



THE VINEYARD



26 January 2018

Petousis Hotels Drought Preparedness Update

“Being cognizant of the declining Cape Town rainfall pattern in recent years, we started investing significantly some time ago in an effort to ensure a secure water supply. We are confident that we have achieved this and are grateful to our guests and our teams for fully supporting and embracing our continuing efforts to save water.” – George Petousis, Petousis Hotels CEO

Cape Town and much of the Western Cape has experienced a severe drought during the past three years, which has led to a critical water shortage. This is a matter of deep concern to Capetonians and visitors to our beautiful city. For over a year, the Petousis Hotels Group water-crisis committee has been working tirelessly in its commitment to reducing water usage at our hotels and our reliance on potable municipal water.

As such, we are able to reassure our guests that The Vineyard is well prepared for the eventuality that the municipal water supply may be cut off entirely, and we are confident that, as a result of our extensive efforts and preparation, we will continue to operate and our guests' comfort will not be unnecessarily compromised.

The City of Cape Town has said that even if water is turned off within the city, the central city will be unaffected. This means that guests at the Townhouse will continue to receive municipal water. Similarly, the Stellenbosch municipality has announced that its supply will be disconnected from that of Cape Town and supplemented by alternative sources, which will provide Oude Werf with water security.

We remain committed to implementing initiatives to ensure our guests' experience at our hotels remains positive now and into the future.

What we've done to date:

Among the many initiatives already implemented by the Petousis Hotel Group over the past year are the following:

- Removing all bath plugs to encourage guests to shower and supplying shower timers to help guests keep their showers to 2 minutes.
- Providing buckets to collect shower water, which we recycle.
- Linen is changed every 4th day and towels only when left in the bath.
- We have installed extra water meters, aerated taps, aerated showerheads, movement activated taps in public areas, a water-wise air-conditioning chiller unit, and other water-saving fittings.
- To reduce the laundry load, we have provided paper towels instead of hand towels in public lavatories; in our dining areas you will find recyclable paper napkins instead of linen and we have removed all tablecloths.
- Germstar hand sanitisers were installed and we encourage guests and staff to sanitize rather than use water to wash their hands.
- We use all unfinished bottled water for floor washing, and recycle our laundry water, using the last rinse water of one load for the first wash of the next.
- We have exchanged all fresh flower arrangements for water-wise, long-living indigenous flowers.
- We have been running a guest-education programme since February 2017. This includes information on booking, in pre-arrival communications, at check-in, in rooms and throughout the hotels and public
- Our Water Crisis Committee meets weekly and we have appointed an external project manager to ensure every possible initiative is implemented.

What we're doing now:

As of 1 February, we will be operating at and adhering to Level 6B restrictions, which requires a maximum consumption of 50-litres municipal water usage per person per day. In addition to all the initiatives implemented to date:

- Every room will have 750ml of bottled water per person as well as a 5-litre bottle of emergency drinking water available in case supplies are interrupted.
- We are encouraging our guests to make use of our smaller towels instead of larger bathsheets wherever possible.
- Installation of greywater infrastructure is far advanced and will be complete by the end of February 2018 at both The Vineyard and Oude Werf Hotels. A combination of greywater and borehole water will flush toilets throughout the property, providing us with a further 8% water saving.
- We have commissioned a geohydrologist to investigate the filtration and treatment of our groundwater for potable use. We expect this to be available by the end of February 2018.
- 70% of our garden is already water wise and our horticulturist is in the process of replacing non-water-wise plants with alternatives.
- We are acutely aware of other environmental impacts this water crisis may have. We have a well-established recycling ethos and will continue to seek every opportunity in our operations during this water crisis period to mitigate any additional pressure on landfill.

What is next in preparing for Day Zero?

- The Vineyard has access to groundwater and will continue to operate independent of municipal services.
- The Townhouse Hotel is based within Cape Town's central city and as such, its water supply will be unaffected as per the City of Cape Town's recent announcement.
- Stellenbosch is supplementing their municipal supply from non-Cape Town water sources which will help ensure continued operations at Oude Werf Hotel.
- Every room has an emergency supply of drinking water, and we guarantee that our guests will always have fresh, safe drinking water.
- A separate water system for fire is in place and fully serviced. General health, safety and security measures are all in place and addressed as the highest priority.

The Petousis Hotels Water Committee continues to investigate other ways we can help our guests save water, while ensuring their comfort and we will keep you updated regularly on our water saving and other sustainability efforts.

“Based on our current calculations, our water usage has been reduced by 42% year on year,” says George Petousis. “By the end of March 2018 when our new grey-water system comes on line, our water usage will be below the Council's 45% reduction requirement.

Finally, we encourage our guests to treat this scarce resource with the utmost respect. For more tips on how to help save water like a local, please see the following links:

- <http://fedhasa.co.za/wp-content/uploads/2018/01/Cape-Town-Water-Tourism-Facts-19-Jan-2018-UPDATED.pdf>

Should you have any further queries or wish to discuss these drought mitigation efforts further, please do not hesitate to contact us.

For media enquiries contact Alison McKie, Group Commercial Manager on (021) 657 4537

For general enquiries contact reception:

Vineyard	(021) 657 4500
Town House	(021) 465 7050
Oude Werf	(021) 887 4608