

## Greetings from Lorraine and the Hotelstuff Team

As 2023 draws to a close we reflect on the past twelve months.

Thank you to our friends and colleagues for your unwavering support of our work.

A special thanks to Tahnya Gadd for her outstanding administration of Hotelstuff/Greenstuff, the websites and general management. And to Tahnya and Robyn Hunt for stepping up to build, and man, an exceptionally successful furnished "green" exhibition project at The Hotel Show without me. It was a highlight of the year and we've been asked to do it again.

Thank you for the support and understanding I received following the death of my son, Richard, who thought of and started Hotelstuff for me 23 years ago, and who many of you knew.

I am eternally grateful for the wonderful speaking opportunities I was offered in the past months. They kept me busy and distracted during the most difficult time in my life.

Hotelstuff and Greenstuff are ripe for the next phase. 2024 will see a strategic shift in our business approach - a transformation and modernization - to align with current market trends. Watch this space!

Meantime, for those who celebrate, have a Merry Christmas, and to everyone a Happy Festive Season.

Lorraine

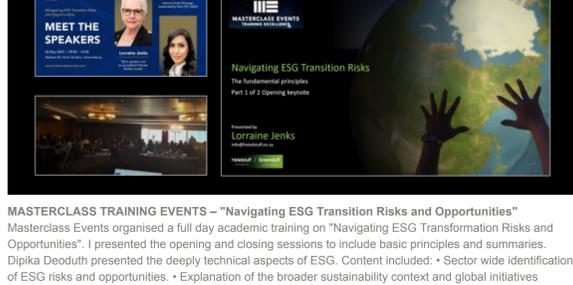


## What We've Been Up To



### ABSA FOR REAL ESTATE INDUSTRY SUMMIT AND PRIVATE PROPERTY – "Green Building, Sustainable Interiors and ESG"

I had the pleasure of giving two presentations at the Real Estate Industry's 2,000-delegate summit, sponsored by ABSA and held at the Sandton Convention Hotel. The theme was "BUILDING TOMORROW, TOGETHER." Private Property organized a magnificent exhibition and conference and invited me to present a keynote at the pre-event function held at Summer Place and to be part of a panel discussion on the Friday at the Convention Centre. Speakers presented thought-provoking topics to examine contentious issues and challenges confronting the real estate industry's developers, investors, sellers and buyers. The topic for my keynote was "Regenerative, Sustainable Real Estate," with a look at alternative building methods and materials and with the emphasis on oft-neglected interior design and décor. The topic for our panel discussion was "Sustainability Building Solutions across the value chain," a discussion on new and still-being-tested technologies that meet growing green building certification standards, but also addressed were the innovations and challenges facing the housing shortage in South Africa.



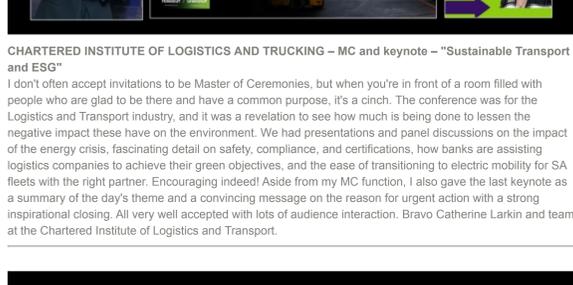
### DECOREX DESIGN AND DÉCOR EXPO – "Sustainable Interior Design, Décor and ESG"

This year Sandton Convention Centre hosted a triple whammy of three collocated shows: Decorex Joburg, 100% Design Africa and Design Joburg. I was delighted to be included again this year along with the country's top designers and creatives who gave presentations and demonstrations across four live stages. Archi Talks was a 4-day programme which explored sustainable design, tech advancements, urban planning and innovations in construction and engineering. We had fascinating talks by top developers and architects. I was invited to address sustainable interior design and décor. Thank you Decorex for an amazing event. The AV chops and I had time to kill before my slot and we designed a funky music interlude with some of my favourite pieces which attracted an upbeat, interactive audience. A memorable, fun gig.



### AFRICA BUSINESS ASSN. (ABTA) CONFERENCE – "ESG for Travel Industry Stakeholders"

African Business Association invited me to man a "round table" (read "speed dating") station at their conference at the Century Hotel. It was fast, noisy, fun, and memorable. After a morning of keynotes, we were separated into tables of ten with each speaker given 15 minutes to explain what they do - four times over to different groups in the allotted hour. Nearly lost my voice shouting over the cacophony of other talks and discussions in the room. But, it worked. I got lovely feedback and some potential gigs out of the effort. I spoke on ESG for Travel Industry Stakeholders who need to realize everyone will eventually have to have up to date ESG reports if they want customers, investors and funders. Encouraging to have shared the event with my hero, Wayne Davenport from OUTA and Gareth Cliff, but too little time for a proper chat. Both gave thought-provoking talks.



### MASTERCLASS TRAINING EVENTS – "Navigating ESG Transition Risks and Opportunities"

Masterclass Events organised a full day academic training on "Navigating ESG Transition Risks and Opportunities". I presented the opening and closing sessions to include basic principles and summaries. Dipika Deodh presented the deeply technical aspects of ESG. Content included: • Sector wide identification of ESG risks and opportunities. • Explanation of the broader sustainability context and global initiatives (through implementation of frameworks and standards). • Understand key challenges in measuring, monitoring, reporting and risk assessment tools. • Decode the 'S' imperative in ESG as it applies to emerging markets. It was a long, tiring day but packed with information, leaving the delegates encouraged and inspired.



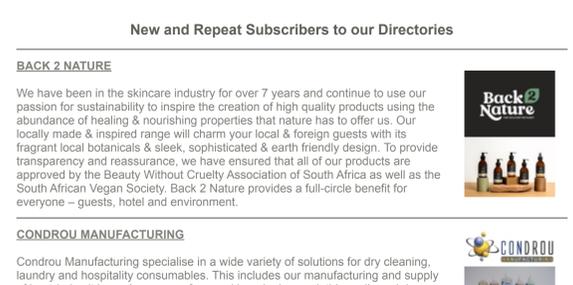
### ORGANIC AND NATURAL SUSTAINABILITY EXPO AFRICA 2023 – "Sustainable Procurement and Supply Chain"

This popular event moved from Wanderers to Sandton Convention Centre this year. We were surprised to see what an attractive and welcoming "theatre" area they had. These are often second rate at trade shows. I had a large, very attentive audience eager to learn how easy it can be to manage Sustainable Procurement and Supply Chain and the incredible power they have to demand better practices. Made some very valuable contacts and many requests from delegates for workshops to all sorts of groups. Thank you, John and Warren, for your hard work.



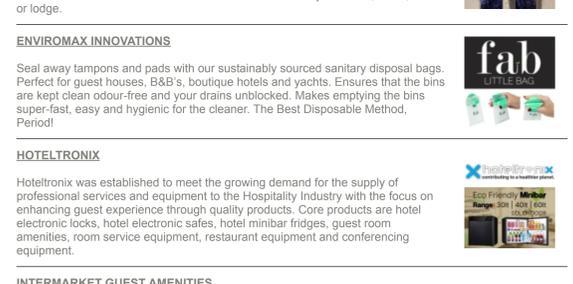
### SMART PROCUREMENT WORLD INDABA – TRAINING – "Climate, Sustainability and ESG"

"DO RISK RIGHT." My workshop on climate, sustainability, ESG. When an audience has concentrated, interacted and asked perceptive questions for four hours, you know you're doing the right thing at the right time for the right reasons. The questions are the golden validations of our work, or not. I was given a separate room on the fifth day of the huge Smart Procurement World Indaba to present a training workshop on "Do Risk Right", as an aspect of the sustainability theme. It was an intense session where my agenda was to cover the science and risks of climate change and biodiversity loss as they impact the procurement and supply chain sector. Then to clarify the fundamental principles of sustainability, ESG and AI. It is the questions that help us, as speakers, learn what aspects of the workshop need extra time. I have to constantly remind myself that some in the audience may not have done science, geography, biology or other relevant subjects at school. In this particular group I had some delegates from remote rural areas and it gives me so much joy to see how eager they are to learn and how much they care about their environment, their children and the future of their communities. It also reminded myself to leave them feeling informed, but not depressed. Thank you to Smart Procurement for another opportunity to share my passion and help others begin or escalate their sustainability journey.



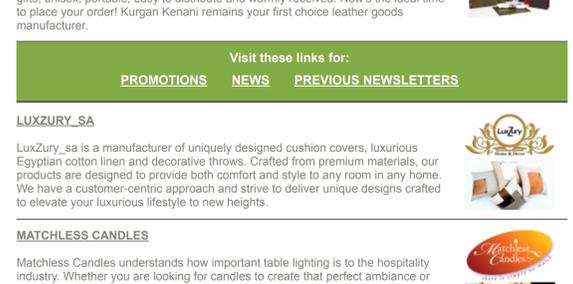
### CHARTERED INSTITUTE OF LOGISTICS AND TRUCKING – MC and keynote – "Sustainable Transport and ESG"

I don't often accept invitations to be a Master of Ceremonies, but when you're in front of a room filled with people who are glad to be there and have a common purpose, it's a cinch. The conference was for the Logistics and Transport industry, and it was a revelation to see how much is being done to lessen the negative impact these have on the environment. We had presentations and panel discussions on the impact of the energy crisis, fascinating detail on safety, compliance, and certifications, how banks are assisting logistics companies to achieve their green objectives, and the ease of transitioning to electric mobility for SA fleets with the right partner. Encouraging indeed! Aside from my MC function, I also gave the last keynote as a summary of the day's theme and a concluding message on the reason for urgent action with a strong inspirational closing. All very well accepted with lots of audience interaction. Bravo Catherine Larkin and team at the Chartered Institute of Logistics and Transport.



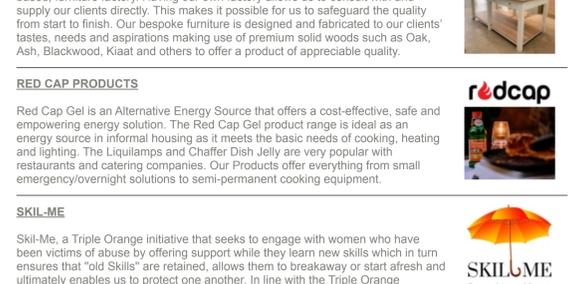
### SMART PROCUREMENT – RESIDENTIAL INVESTMENT AND DEVELOPMENT CONFERENCE – "Green Building and Interiors"

The main topic was "Transforming Housing Through Innovation, Technology and Sustainable Living" with thought-provoking discussions on social, student and retirement accommodation. I was delighted to be invited to address one of my favourite topics, "Sustainable, Green Interior Design and Décor" at the inaugural Residential Investment and Development Conference, the first such event for this sector. Interiors need more attention when we consider everything we need for a comfortable, safe, efficient and environmentally friendly living and working space; from the entrance to the back door. Every item has an environmental and social impact and it is easier that we think to make better choices - even financially prudent. Ask me how. It was held on the 13th July at the Sandton Convention Centre and attracted over 250 attendees and about 24 industry bodies, organised by SmartXChange.



### ESWATINI HOTEL AND TOURISM ASSN. WORLD TOURISM DAY – "Sustainable Tourism and Hospitality with ESG"

An opportunity to visit beautiful, friendly Eswatini (nee Swaziland) again after not being back for too long. In honour of World Tourism Day, Chas Prettejohn, the owner of Ngwenya Recycled Glass invited me to address the Swaziland Tourism Associations' conference. I was welcomed by a relaxed, happy group and dreadful weather. Temperatures dropped from 28C to 11°C overnight with wind and rain that nearly blew away the marquee. So everyone hustled to create a wall with boxes to cordon off a section of the warehouse, built a stage, hauled damp AV equipment and chairs in and in no time we had a warm, happy venue. I presented my customary tourism and hospitality material with the latest developments and was happy to learn how much good work is already being done in Eswatini. The Ngwenya factory is magnificent. There were three tour gorgeous whilst we were there. Bravo Chas. The GM as a member of the board, put me up in the gorgeous Hilton. Wish I could have stayed for a week. Thank you to a ... and all who contributed to a lively event.



### AVIATORS AFRICA SUSTAINABILITY CONFERENCE – "Sustainable Aviation Fuel and Net Zero Offsetting"

Thank you to Toni Ukachukwu for the invitation to join a panel at the "5th Aviators Africa Sustainability Conference and Tower Awards". This year's focus was on Sustainable Aviation Fuel (SAF), Carbon Offsetting Reduction Scheme for International Aviation (CORSA) for established and startup airlines in Africa and stakeholders from all sectors of the industry. A very well attended few days with delegates from many African states. Our topic to discuss was "Understanding CORSA Scheme and Its Impact on Green Aviation Development in Africa". I realised I had to break ranks and be true to my mission, so I addressed the accusations of "greenwashing" by some offset projects. However, after talking to expert friends in the field of clean fuel, I could focus on the latest developments and positives of how South Africa could become a world leader in developing sustainable aviation fuels.

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## New and Repeat Subscribers to our Directories

### BACK 2 NATURE

We have been in the skincare industry for over 7 years and continue to use our passion for sustainability to inspire the creation of high quality products using the abundance of healing & nourishing properties that nature has to offer us. Our locally made & inspired range will charm your local & foreign guests with its fragrant local botanicals & sleek, sophisticated & earth friendly design. To provide transparency and reassurance, we have ensured that all of our products are approved by the Beauty Without Cruelty Association of South Africa as well as the South African Vegan Society. Back 2 Nature provides a full-circle benefit for everyone – guests, hotel and environment.



### CONDROU MANUFACTURING

Condrou Manufacturing specialise in a wide variety of solutions for dry cleaning, laundry and hospitality consumables. This includes our manufacturing and supply of branded suit bags, hangers, refuse and laundry bags, clothing rails and dry cleaning. Additional products such as laundry marking systems and tags, pens and stationery are also available. On top of this, we also supply laundry machines, and finishing equipment as well as other types of hospitality products.



### EARTHSHINE

Earthshine has been designing and manufacturing the most innovative healthy snacks and packaged foods since 2010. Their range of award winning Vegan and Gluten free foods has grown and been refined to include breakfast granolas, healthy instant soups, superfood instant hot chocolate, seed crackers, CBD snacks, kimchi and sauerkraut based snacks, artisan chocolates, innovative dehydrated chips and much more.



### EMELY VAN HEESCH SUSTAINABLE FLORAL DECOR ARTIST

Nature inspired floral designs for hospitality and luxury events. Add life, beauty and talkability to your property or event. Imbued with a passion for local nature, Emely and her team aims to create carefully crafted designs that celebrate your guests as well as the unlimited artistry that can be found in your indigenous flora. They are intuitive listeners with creative eyes. With Biomimicry principles at her core, Emely's passion for sustainability is pulled through to all that she does. Contact her for a consultation on sustainable floral decor solutions for your home, office, hotel or lodge.



### ENVIROMAX INNOVATIONS

Seal away tampons and pads with our sustainably sourced sanitary disposal bags. Perfect for guest houses, B&B's, boutique hotels and yachts. Ensures that the bins are kept clean odour-free and your drains unblocked. Makes emptying the bins super-fast, easy and hygienic for the cleaner. The Best Disposable Method. Period!



### HOTELTRONIX

Hoteltronix was established to meet the growing demand for the supply of professional services and equipment to the Hospitality Industry with the focus on enhancing guest experience through quality products. Core products are hotel electronic locks, hotel electronic safes, hotel minibar fridges, guest room amenities, room service equipment, restaurant equipment and conference equipment.



### INTERMARKET GUEST AMENITIES

Intermarket Guest Amenities is your preferred manufacturer & supplier of guest amenities for the Spa, Hotel, Bed & Breakfast & AirBnB industry. With almost forty years of experience in the South African hospitality industry, we inherently understand our clients' needs for efficient service delivery, economical solutions and keeping up-to-date with industry trends. Our range includes shampoo's, soaps, kitchen & bathroom amenities, hotel guest signage, overnight slippers and more. Contact us for more information regarding wholesale purchase, personalisation or to become a reseller of our products in your area.



### JENEV ENTERPRISES

Jenev Enterprises was established in 1983 and we pride ourselves as the largest stockist and supplier of upmarket towels, bathrobes and washable slippers in South Africa. Our speciality is quality. Our brands include Club Classique, Ecla, Terry Lustre and Zorbatek all of which has a wide range of towels, gowns, hand and bath towels, bath sheets, face cloths, slippers, bath towels, bath carpets and Velour gowns. We continue to excel in our market by offering stylish and comfortable range of bath wear. We also have a special bathrobe for weightlifters and rugby players that has extra sleeve width for bigger biceps and a bigger chest size.



### KURGAN KENANI LEATHER

Kurgan Kenani Leather is SA's LONGEST established and LARGEST leather corporate gift manufacturer. We can manufacture and design bespoke leather products that enhance your brand immensely, at factory direct prices that are hard to beat. Genuine leather card holders from Kurgan Kenani make perfect year end gifts, unisex, portable, easy to distribute and warmly received. Now's the ideal time to place your order! Kurgan Kenani remains your first choice leather goods manufacturer.



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### LUXURY SA

LuxZury\_sa is a manufacturer of uniquely designed cushion covers, luxurious Egyptian cotton linen and decorative throws. Crafted from premium materials, our products are designed to provide both comfort and style to any room in your home. We have a customer-centric approach and strive to deliver unique designs crafted to elevate your luxurious lifestyle to new heights.



### MATCHLESS CANDLES

Matchless Candles understands how important table lighting is to the hospitality industry. Whether you are looking for candles to create that perfect ambience or something to bring light to Al Fresco dining, we have the ideal cost effective solution for you. Our LED candles offer rechargeable or battery operated options. Make the smart heat, wax and flame-free choice! Let Matchless Candles recharge your life with our impressive range of Rechargeable LED Candles and Lamps.



### NICOLSON RUSSELL

Nicolson Russell manufactures and imports premium homeware products. Every piece is made with the highest quality material and with the finest workmanship. Our collection of homeware products includes designer cutlery pieces, fine bone china and porcelain crockery, exquisite crystal glassware and durable stoneware, which is manufactured locally, as well as stainless steel straws and biodegradable napkins. We aim to be ahead of the crowd in the homeware industry, bringing international designer trends into South African homes at affordable prices. We pride ourselves in offering excellent value for money.



### NUMATIC SA

Numatic SA has secured an enviable position throughout the commercial & industrial market. Our reputation has been based on the ability to provide innovative products which are practical in design, with a high level of quality & reliability. Our experience, your productivity. Ensuring we bring quality, innovation & cost-effective solutions to Africa. Our aim is to continue to maintain a high standard with the right equipment.



### RAWCLIFFES FURNITURE

Rawcliffes designs and crafts furniture from our family owned, Johannesburg based, furniture factory. Having our own factory allows us to consult with and supply our clients directly. This makes it possible for us to safeguard the quality from start to finish. Our bespoke furniture is designed and fabricated to our clients' tastes, needs and aspirations making use of premium solid woods such as Oak, Ash, Blackwood, Koaat and others to offer a product of appreciable quality.



### RED CAP PRODUCTS

Red Cap Gel is an Alternative Energy Source that creates a cost-effective, safe and empowering energy solution. The Red Cap Gel product range is ideal as an energy source in informal housing as it meets the basic needs of cooking, heating and lighting. The Liquilamps and Chaffer Dish Jelly are very popular with restaurants and catering companies. Our Products offer everything from small emergency/overnight solutions to semi-permanent cooking equipment.



### SKIL-ME

Skil-Me, a Triple Orange initiative that seeks to engage with women who have been victims of abuse by offering support while they learn new skills which in turn ensures that "old Skills" are retained, allows them to breakaway or start afresh and ultimately enables us to protect one another. In line with the Triple Orange philosophy of taking care of our environment, the Skil-Me team have created a basket of gift worthy items. From kitchen cloths (Lappies) that are reusable to the Zero Waste Pocket Bag range, for all your zero-waste shopping. Domestic worker uniforms that are both classy and super comfortable to handy Linen Storage bags.



### TBAC SA

We are so excited to launch the first of our new anti-theft wall brackets, a great solution for those hotels looking to move to dispenser. This system has a cost-effective hidden wall bracket, a huge saving on the traditional stainless steel bracket systems of the past. The range offers both refillable bottles for the country's top designers and creatives who gave presentations and demonstrations across four live stages. Removing bottles to replace, clean or refill them is super simple and takes just a few seconds, saving time when compared to most other brackets. The bottles include convenient clear window, which allows you to see the liquid level without having to open the bottle. 2 bottles in the shower? Or maybe 3 – this system has one bracket per a bottle, allowing you flexibility to manage your product offering. The Distillations Collection comes with a full product offering including soap bars, shampoo bars and dry accessories. For hotels looking to spoil their guests we have a pillow mist, de-stress spray and a range of additional ROOM SPA products to consider. Absolutely nothing that goes to landfill site has a positive impact. Please chat to us about returning used packaging and soap bars so we can ensure they are emptied and recycled correctly.



### TRIPLE ORANGE

Authentic, safe, and environmentally-responsible products for a healthy home. TRIPLE ORANGE™ products are made from the oil extracted from the peel of the orange. Formulation is designed to make quick work of cutting through dirt, grease and residue build up, leaving nothing behind but a pleasant and refreshing smell. They are environmentally friendly, biodegradable and non-toxic. TRIPLE ORANGE™ concentrates can be diluted with water and are capable of handling the toughest industrial cleaning tasks. Our products are safe enough to use in the home, around children and animals while still being strong enough to handle tough cleaning. 100% Orange Oil Based cleaning products.



### YEMVELO HYGIENE

Reasonably Priced, High Performance, Eco-friendly Cleaning Products. Yemvelo Hygiene distributes bio-enzyme and eco-friendly cleaning agents. Yemvelo means "of nature" in isiZulu. We strive to ensure that all our products meet strict eco-friendly criteria, while obtaining superior performance results. Yemvelo Hygiene stocks specialised bio-enzyme and eco-friendly cleaning agents for use across various industry sectors, including: Agriculture; Automotive; Catering / Food Preparation; Hospitality; Healthcare; Commercial and Industrial Cleaning; Household Cleaning; Laundry and Waste Management. Please contact us for more information or to inquire about a specific cleaning requirement in your industry sector.

