GOCHEGANAS LODGE & NATURE RESERVE SCOPING REPORT AND ENVIRONMENTAL MANAGEMENT PLAN

Date: January 2026

Application Number:

Applicant: Namibia Estate Enterprises [PTY] Ltd. t/a GocheGanas Lodge

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Enviro Dynamics

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ENVIRO DYNAMICS
Environmental Management Consultants

Project Name	Environmental Scoping Report and Environmental Management Plan
Listed Activities in terms of Environmental Management Regulations, 2012	Section 6 "The Construction of resorts, lodges, hotels and other tourism and hospitality facilities. Section 8.1 "The abstraction of groundwater for commercial purposes Section 8.6 "The Construction of domestic waste water treatment plants and related pipeline systems
Stage of Report	Final Report for Submission
Client	Owner: Namibia Estate Enterprises [PTY] LTD. trading as GocheGanas Lodge & Nature Reserve Enquiries: Ingo Stritter Tel: +264 81 124 1115 E-Mail: ceo@gocheganas.com Website: https://gocheganas.com/
Environmental Assessment Practitioner	Enviro Dynamics Enquiries: Stephanie van Zyl (EAP) Tel: +264 811287002 E-Mail: stephanie@envirod.com CV: Appendix A.
Date of Release	January 2026
Contributors to the Report	Stephanie van Zyl

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ACRONYMS AND ABBREVIATIONS

BOD	Biological Oxygen Demand
DEA	Directorate of Environmental Affairs
DWA	Department of Water Affairs
ECC	Environmental Clearance Certificate
EMP	Environmental Management Plan
MEFT	Ministry of Environment, Forestry and Tourism

1 INTRODUCTION

Namibia Estate Enterprises [PTY] Ltd. trading as GocheGanas, also known as GocheGanas Lodge and Nature Reserve, hereafter referred to as "GocheGanas"/"the lodge", appointed Enviro Dynamics to apply for an Environmental Clearance Certificate (ECC) from the Ministry of Environment, Forestry and Tourism for the Lodge facilities. The Environmental Management Act (2007) and Regulations (2012), have, as a listed activity the construction of resorts, lodges, hotels and other tourism and hospitality facilities. The abstraction of groundwater and treatment of waste water also require environmental clearance in terms of this act, both which are in operation at the lodge.

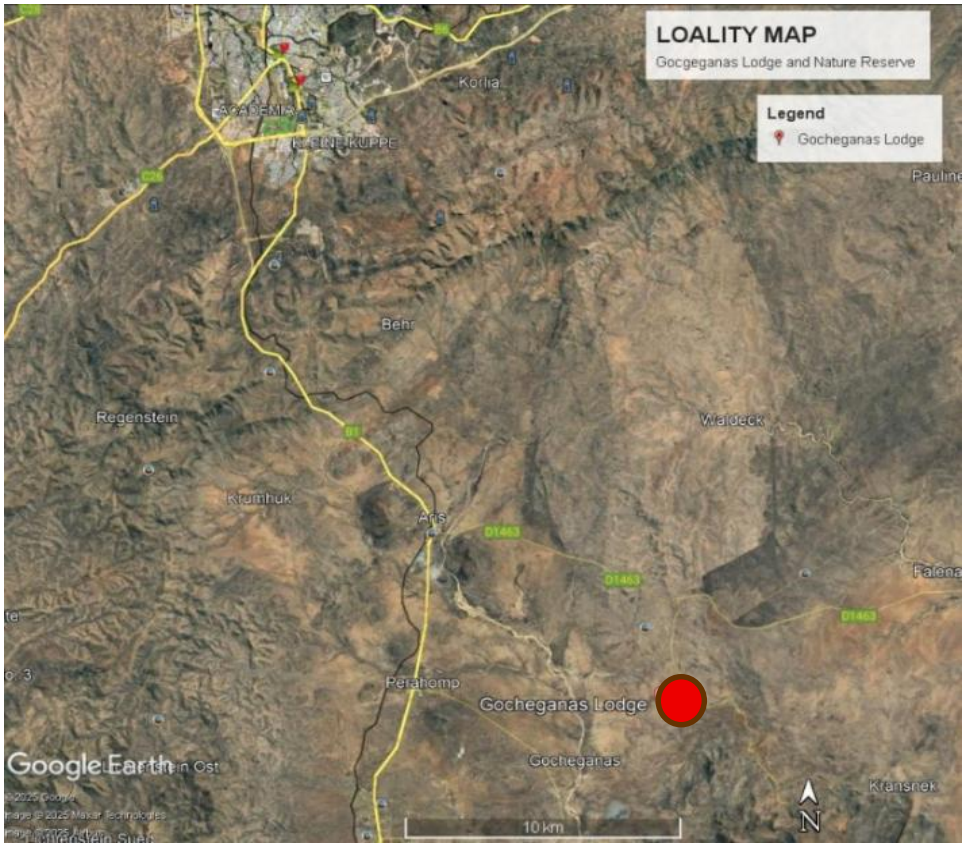

Figure 1: Locality map of GocheGanas Lodge and Nature Reserve.

The lodge has been in operation since 2004, prior to the implementation of the Environmental Management Act and desires to align its operation with the provisions of this act. This report is a brief environmental assessment and environmental management plan, which is the information necessary for the ECC application.

The Environmental Assessment is based on the information gathered through:

- Information gathered about the Lodge from the CEO of the company
- A site visit performed on 4 November 2025.
- Secondary baseline data of the study area, coupled with long term working experience of the area.

2 PROJECT DESCRIPTION

Table 1 below provides a summary of the various features of the lodge.

The reader is encouraged to visit https://gocheganas.com/ for a visual understanding and overview of the facilities. See the main infrastructural elements and layout at the lodge area on Figures Figure 4Figure 5 overleaf.

Table 1: Main features of the facilities

FEATURES	DESCRIPTION
LAND DESCRIPTION AND SIZE	Portion 7 of Farm GocheGanas no. 26, Khomas, Windhoek, Namibia Including the remaining extent of Portion 1 and Portion 3 of Farm Waldeck no. 28 and Portion 11 of Farm GocheGanas no. 26 • 5.617,36 Hectares
LOCALITY AND ACCESS	• 35 km south of Windhoek, access from the D 1463 (See Figure 1). • A parking area exists at the bottom of the hill, from there guests are transported to their chalets. • Transfers from the airport and Windhoek are also arranged. • The lodge is wheelchair and disability friendly.
ACCOMMODATON	• 16 luxury en-suite, decked, airconditioned chalets. 
WELLNESS CENTRE	• One outdoor large pool and one heated indoor pool and sauna facilities. • A range of wellness treatments, products and services are offered. 
NATURE RESERVE AND ACTIVITIES	• The nature reserve has a wildlife population with 25 large mammal species, including White Rhino. • Wildlife management is conducted according to MEFT policy. • Scenic drives to value the unique physical, natural and archaeological landscape. • Game drives and Nature Walks. 
EMPLOYEE STRUCTURE	• Chief Executive Officer and Chief Operating Officer. • 53 Staff on average of which 50% are male and 50% female. • Staff accommodated on site, with options for couples and single staff. • Ongoing training as per policies. • See Annexure D.

FEATURES	DESCRIPTION
SERVICES INFRASTRUCTURE	
WATER SUPPLY AND WATER CONSERVATION	• The lodge uses a total of up to 50m³ water per day. • Water is pumped from three boreholes which are registered with the Department of Water Affairs and Forestry. There is one main borehole which supplies to the lodge (Appendix B). A pipeline system conveys the water to tanks at the lodge. • GocheGanas is water wise with a total indigenous garden, except the lawn at the swimming pool. The indoor pool is covered to prevent water loss through evaporation, guests are encouraged to conserve water, including laundry demand. 
WASTE WATER TREATMENT	• The lodge has septic tanks, the sludge which is periodically de-sludged by the City of Windhoek. • The waste water is conveyed via a pipeline to a newly installed ZF2400 Fusion series WWTP modular Waste Water Treatment Plant with dual disinfection (UV and Chlorination) (Appendix C). • The treated water from the WWTP will be used for gardening and it is envisaged to install an automative sprinkling system for the lawn at the swimming pool. Water consumption is being monitored and water leakages constantly detected and repaired. • It is envisaged to install water meters at the various centres of the lodge, including the kitchen, laundry, wellness centre, and rooms to improve monitoring of water usage.  Figure 2: Wastewater treatment plant
ELECTRICITY SUPPLY	• The entire lodge is powered by NamPower, including borehole and water reticulation pumps (one borehole pump is recently replaced by a solar installation)
DOMESTIC WASTE DISPOSAL AND CHEMICALS HANDLING	• Kitchen waste is separated from the general waste and used for composting. • Card board boxes and paper are also separated and used for the donkies (water heating) at the staff village. • The remaining waste is kept in skips and removed by OTS, who separate the waste and dispose of it at the Kupferberg waste disposal site. • Chemicals are stored in separate locked rooms, with a concrete floor/ceiling, under roof and locked.  Figure 3: Chemicals and gas storage, waste separation at the lodge – bunded, contained, locked.

Figure 4: Layout of main features at the lodge area

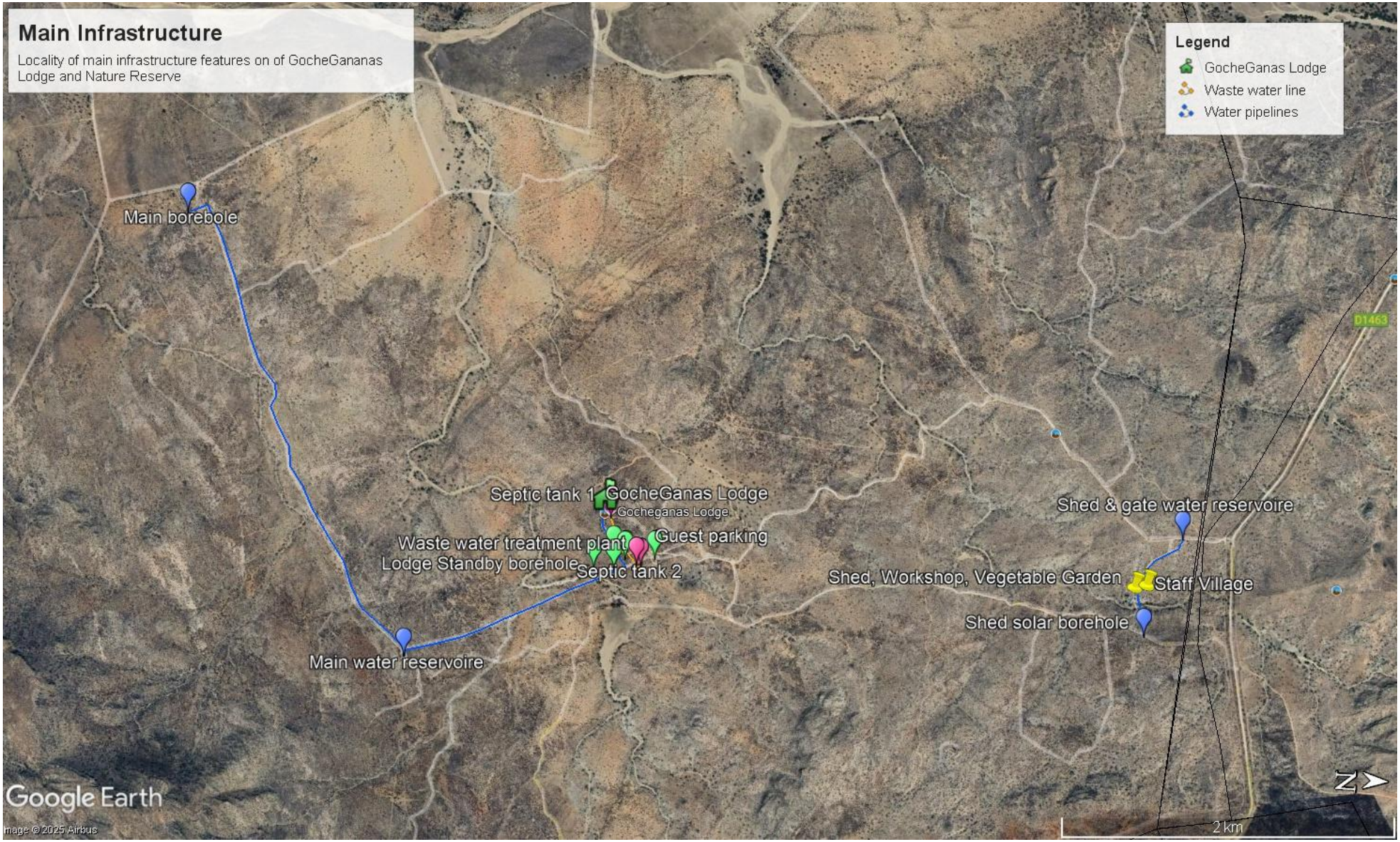

Figure 5: Main Infrastructure on Farm

3 ENVIRONMENTAL AND SOCIAL BASELINE CONDITIONS

This section provides the key ecological and social characteristics of the study area, based mostly on experience of the area and information from the 2023 Census.

Table 2: Environmental baseline of each site alternative

<table>
<tr><th>FEATURE</th><th>DESCRIPTION</th></tr>
<tr><td>Surrounding Land use</td><td>Agriculture with cattle and wildlife, tourism, low density residential estates. Aris is the nearest settlement, with a school, restaurant, quarry, brick making, and weighbridge.</td></tr>
<tr><td>Landscape and Visual quality</td><td>Uninterrupted vistas at the lodge, situated on a rocky outcrop, with vistas across a large open plain.</td></tr>
<tr><td>Demographics</td><td>Windhoek, the main centre from where goods and services are obtained for the lodge, and from where the staff is employed, has an estimated 486169 people according to the 2023 Census. Current unemployment rate is 36.8% [1]. Aris is the closest settlement which does not offer accommodation.</td></tr>
<tr><td>Classification of climate:</td><td>Semi-arid highland savannah</td></tr>
<tr><td>Temperatures</td><td>Highest temperatures measured in December with an average daily maximum of 31°C and minimum of 17,3°C; the coldest temperatures are measured in July with an average daily maximum of 20,4°C and minimum of 6,4°C.[2]</td></tr>
<tr><td>Precipitation</td><td>350 to 400mm per year. Sporadic and unpredictable, high intensity, highly localised storm events between October and April. Evaporation exceeds precipitation by approximately 93%.</td></tr>
<tr><td>Wind</td><td>Predominantly easterly, southerly and south-easterly. Southerly and north-easterly airflow is also common. Dry and dusty westerly winds blow in the afternoons and evenings in early summer. Localised wind directions for the area have not been recorded.</td></tr>
<tr><td>Habitat and vegetation</td><td>Highland shrubland – shrubs and low trees.
Also known as Khomas Hochland brokenveld, undulating rocky and gravelly hills. Many smaller micro-habitats occur within this wide classification. Supports a wide variety of biodiversity, and important for conservation.</td></tr>
<tr><td>Biodiversity</td><td>Numbers of species recorded in Khomas Hochland brokenveld:
<table>
<tr><th></th><th>Number</th><th>Endemic/near endemic</th></tr>
<tr><td>Vegetation</td><td>526</td><td>80</td></tr>
<tr><td>Arthropoda</td><td>117</td><td>13</td></tr>
<tr><td>Birds</td><td>168</td><td>149</td></tr>
<tr><td>Amphibians</td><td>6</td><td>2</td></tr>
<tr><td>Reptiles</td><td>42</td><td>15</td></tr>
</table>
</td></tr>
</table>

[1] nsa.org.na/wp-content/uploads/2025/01/2023PHC-Labour-Force-Report-_Media-Statement.pdf

[2] John Mendelsohn, et. al. Atlas of Namibia, A Portait of the Land and its people. (David Philp:2002).

	Mammals	69	20
Rocky hills	The lodge is situation on a rocky hill surrounded by a large plain. Home to a wider variety of plants than in the plains; noticeably Witgat (*Boscia albitrunca*), Vaalbos (*Tarchonantus camphorates*), Kudubush (*Combretum apiculatum*) Mountain Thorn (Acacia hereroensis) and Windhoek Aloe (Alow Littoralis). Soils are shallow and susceptible to erosion. The ''pebble mulch'' on the soil surface is an important protection against erosion, slowing down run-off and causing water to infiltrate.		
Soils	Lithic Leptosols (shallow soils that lie directly over continuous hard rock) and Eutric Regosols (weakly developed mineral soils with little organic matter and nutrient accumulation)		
Surface water	Drains Southwards towards the Usib River (ephemeral)		
Groundwater	Generally an area with low potential. Aquifers are in Granite, gneiss, pegmatite.		

4 ENVIRONMENTAL MANAGEMENT PLAN: LODGE OPERATIONS

4.1 PURPOSE, OBJECTIVES AND STRATEGIES OF THE ENVIRONMENTAL MANAGEMENT PLAN (EMP)

An EMP is a list of management actions needed to ensure that undue or reasonably avoidable adverse impacts of the operations of an establishment are prevented; and that the positive benefits are enhanced. It assigns responsibilities to the management cadre of the lodge for implementing its provisions and should be used as a checklist to monitor compliance at the site.

While the focus is on operations, provision is also made for any construction activities which may include any renovations or extensions. With the renewal of the ECC, such extensions will also be reported on.

The objectives of this plan are to:

- Ensure all environmental safeguards are carried out correctly.
- Minimise adverse impacts on the environment.
- Conserve the biodiversity of the site and surrounds.
- Ensure the wellbeing and upliftment of the local community and employed staff.
- Meet the requirements of all relevant legislation.
- Monitor the lodge for environmental and social impact.

The strategies to achieve the objectives are:

- Control waste generated, through best practice interventions, from the operation of the lodge. Make use of opportunities to minimise waste and to re-use or recycle materials.
- Maintain current indigenous gardens, and minimise future disturbance to surrounding vegetation, fauna, and environmentally sensitive areas.
- Monitor waste water quality.
- Monitor and review environmental procedures and audit compliance to ensure standards are being maintained whilst highlighting potential areas for improvement.
- Adopt reasonable controls for preventing ground, and surface water pollution.
- Train employees and promote environmental awareness and commitment.
- Ensure socio-economic benefits to associate communities.
- Keep abreast of and comply with legislation, regulations and codes of practice on environmental matters relevant to the operational activities of the lodge.

4.2 LEGAL IMPLICATIONS AND OBLIGATIONS

This Environmental Assessment and EMP will be submitted to the DEA of the Ministry of Environment, Forestry and Tourism (MEFT). The MEFT will issue a pro-forma environmental clearance to the proponent. The Environmental Clearance places the proponent under a legal obligation to adhere to the recommendations in the EMP. The EA/EMP, once approved, therefore becomes a legally binding document and the proponent is required to abide to the conditions stipulated in it.

Who is responsible?

GocheGanas management, as the overseer and implementing agent of the EMP, will appoint an in-house environmental coordinator to ensure compliance to the EMP in all operational facets of the lodge to which its provisions apply. This person must preferably have a technical background of the lodge's operating systems to ensure proper implementation of its provisions as well as a personal interest in protecting the environment. This person will regularly give feedback to lodge management on the progress made, highlight crisis areas, and enhance positive results.

Permit requirements

The following section provides the proponent with permit requirements applicable to specific aspects of his business to enable legal compliance and a sustainable and eco-friendly tourism operation.

Table 3: Legal Compliance and Permit Requirements

THEME	LEGISLATION INSTRUMENT	MANAGEMENT REQUIREMENTS	CONTACT PERSON
ENVIRONMENTAL	Environmental Management Act 7 of 2007. EIA Regulations (EIAR) GN 57/2007 (GG 3812).	The issuing, amendment, transfer or renewal of the Environmental Clearance Certificate (EIAR s19 & 20). Once the ECC is issued, it is renewed in a three-year cycle. Conditions on the ECC, including 6-monthly reports, should be adhered to.	Contact: Damion Nchindo *Environmental Affairs* *Website:* *https://www.meft.gov.na/services/environmental-impact-assessment-/233/* *Phone: +264612842717*
LABOUR	Labour Act 11 of 2007 Health and Safety Regulations (HSR) GN 156/1997 (GG 1617).	Adhere to all applicable provisions of the Labour Act and the Health and Safety regulations.	Ministry of Labour, Industrial Relations and Employment Creation Department Labour Relations Occupational Safety and Health (OSH) Website: https://mol.gov.na/ +264-61-206 6111 Mr Shinene 0612066230 32 Mercedes Street, Khomasdal, Windhoek
WATER ABSTRACTION	Water Act 54 of 1956, (4 of 1971). Water Resources Management Act Water resources Management Act (2013)	Water abstraction licenses are required for water abstraction and use. Monitoring data submitted according to the permit conditions and renewals according to dates provided.	City of Windhoek Department, Infrastructure, Water and Technical Services Mr. Mulele E-mail: info@windhoekcc.org.na Tel: 264 61 2903067
EFFLUENT TREATMENT	Water Act 54 of 1956 Water resources Management Act (2013)	Permit required for water treatment and effluent discharge. No untreated effluent must be discarded onto open soil through which it can reach underground reserves. The proponent must engage conditions to facilitate proper operation of different sewage treatment systems and their methods of disposal. Monitoring data submitted according to the permit conditions and renewals according to dates provided.	Ministry of Agriculture, Water and Land Reform Department of Water Affairs Tel 264 61 208 7148 / 7126

The following section provides an overview of the various themes that must be managed effectively to promote sustainability at GocheGanas.

4.3 OPERATIONS MITIGATION DETAILS

The following table provides a large-scale overview of all the major environmental management themes pertaining to both generic and site-specific construction mitigation details. This table serves to act as quick reference, for the detailed mitigation details that follow below, for the implementation of this operation component of this EMP.

Table 4: Summary of themes included in the management actions of the EMP

THEME	Main objectives	GENERIC
WASTE MANAGEMENT	Apply the integration waste management approach, including avoid, minimise, reduce, reuse, recycling and sound disposal of waste	Section A
HEALTH AND SAFETY	Safeguard health and safety of labourers and tourists.	Section B
ENVIRONMENTAL TRAINING AND AWARENESS	Awareness creation regarding the provisions of the EMP as well as importance of safeguarding environmental resources.	Section C
ENVIRONMENTAL CONSERVATION	Minimise destructive activity footprint and enhance biodiversity.	Section D
LABOUR RELATIONS	Support the well-being of staff, support the affected community and promote sound labour relations	Section E
SOCIAL SUPPORT CONSIDERATIONS	Ensure due consideration is given to matters regarding the cultural and general wellbeing of the affected community and matters incidental thereto.	Section F

4.3.1 Section A: Waste Management

Effective waste management (including effluent) is essential if the natural ecosystem functions of the estate and lodge are to be protected.

Table 5 below provides mitigation measures in terms of effective waste management at the lodge.

Key Performance Indicators:

- Effluent treatment and discharge permit is up to date.
- Permit conditions are met (monitoring completed as per permit and records are being kept and submitted)
- Solid waste: All waste is at least recycled, or provided to a service provider for recycling
- Continual reduction of waste volume finally disposed per capita

Table 5: Waste management requirements

ASPECT	MITIGATION MEASURE
Waste management plan	Compile a Waste Management Plan that address as a minimum the mitigation measures included below:
Hazardous waste (includes oil, any fuel type, lubricants, paint thinners, paint, acids, etc.)	• A Hazardous waste spill clean-up kit should be kept onsite and its stock replenished as needed. The kit will consist of the following items: o Mid-sized shovels, strong plastic bags, drip trays, dust masks, heavy-duty gloves, and a biodegradable hand wash (degreasing) agent. • In the event of a hazardous waste spill (fuel, oil, sewage, corrosive materials etc.) from any ffacility, vehicle or equipment on site: o the spill should be scooped up/collected immediately with a shovel; o disposed of in the marked, sealable and impermeable hazardous waste containers on site; o hazardous waste should always be disposed of in separate containers designated specifically for such items; and o disposed of at a designated hazardous waste disposal facility • Washing of vehicles contaminated with hydrocarbons and maintenance of all vehicles and equipment should take place as far as possible at a designated workshop/wash-bay area: Criteria for a wash bay/workshop area: o The wash bay area should be fitted with a concrete slab o This area must be bunded and fitted with an oil trap to collect run-off. • Vehicles are to be services off-site as far as possible. For emergency services, work preferably on a concrete area with an oil trap, or a drip tray.
Sewage and grey water	• All sewerage systems to be inspected for leakage periodically and fixed immediately and the affected area cleaned up. This is to prevent pollution through direct inflow and/or penetration into the underground water system. • Regular inspection for sludge and scum accumulation in all drains must take place.

ASPECT	MITIGATION MEASURE
	• Restaurant facilities should be equipped with a fat trap and regularly inspected for proper functioning to separate biological waste from the grey water. • Effluent treatment facility to be maintained, inflow and outflow water quality to be monitored and records kept and submitted according to the Effluent treatment and discharge permit.
General waste	• All waste to be reduced, re-used and recycled as far as possible and management should have a policy in place for continued improvement in this area. • Personnel should categorise and disposal of domestic waste according to types, i.e. Glass, Plastic, Paper, Cans, and Organics. • No inorganic or organic waste may be buried or burned. • All waste containers (bins) should be emptied regularly and its contents disposed of in the allotted skips/bins, and removed from site to a recognised (municipal) waste disposal facility. • Fat traps fitted to the kitchen must be inspected and cleaned as regularly as necessary. The fat residues trapped must be removed with other general waste. • All staff members should be sensitive to separate waste, dispose of waste in a responsible manner and not to litter. Waste separation an proper disposal of waste at the staff accommodation is also encouraged.
Building rubble	• In the event of building rubble being produced during renovations, extensions, etc. this should, provided it is strictly building rubble, be used to fill any erosion gullies, etc. on the farm.
MONITORING REQUIREMENTS	
The following should be done by the environmental coordinator on-site and the report kept with other records. A quarterly operational report should be compiled. The report should provide feedback on the following items: ▪ hazardous spill occurrences; ▪ inventory of spill prevention kits; ▪ effluent inflow and outflow records per permit ▪ waste volumes generated per guest ▪ waste volumes removed by contractor	

4.3.2 Section B: Health and Safety

This section addresses all health and safety requirements to be fulfilled by the lodge.

Key performance indicators:

- Zero safety incidents recorded
- Health and safety risk assessment in place
- Health and safety regulations requirements met.

Table 6: Health and safety mitigation measures

ASPECT	MITIGATION MEASURES
Health and safety risk	Compile a health and safety risk profile of the lodge and include identified risks in the management therefore according to the Health and Safety Regulations, in addition to the measures below.
Wellness training	Approach the Ministry of Health and Social Services to co-opt a health officer to facilitate wellness programmes periodically for staff members(focus on HIV/AIDS, Tuberculosis, STDs, safe sex, communicable disease, mental health, diabetes, substance abuse, heart diseases, general hygiene, fitness, etc.)
Guest safety	• Enough fire extinguishers should always be available, especially in high fire risk areas i.e. kitchens, etc. • Each accommodation unit should have a full fire extinguisher present at all times. • First aid kits should be readily available in the general guest areas at the lodge the event of an emergency occurring. • Identify safety risk areas for guests and include in management operating procedures as may be necessary. • General safety procedures should be explicitly displayed in a suitable format (posters, etc.) at risk areas involving guests and staff members.
Ablutions	• All ablution facilities should be kept clean, sanitary and in working condition at all times.
Road safety	• All contractors used for transfers of guests/staff and delivery of goods should adhered to road safety rules, including a no-alcohol policy, keeping to speed limits, using only road worthy vehicles that have up-to-date licenses, valid drivers licenses, and vehicles that are legally permitted for the number of guests/staff. Goods should be properly secured on the vehicle. • A speed limit of 40km/ h should be enforced on all two-tracked gravel roads. • Use vehicles in 4x4 mode to assist with track protection.
Personnel safety	• No person should be allowed to smoke close to the fuel or gas storage areas. • No workers should be allowed to drink alcohol during work hours. • No workers should be allowed on site if under the influence of alcohol. • Personal protective clothing is to be worn as per the Health and Safety Regulations. Personnel are to adhere to safety procedures as per specific operating procedures.

ASPECT	MITIGATION MEASURES
Ablutions	• The staff ablution facilities must be kept clean by the staff members themselves. Failure to do so will negatively affect human health (spread of e-coli and other harmful microbial agents and bacteria). o Workers responsible for cleaning the toilets should be provided with latex gloves, masks, and biodegradable cleaning agents. o Cleaning schedules along with the responsible staff members should be compiled and available daily for implementation. • The lodge should embark on a health awareness campaign highlighting the importance of personal and workspace hygiene to its staff members, and that it contributes to a healthy natural environment.
MONITORING ACTIONS	
The EC should compile a checklist of all health and safety aspects, as per risk assessment, and other items his section, and operating procedures already in place and once a quarter do a compliance assessment (besides ongoing training, reminders, etc.) The findings should be discussed at management meetings, and all recommendations for improvements proposed to be implemented with immediate effect.	

4.3.3. Section C: Environmental Training and Awareness

This section describes training employees to consider the environment well in their daily activities at the lodge and raise awareness of the need to keep it operating sustainably.

Key performance indicators:

- 100% staff received health, safety and environmental training, repeated as per schedules.

Table 7: Environmental training and awareness management actions

ASPECT	MITIGATION MEASURE
Environmental induction (training)	All personnel are to receive environmental induction (training), which should include as a minimum the following: • Explanation of the importance of complying with the EMP. • Discussion of the potential environmental impacts of the operating activities. • Employees' roles and responsibilities, including emergency preparedness. • Explanation of the mitigation measures that must be implemented when particular work groups carry out their respective activities. This training is to be repeated as necessary formally and informally according to the need identified and as per discretion. Training received should be signed and placed on staff files, and incorporated with HR procedures.
MONITORING REQUIREMENTS	
Attendance registers signed and kept, as well as incidents, warning, retraining, etc. provided to staff.	

4.3.3 Section D: Environmental Conservation

The following are mitigation measures prescribed to manage the sustained functioning of the ecosystem in which the lodge is situated.

Key performance indicators:

- Maintain endemic landscaping except for lawn around the swimming pool
- Water management policy developed, with measurable annual targets
- Energy efficiency policy and targets developed

Table 8: Environmental conservation measures

ASPECT	MITIGATION MEASURE
Conservation of vegetation and ecology	• No trees may be cut down or felled for any purpose within the area, except if they are alien invasive species that need to be removed. • Staff should be instructed to use only dry firewood at their accommodated as instructed. • No alien and/or invasive species are to be introduced and should be removed as soon as they appear.
Conservation of fauna	• No hunting, trapping, setting of snares, or any other disturbance of any fauna species by personnel or visitors allowed. • No feeding of animals or moving off the identified tracks allowed by visitors.
Energy efficiency	• Develop an energy efficiency policy with annual targets. • This will include gradual introduction of renewable energy options, such as solar, training of staff and awareness raising of tourists, LED lighting, low lights at the buildings to prevent light pollution and save energy.
Sustainable water use	• The lodge should develop a written water management policy that will aid in the continual efficiency of water use and discourage water polluting activities, and should include the below principles as a minimum: o Determine an attainable target of use per guest o Water abstraction and effluent treatment conditions met, including monitoring o Water metering installed per centre o Washing of vehicles done with prudence in mind o Automated irrigation, irrigation set for after sunset o Indoor pool covering, outdoor pool covered during periods without guests. o Consider gradual replacement of water intensive appliances, e.g. shower heads, taps, toilet cisterns, front loader washing machines and dishwasher machines to European standards, o Backwash water from swimming pools can be used to water gardens, but only if this is possible. Consider the quality of the water. o Greywater recycling implemented. o Use only biodegradable washing agents for the laundry services. o Only use the washing machines with full loads at a time. • The measures were obtained from Eco Awards Namibia standards (www.ecoawards-namibia.org). More water saving techniques and mechanisms can be obtained via their website listed above. • Guest and staff training and awareness raising. • Ongoing maintenance of reticulation, ablution facilities, etc.

ASPECT	MITIGATION MEASURE
MONITORING REQUIREMENTS	
• Check for traps along fence. • Ensure all additional planting on grounds is done with the correct indigenous flora and ensure that responsibility for successful establishment is provided for. • Records of water abstraction, consumption recorded per guest and per centre, water quality.	

4.3.5 *Section E: labour relations and stakeholder engagement*

This section promotes a functional communication structure amongst personnel, from management to normal staff. It also includes communication with stakeholders as may be needed.

Key performance indicators:

- Staff communication plan implemented
- 100% of grievances lodged successfully addressed
- Stakeholder engagement established and all relevant interactions on record.

Table 9: Corporate Communication plan

ASPECT	MITIGATION MEASURE
General communication matters	• The EC shall take responsibility for the management and implementation of all provisions of this EMP. • The EC shall at every management meeting report on the status of the implementation of all provisions of the EMP. • The EC should implement the environmental awareness training as stipulated in Section D. • The EC must list the stakeholders with whom the lodge liases and their contact details with whom ongoing communication would be required, per function. • Neighbouring stakeholders should be listed, contact details established and communicated with regarding any matters which may concern them, in order to promote good neighbourliness and mutual cooperation. • The Communication Plan must be reviewed bi-annually and improvements made to it only upon the approval. • A copy of the EMP must be available at the office and should be accessible to everyone. • Key representatives from the staff committee need to be invited to attend general meetings to provide input into plans undertaken that will affect workers and to provide progress updates of ongoing projects. • The EC should liaise with the staff representatives regarding all issues related to community consultation. • A procedure should be put in place to ensure that concerns raised have been followed-up and addressed. • The EC should inform all staff about the availability of the complaints register in writing.
Staff communication and grievances	The proponent should draft a Communication Plan, which should outline as a minimum the following: • How employees and management are consulted on an ongoing basis; • Make provision for grievance mechanisms – i.e. how staff concerns are lodged/ recorded and how feedback will be delivered as well as further steps of arbitration in the event feedback is deemed unsatisfactory. o A pigeon hole system is recommended to ensure confidentiality of grievances/suggestions filed with management. o No salary negotiations will be permitted to take place through this communication plan, as the Namibia Food and Allied Union (NAFAU), is already equipped and able to handle such negotiations on behalf of all employees.
MONITORING REQUIREMENTS	

ASPECT	MITIGATION MEASURE
	• Keep constant updated records of all concerns and issues logged during the course of the year. • Monitor the speed and effectiveness of remedial actions taken upon concerns and issues raised by the workforce. • Keep records of any correspondences with stakeholders, responses and interactions.

4.3.6. Section F: Social Support Considerations

This section deals with the social responsibility component of the lodge, which may include skills transferred, education to staff children, social contributions made to the community, etc.

Key performance indicators:

- Social responsibility initiatives identified and programme in place for their implementation.

Table 10: Social support mitigation measures

ASPECT	MITIGATION MEASURE
	GENERIC MITIGATION MEASURES
Social support	• Initiate a programme that advocates staff development through character development. • Encourage workplace skills development amongst staff members of all ranks. • Assist in local enterprise developments through the following approach: o Have a policy in place that identifies the kind of projects that will be supported as a priority according to existing deficiencies in the community (“the community" to be supported identified, and may be the lodge staff, Aris school, etc.) o Examples also include access to medical assistance, such as organising a mobile clinic for the workforce, assisted education to staff children, etc.
	MONITORING REQUIREMENTS
	• The EC in collaboration with the staff committee representative to monitor and manage any social responsibility project initiated, and provide progress feedback as the project develops to management.

5 CONCLUSIONS AND RECOMMENDATIONS

From the findings of the study done the following conclusions were made:

GocheGanas Lodge has made significant progress in addressing environmental matters at the operations and it is clear that management is hands on and prudent.

For the three-year period of the ECC, the following are identified as priorities:

- Application for a water abstraction permits for the boreholes used to the City of Windhoek for the boreholes used on site and implementation of the monitoring conditions set.
- Monitoring of the effluent standards set by the Department of Water Affairs.
- Continued work on the water conservation plan, including introduction of meters per cost centres to track water demand.
- Other matters such as health and safety, energy efficiency, waste, biodiversity and energy conservation are already receiving attention and this should continue as part of the management model at the lodge.

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