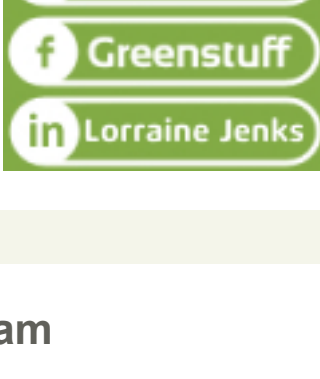


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## Greetings from Lorraine and the Hotelstuff Team

Covid, Climate and COP26. All in the news every day. But when we look beyond, it is not all bad news.

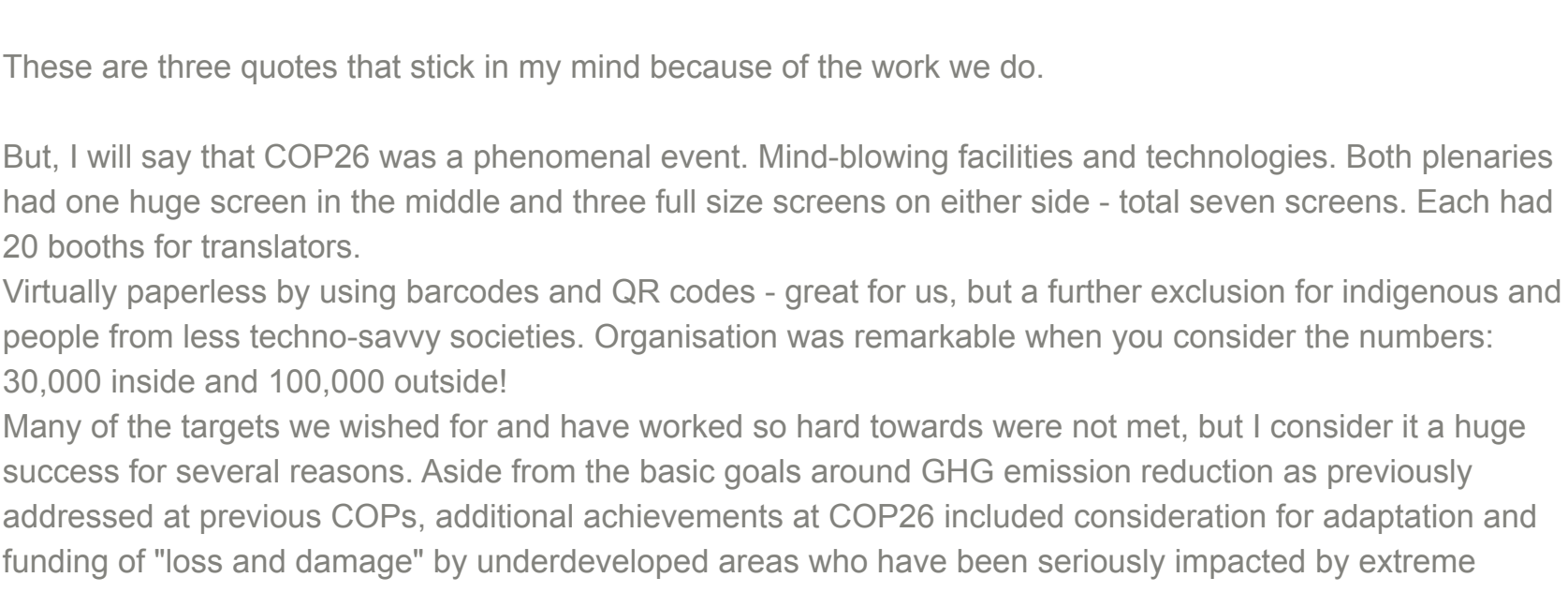
It has taken us nearly five decades to get the media to use the words "climate change" in the news and weather reports and thanks to outstanding coverage this time, COP26 has done just that. Consequently, we have an explosion in awareness, and most exciting of all, action. Thanks, also, to Covid lockdown; people had time to read and to think. We believed that so much attention was being given to the pandemic that the environment would take a back seat. According to the Forbes and McKinsey, the exact opposite happened.

Another positive development is working being done for the African Continental Free Trade Area (AfCFTA). Since I was honoured as one of the "Top 100 Women in Supply Chain in Africa", I was invited to speak at several conferences and interviewed as far as the USA. Climate and Covid are causing serious supply chain disruptions, so the move to get goods manufactured and traded locally is the obvious solution. We have work to do!

We are furious at being red-listed! So let's support our local destinations and restaurants more than we planned; book more local trips, eat out, order in. Help them survive the madness.

Go well and stay safe,  
Lorraine

## What We've Been Up To



**COP26 - UNITED NATIONS CLIMATE CHANGE CONFERENCE UK 2021, Glasgow, Scotland**  
31 October to 12 November 2021

Lorraine received an invitation from the UNFCCC offering her access to the Blue Zone at COP26.

This is an opinion Lorraine wrote shortly after:

"Nothing about us, without us."  
"Too many white men in suits."  
"Exclusive, elitist, inaccessible."

These are three quotes that stick in my mind because of the work we do.

But, I will say that COP26 was a phenomenal event. Mind-blowing facilities and technologies. Both plenaries had one huge screen in the middle and three full size screens on either side - total seven screens. Each had 20 booths for translators.

Virtually paperless by using barcodes and QR codes - great for us, but a further exclusion for indigenous and people from less techno-savvy societies. Organisation was remarkable when you consider the numbers: 30,000 inside and 100,000 outside!

Many of the targets we wished for and have worked so hard towards were not met, but I consider it a huge success for several reasons. Aside from the basic goals around GHG emission reduction as previously addressed at previous COPs, additional achievements at COP26 included consideration for adaptation and funding of "loss and damage" by underdeveloped areas who have been seriously impacted by extreme weather, fire, drought, floods and sea rising caused by climate change. The vast majority have not caused climate change, but suffer most.

Countries that historically pumped GHGs into the atmosphere for 150 years are requested to help those, mostly in the global South to recover, plan, adapt and prepare for future events.

The \$100 million a year pledged at Paris Accord has not been met. This will be expected to be met next year. Some financial contributions are to be doubled.

Thousands of NGOs were finally given a voice and next year, more so, including observers.

The really positive outcomes of COP26 were the outstanding media coverage and numbers who attended. Two years ago, weather men never even used the words "climate change". This time it was in the news every single day. Also, for the first time, pledges to stop deforestation and a much stronger focus on nature and biodiversity at last!

If you can believe it, previous COP documents didn't use the word "coal" and "fossil fuels"! There was resistance to them being included, but we won on that one.

What a privilege it was for me to be there, surrounded by kings, princes, presidents, prime ministers and senior politicians. But also to go into the streets to mingle with the passionate protesters, hippies and weirdos.

The atmosphere, sights and sounds are still with me; my brain bursting with information and opinions. A huge big, heartfelt thank you to everyone who helped me get there. I will be eternally grateful.



**AFRICA SUPPLY CHAIN IN ACTION via Smart Procurement**  
20 October 2021

Lorraine's topic:  
"The impact of climate change on supply chains in Africa. Prepare and adapt."

With climate change in the news every day and the inevitable disruptions it is causing there is a critical need for production to be brought home, or started right here in Africa. We will be more severely impacted than most other countries. What we design, mine, manufacture and grow to survive is uniquely Africa. Lorraine covered the basic science of climate and the complexities of biodiversity loss.

Supply Chain Managers need to exercise our duty to be powerful influencers. We looked at how can we mitigate negative consequences and create better, more resilient economies in the region.



**LES ROCHES SWISS HOTEL SCHOOL VIA SHIFITN' - WERE INNOVATION MEETS SUSTAINABILITY**  
18 November 2021

Lorraine's topic:  
"The Fundamental Principles of Sustainable, Circular and Regenerative Hospitality"

Circular economy and different levels of innovation in a changing world. Going into its third consecutive year, ShiftIn' is all about shifting innovations in the Hospitality Industry to create a more sustainable present and future. Over this 3-day virtual event, students were able to learn about how the hospitality and tourism industry has had to adapt and evolve using innovative technologies, including AI and grassroots solutions, to help overcome new challenges in such a rapidly shifting environment in trying times.

Lorraine discussed causes and impacts of climate change and eco: latest reports, targets and pledges; trending jargon; materials, products and practices "of concern" in a typical hotel; how to make better choices; unpack the principles of conscious procurement and greener supply chains; tools, tips and technologies for easy supplier evaluation; future disruptions and how to prepare and adapt; success stories and good news; leaving us with knowledge and courage to demand a safer future.



**AFRICA TRADE SUMMIT 2021**  
1 December 2021

Lorraine's panel topic:  
What is next for logistics? Global Supply Chain in a Post-Pandemic (and climate disrupted\*) World

Hotelstuff.co.za and Greenstuff.co.za, our non-profit, non B2B yellow-pages-type online directories of goods and services are already being widely used throughout Africa. (Used by 33,000 buyers every month). We have presented to tourism in Kenya, Ghana, Zambia and SA but the directories are now used by every industry sector, not only hospitality.


This new initiative is a fantastic opportunity for us to further our 21-year mission to  
"Get Africa to buy from Africa"  
"Trade is Key to Africa's Economic Growth".

Africa has about 2 percent of all world trade. Right now, the opportunities for businesses to trade across the region are vast.

As the global economy is in turmoil due to the COVID-19 pandemic, creation of the vast AfCFTA regional market is a major opportunity to help African countries - diversify their exports, accelerate growth, and attract foreign direct investment. The African Continental Free Trade Area (AfCFTA) agreement will create the largest free trade area in the world measured by the number of countries participating.

The pact connects 1.3 billion people across 55 countries with a combined gross domestic product (GDP) valued at US\$3.4 trillion.

[\*Lorraine's added point]



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## New and Repeat Subscribers to our Directories

### BEAUTIFUL EARTH

Beautiful Earth offers a personal grooming alternative where the fragrances are derived from essential oils, not synthetics/phthalates, and without harmful or undesired ingredients - no parabens, sulphates, colouring, mineral oils or glycols... just natural and cruelty free. Complimentary to the customary products we offer a range of personal care amenity items including 25g Soap Bars, Shaving Kits, Sewing Kits, Shower Caps, Vanity Kits, and Dental Kits.



### BUFFET-WORLD

Buffet-World is a specialist company that concentrates on supplying unique and high-end buffet equipment to the hospitality industry. Whether the buffet is a straight forward hotel breakfast, exotic sea food beach buffet, wedding or company function why not impress your guests and serve food in the most attractive way possible? We are importers, exporters and distributors of Buffet ware, Dispensers, Commercial chocolate fountains, Resin coated cast aluminium buffet displayware, Fill 'N Chill party tables, Inductions, Decorative glass displays, Kitchen Smalls and Buffet Equipment.



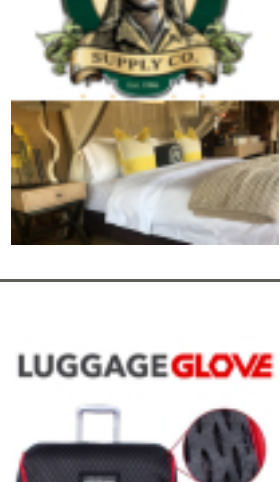
### CHOCOLATES BY TOMES

Chocolates by Tomes is a BBBEE level 4, premium, gourmet chocolate manufacturer, offering a delicious range of competitively priced chocolate, chocolate confectionery and baked items for the hospitality and confectionery industry. We manufacture our own range of African Origin gourmet couverture with ingredients sourced solely from the African Continent. We wholesale to the hospitality and confectionery industry supplying some of the top hotels and confectioners throughout South Africa with our premium couverture chocolate, decadent pillow turndowns and scrumptious confectionery and baked treats. Subject to quantities we are able to custom brand packaging.



### CLASSIC REVIVALS

Classic Revivals is backed by a 4th generation Italian Cabinet Designers and current 30-year experienced design and manufacturing team. We specialize in the design and manufacturing of high-quality furniture, both Classic and Contemporary. Our sales platform is extensive and includes export to countries worldwide. We specialize in the field of Corporate, Commercial and Hospitality, Leisure Lodges and Private home design and manufacture. Depending on the nature of the project, we are able to offer services of Furniture Design, Manufacturing and Supply as well as Collaboration with Interior Design Consultancies and Procurement Agencies.



### 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.



### HOTEL AMENITIES SUPPLIERS

A Proudly South African Company, Hotel Amenities Suppliers (Pty) Ltd has been servicing the local and Southern Africa market for over 20 years and remains the largest guest amenities and hotel accessories company in South Africa, successfully supplying over 3200 clients. Our Hotel Accessories Division has a selection of products available to complement the amenities range and with our operating equipment partners, we are able to source and supply most hospitality equipment.



### 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 conferencing equipment.



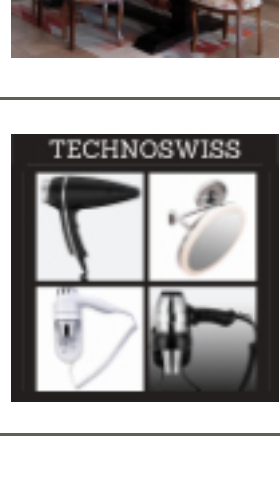
### INFERNO CHARCOAL OVENS

Inferno Charcoal Ovens are designed and handcrafted in Cape Town (South Africa). Our ovens are suitable for both commercial and domestic use allowing our customers to enjoy its versatility from grilling, roasting, baking and smoking. INFERNO's cooking area is one of the largest in the industry even though takes up very little space in the kitchen. The cooking temperature can be set up to 500°C allowing every type of cooking, from baking to roasting to slow roasting to grilling. Inferno Ovens can also be fuelled with wood, instead of charcoal, for an extra smoky flavour.



### INTERMARKET GUEST AMENITIES

Intermarket Guest Amenities is your preferred manufacturer & supplier of guest amenities for the Spa, Hotel, Bed & Breakfast & AirBnB industry. With over thirty 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 shampoos, 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.



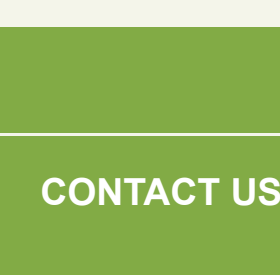
### JENEV ENTERPRISES

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 specialty is quality. Our brands include Club Classique, Eclat, Terry Lustré and Zorbatex all of which has a wide range of towels, gowns, hand and bath towels, bath sheets, face cloths, slippers, beach 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.



### KOTAG ENGRAVING

Based in Johannesburg, Kotag supplies a vast array of engraved products such as name badges, signage, table and door numbers, buffet stands and bespoke engraved or profiled products. Established in South Africa in 1997, Kotag has been a supplier to major blue-chip companies for over 21 years now. Kotag supplies nationally. The company uses computerised laser technology to produce a variety of high-quality products as required by our customers.



### 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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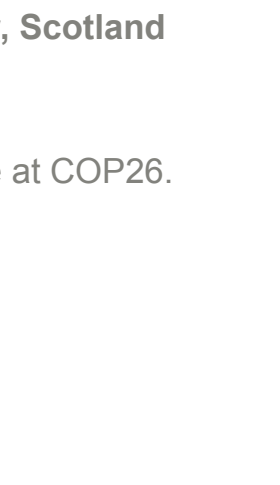
### LIVINGSTONES SUPPLY CO

We are the leading supplier of the finest enduring and sustainable hospitality products for the home, bush and beach. We pride ourselves on offering a full spectrum of products which have been thoroughly "tried and tested". With over two decades of experience in the hospitality sector, we strive to be industry leaders and a benchmark in wholesale supply to the hospitality industry and the home. We offer the highest quality operating and camping equipment, softs and furnishings at wholesale pricing - with a full procurement service and delivery option to your property.



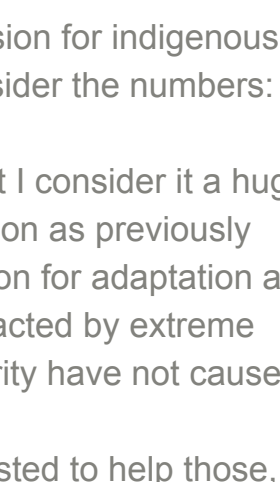
### LUGGAGE GLOVE

Protect your luggage and its contents from damage and theft with the touch, lockable Luggage Glove. From baggage handlers and screeners to the local taxi driver, your luggage is at risk. Luggage Glove is a protective cover that will go over your trolley suitcase and it has the ability to be locked shut. The design takes the handles and wheel positions of different luggage types into account so you can still use your luggage as intended. The luggage problems associated with all different types of travel can be summarized into these four categories. Travel with peace-of-mind. Travel with a Luggage Glove. Get your Luggage Glove delivered to your door.



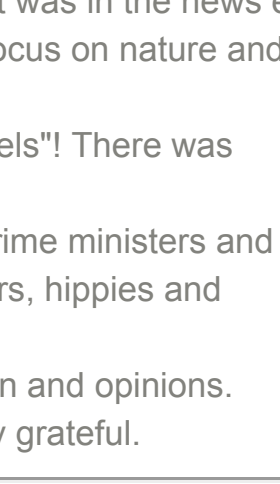
### MATCHLESS CANDLES

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.



### MICROS SA

Micros South Africa has the solution for your business! As a leader in the hospitality and food & beverage industries, our Cloud Based Point of Sale and Property Management System is designed to meet the varied requirements of any size hotel or restaurant. Our solutions are world-class and provide rich functionality, flexibility and ease of use to complement your business.



### MOTHER'S LOVE PRODUCTS

Mother's Love Natural Products are tough on dirt but gentle on the environment. Mother's Love offers a range of proudly South African cleaning products made with the best quality eco-friendly ingredients. Our range of cleaning products are 100% non-toxic and non-allergenic. They are gentle and nurturing for your family and for the environment, while also being tough on dirt. And, it's locally made! We hope the uplifting fragrance of the pure essential oils will make your cleaning experience a more joyful one, leaving you feeling energized and your home pristine.



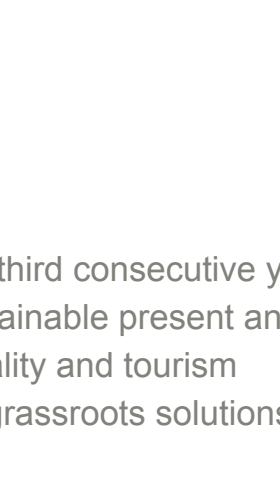
### MR PRICE HOME

If you're always on the lookout for the best in furniture & homeware to decorate your home or guest house, MRP Home has everything you need. Whether you like to wine and dine your guests, entertain your house guests, add an extra layer of comfort to a living space or bedroom, we've got a full range for every taste to dress things up or down. Explore our Premium Range bedding & kitchenware as your go-to investment, because for us, there is no such thing as too much quality and style. Don't forget you can download the MRP App and shop your favourite homeware right at your fingertips!



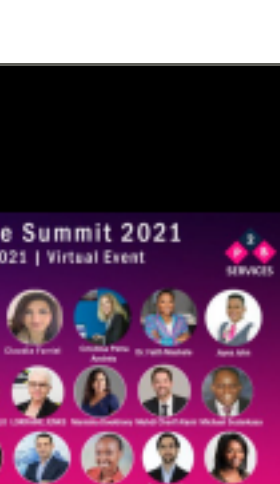
### NUMATIC INTERNATIONAL

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.



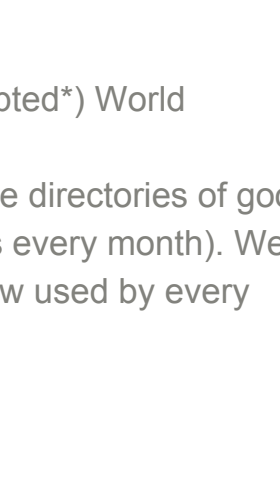
### PENMARK HOSPITALITY

Penmark Hospitality offers a range of hospitality linens and goods to the hospitality industry, as well as retail outlets, e-commerce stores, homes, interior decorators, beauty & hair salons and spa's. Further to linen, pillows & inners, scatter cushions, mattress & pillow protectors, blankets, base wraps, wooden hangers and towels, we supply uniforms and corporate wear. We have in-house embroidery for personalising your products.



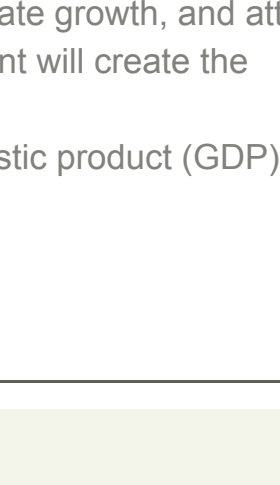
### PROFESSIONAL LAUNDRY SOLUTIONS & EQUIPMENT

Established in 2006, we are a family owned company and serve as a one-stop shop for the textile care industry. We have over 30 years' experience in the southern African market. Professional Laundry Solutions provides expertise in chemical production, application, laundry equipment sales and rentals plus maintenance to serve both small laundromats and large scale industrial laundry facilities. Our qualified laundry specialists provide leading consulting services and sales advice. Our laundry repair and maintenance division employs experienced technicians and have service history with brands including Primus, Giraub, Speed Queen, IPSO, and Renzacci.



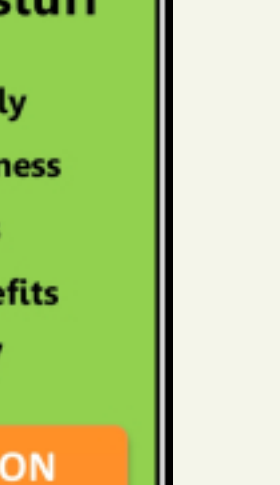
### SFT FURNITURE MANUFACTURER

Manufacturers of Quality Furniture. Suppliers to the hospitality contract market, well known furniture retailers as well as custom free standing furniture to interiors designer and decorators. SFT Furniture Manufacturer is a family owned and managed manufacturer of wooden interior furniture and has been in operation since 2007. SFT can design and manufacture a custom range of furniture for your retail outlet, hotel, lodge, restaurant or other commercial needs. Products include bedroom furniture, dining room suites, coffee and side tables, free-standing kitchen units, bookcases, plasma TV units, desks, servers and occasional tables.



### TECHNOSWISS

Technoswiss specialises in the supply of hotel hairdryers & magnifying mirrors. In business for over 20 years, Technoswiss has been supplying the hospitality industry with premium quality items and exceptional, personalised service. Conforming to the highest international safety standards and NRCS approved, we have a range of beautifully designed hairdryers and mirrors to complement any décor.



### 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 offering 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.

