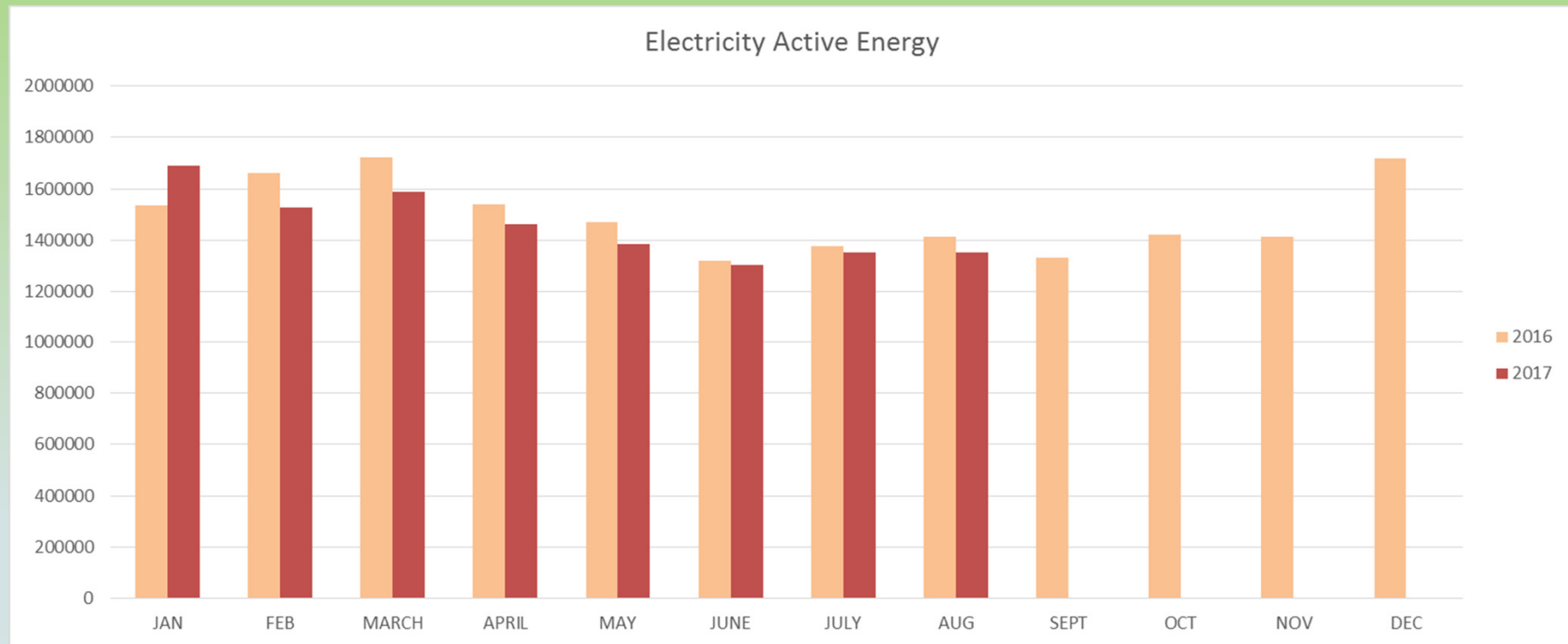
Waterless car washing initiative solution in basement parking



# Electricity Usage



# Electricity Usage



# Comment Form

PLEASE FORWARD TO DEAN BLOM AT THE BOARDWALK: [DEAN.BLOM@SUNINTERNATIONAL.COM](mailto:DEAN.BLOM@SUNINTERNATIONAL.COM) OR CALL 041 507 7937

What is your overall opinion of the report?:


Excellent

Good

Poor

Comments : .....

Suggestions: .....

